



ATTACHMENTS

Northern Virginia Workforce Development Board (Area #11) Local Plan

July 1, 2017 through June 30, 2020

Northern Virginia Workforce Development Board
8300 Boone Blvd., Suite 450
Vienna, VA 22182
(703) 752-1606



**Northern Virginia Workforce Development Board
Area XI
Consortium Agreement**

For The Period of July 2016 - June 2018

**CONSORTIUM AGREEMENT
BETWEEN**

FAIRFAX COUNTY
CITY OF FAIRFAX
CITY OF FALLS CHURCH
LOUDOUN COUNTY
PRINCE WILLIAM COUNTY
CITY OF MANASSAS
CITY OF MANASSAS PARK

Continuing the

I. NORTHERN VIRGINIA WORKFORCE DEVELOPMENT AREA #11

WHEREAS, the Commonwealth of Virginia has determined that workforce development is critical to the long-term economic health of the state, and

WHEREAS, the driving force for the envisioned workforce development system should be local, employer driven partnerships focused upon continuous improvement of customer services, and

WHEREAS, cost effective grant management, oversight and strategic planning for the local partnerships, is best provided through intergovernmental collaboration, and

WHEREAS, the Commonwealth of Virginia Board of Workforce Development (“State Board”) established pursuant to the Workforce Innovation and Opportunity Act of 2014 (“WIOA”) is required to designate Workforce Development Areas (“Areas”) as expeditiously as possible, and

WHEREAS, each Area shall have a local Workforce Development Board (“Local Board”) appointed by Chief Local Elected Officials in accordance with the WIOA and State criteria, and

WHEREAS, each Area containing two or more general purpose local governments (cities and counties) is required to execute a Consortium Agreement (“Agreement”) between the Chief Local Elected Officials of those governments,

NOW, THEREFORE, BE IT RESOLVED as follows:

1. AREA DESIGNATION

The Counties of Fairfax, Loudoun, and Prince William, and the Cities of Fairfax, Falls Church, Manassas and Manassas Park, hereinafter referred to as the parties, jointly apply for designation as a Workforce Development Area.

2. AREA NAME

The Area shall be entitled the Northern Virginia Workforce Development Area.

3. THE CHIEF LOCAL ELECTED OFFICIAL

The parties shall select a single Chief Local Elected Official (“CLEO”) as follows: Each of the parties will select a chief elected official from the general purpose local governmental body. These Chief Local Elected Officials will form the Consortium. They will select a Chair of the Consortium, who will serve as the single Chief Local Elected Official for the Area. The Consortium shall appoint Local Board members in accordance with the Consortium Agreement and the Consortium Chair will have a seat on the Local Board.

The Consortium will meet at least two times a year for the purpose of strategic planning and approving the Area's plan. At least one of these meetings shall be in conjunction with the Local Board.

4. STRATEGIC ROLE OF LOCAL ELECTED OFFICIALS

The parties agree that local elected officials play a critical role in the success of the workforce development system. Working through the Consortium and the Consortium Chair, the parties will take advantage of the following opportunities offered by WIOA:

- The Northern Virginia Workforce Area’s workforce development strategies, programs and services will reflect the region’s economic development goals and employment-related needs.
- We will be able to refer our constituents – both job seekers and employers – to high quality programs and services available through *SkillSource* One-Stop Employment Centers and affiliate sites.
- The Northern Virginia Workforce Development Board will reflect the highest level of business and community leaders and will be a powerful organization that plans and directs our strategies for workforce programs and services.
- We will have a coordinated regional approach that integrates the development of career pathways and sector strategies that address the high-demand industries and occupations in Northern Virginia.
- We will use the power of our offices to leverage Federal, State and municipal resources to achieve greater impact. Our *SkillSource* One-Stop Employment Centers will include strong participation among partner programs.
- We are fully accountable for the fiscal integrity of programs funded by the Workforce Innovation and Opportunity Act and select a responsible fiscal agent to administer the funds.

- We commit to negotiating strong performance goals with the State and supporting continuous improvement and data-driven program management.

The parties are committed to following and implementing the Virginia State Local Plan and any new regulations as released by the U.S. Department of Labor Employment and Training Administration in regards to the Workforce Innovation and Opportunity Act.

5. LOCAL ELECTED OFFICIAL (CLEO) AND WORKFORCE DEVELOPMENT BOARD (WDB) FUNCTIONS

The parties, acting through the CLEO chosen in accordance with the preceding section of this Agreement, shall perform the following functions:

- Engage in a regional workforce development planning (WIOA Sec. 106(c)(1) and 108(d));
- Appoint members of the WDB board (107(c)(1)(B));
- Provide oversight of the One-Stop Delivery system, including agreeing with the Board on establishing the One-Stop MOU with partners and the method of funding one-stop infrastructure costs and selection of the One-Stop Operator (108(h)(1)(A)(i));
- Provide oversight of local youth, adult, and dislocated worker programs, and ensure the appropriate use, management and investment of funds to maximize performance outcomes;
- Work with the State and local board on provision of rapid response services in the local area. (134)(a)(2);
- Be the grant recipient (12)(B)(i)(I) or designate an entity (i)(II) and assume liability for any misuse of grant fund;
- Review and approval of the budget for the local workforce development system;
- To the extent feasible, align all investments in workforce development in the Area, whether WIOA resources or other resources, under the policy umbrella of the Local Workforce Development Board;
- When applicable, ensure that policies of the Local Board for workforce development, become integrated into county and city overall policies for economic development, education, and workforce development;
- Other functions as assigned by agreement between the CLEO and the Local Board, by this Agreement, by the WIOA, by the State or by the parties.

In partnership with the Local Elected Officials, the WDB shall perform the following functions to fulfill the requirements of the Federal Workforce Innovation and Opportunity Act of 2014 (P.L. 113-128), including:

- Develop a three (3) year strategic plan that connects all investments in workforce development and participate in regional planning;
- Conduct strategic oversight to the workforce delivery system;
- Conduct workforce research and regional labor market analysis;

- d. Lead efforts to engage with employers and other stakeholders in the region to support employer utilization of and benefit from the local workforce development system;
- e. With secondary and post-secondary education partners, lead efforts to develop and implement career pathways;
- f. Identify and promote proven and promising strategies and initiatives;
- g. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers, including facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system;
- h. Ensure the appropriate use management, and investment of funds to maximize WIOA performance outcomes;
- i. Coordinate activities with education and training providers in the local area;
- j. Oversee the One Stop Delivery System;
- k. Develop and enter into a Memorandum of Understanding with workforce development system partners for the implementation and operation of the service delivery system in the local area;
- l. Certify one-stop center operators and affiliate sites;
- m. Promote quality in customer service; and
- n. Provide continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes, including the Workforce Innovation and Opportunity Act primary indicators of performance.

5. LOCAL BOARD APPOINTMENTS

The Parties agree to appoint Local Board members in accordance with the Workforce Innovation and Opportunity Act, implementing federal regulations, criteria established by the State and this Consortium Agreement. The Local Board shall consist of no fewer than 59 members. Appointments shall be made by each of the Chief Local Elected Officials as follows: Appointments shall be principally based on the respective populations of member's governments, with the business and non-business representation being divided up for appointment by each of the Chief Local Elected Official. Population estimates will be updated annually and will be based on data from the Institute of Government, University of Virginia. Some of the appointments shall be regional, and those shall be appointed by consensus of all the Chief Local Elected Officials making up the Consortium. If consensus is not reached, such regional appointments shall be made on a proportionate basis using relative population figures as indicated above.

The following constitute the criteria for appointments to the Local Board:

- All jurisdictions will have at least one representative on the WDB regardless of the locality's population size. When a unit of government has only one seat on the Board, said board member shall be a representative from the business sector,
- The largest jurisdictions will cede some of their seats to accommodate the need for regional representation and to allow the smaller cities to have at least one representative on the Board,

- A total of seven (7) members from the following sectors will be determined to be ‘regional representatives’ on the WDB: Federal Labor organizations (2); Northern Virginia Community College (1); Virginia Department for Aging and Rehabilitative Services (1); Virginia Department for the Visually Handicapped (1); Virginia Employment Commission (1); and Job Corps (1), and
- The remainder of the seats will be assigned to the localities based on the closest figure proportionate to the size of the populations of member governments.

6. LOCAL BOARD TERMS

Board members shall be appointed for a 4-year term. Term limits will not apply for the Chief CLEO and the mandatory non-business seats. Any vacancy in the membership of the Board shall be filled in the same manner as the original appointment, and vacancies resulting from resignations or removal of mandatory members, as defined under the WIOA, shall be filled within 120 days pursuant to the requirements of the Commonwealth of Virginia, Virginia Community College System Policy #99-2 (Establishment of Local Workforce Investment Boards). The parties agree to follow all policies of the Virginia Community College System, the State Workforce Agency, and the Virginia Board of Workforce Development.

7. THE GRANT RECIPIENT AND SUBRECIPIENT

The parties designate Fairfax County as the grant recipient for the WIOA. The parties also designate The *SkillSource* Group, Inc., a non profit corporation, as the grant subrecipient and fiscal agent. Fairfax County will authorize the transfer of such funds as they become available and are approved by the Local Board, to the *SkillSource* Group, Inc., for the limited purpose of fulfilling the requirements of the Local Board under WIOA.

- The *SkillSource* Group, Inc., shall follow the federal cost principles contained in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) 2 CFR and Part 2900. On an annual basis, the *SkillSource* Group, Inc., shall submit audited year-end financial statements to include Single Audit requirements under the Uniform Guidance. The audited financial statements shall be submitted within the 30 days after receipt of the auditor’s report or six months after the end of the fiscal year, whichever occurs first. The *SkillSource* Group, Inc., shall provide these audited financial statements to any other party upon request.
- The *SkillSource* Group, Inc. shall make available financial and programmatic records as requested by the County of Fairfax or its independent auditors.

8. LIABILITY INSURANCE

- (a) The Local Board, or its authorized representatives, may provide from eligible funds liability insurance policies for its (i)

representatives, (ii) the Policy Council, (iii) the Youth Committee, (iv) officers, (v) employees, (vi) volunteers, and (vii) members (“the covered persons”) and may provide legal defense of claims thereunder in accordance with the terms of the policies of insurance. The liability insurance should be in such amounts as are sufficient to cover any and all claims resulting from the performance of the official duties and responsibilities of the covered persons. The Local Board, or its authorized representatives, shall retain legal counsel to represent the covered persons to the extent deemed necessary to supplement legal counsel provided under said liability insurance policies.

- (b) Nothing contained in this Resolution shall be construed to abrogate or waive any defense of governmental or sovereign immunity on behalf of the Local Board or its representatives, the Policy Council, the Youth Committee, officers, employees, volunteers, and members.

9. TERM

This Agreement shall take effect when the Area is designated by the Governor and shall remain in effect until terminated in accordance with this paragraph or until the WIOA is otherwise dissolved. Any party may terminate this Agreement by giving advance written notice to each of the other parties on or before January 1 of the year in which termination is to occur. Termination shall be effective June 30, 2018. Termination of this Agreement shall not affect the liabilities incurred prior to the termination date.

10. AMENDMENT

This Agreement may be amended at any time by the written, signed consent of all the parties.

11. MEETINGS

The Chief Local Elected Officials (CLEOs) of the parties shall meet at least twice annually and at such other times as are deemed necessary by the CLEO designated under Section 3 of this Agreement. A majority of the CLEOs may also call a meeting. CLEOs shall be notified in writing at least two weeks in advance of meetings. The notice shall include the time and place for the meeting and the proposed agenda. Advanced notice may be waived by unanimous consent of the parties.

12. DECISIONS

Decisions shall be approved by a majority of the CLEOs, except as otherwise established in this Agreement, by the state or from time to time by resolution of the CLEOs.

13. DUTIES

The CLEOs may each designate a single representative at a senior staff level to carry out any duties assigned to them by this Agreement. A Policy Council, made up of senior staff designees, shall be established to carry out operational and administrative functions. Notification to the designee shall be considered notice to the CLEO the designee represents.

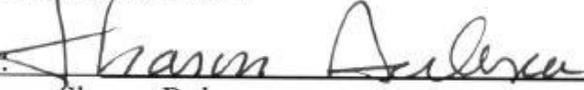
14. SEVERABILITY

Should any part of this Agreement be invalidated otherwise rendered null and void, the remainder of this Agreement shall remain in full force and effect.

15. AUTHORITY

The undersigned officials are authorized to execute this Agreement on behalf of the parties.

FAIRFAX COUNTY

By: 
Name: Sharon Bulova
Title: Chairman, Fairfax County Board of Supervisors
Date: June 20, 2016 (SJ)

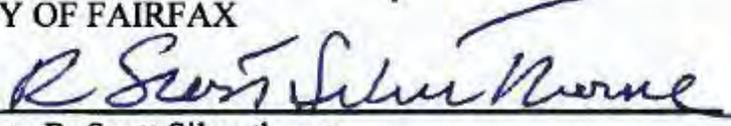
PRINCE WILLIAM COUNTY

By: 
Name: Corey A. Stewart
Title: Chairman, Prince William Board of County Supervisors
Date: 6/20/2016

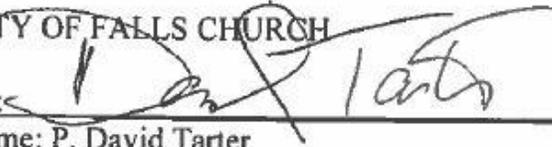
LOUDOUN COUNTY

By: 
Name: Phyllis J. Randall
Title: Chairman, Loudoun County Board of Supervisors
Date: July 20, 2016

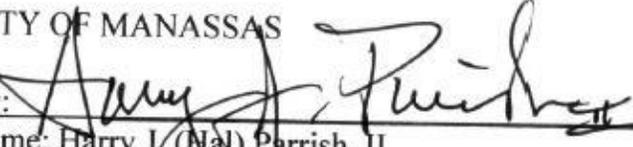
CITY OF FAIRFAX

By: 
Name: R. Scott Silverthorne
Title: Mayor, City of Fairfax
Date: 6/23/16

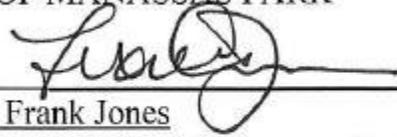
CITY OF FALLS CHURCH

By: 
Name: P. David Tarter
Title: Mayor, City of Falls Church
Date: 6-29-16

CITY OF MANASSAS

By: 
Name: Harry J. (Hal) Parrish, II
Title: Mayor, City of Manassas
Date: 07-13-2016

CITY OF MANASSAS PARK

By: 
Name: Frank Jones
Title: Mayor, City of Manassas Park
Date: June 27, 2016 (SJ)

**The SkillSource Group, Inc.
MASTER SERVICES AGREEMENT**

This AGREEMENT is by and between The **SkillSource** Group, Inc. ("**SkillSource**") located at 8300 Boone Blvd., Suite 450, Vienna, VA 22182 and Fairfax County Department of Family Services ("Contractor") located at 12011 Government Center Parkway, 5th Floor, Fairfax, Virginia 22035.

1. SCOPE OF WORK

1.1 Contractor offers and agrees to furnish all labor and expertise; perform all services; and to do all other things in general support of delivering to provide Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator services to include center operations/management, and services to adults, dislocated workers and employers, within the Northern Virginia Workforce System (Area #11) in the Commonwealth of Virginia. The provision of these services is to be funded by WIOA, Title I, Public Law 113-128, which began July 1, 2015 and is authorized as workforce law at the federal level through September 2020. Work to be conducted shall be consistent with activities identified in the **Fairfax County Department of Family Services Proposal For Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator Program Services in the Northern Virginia Workforce Area #11, dated February 10, 2016 (see Attachment 3).**

The Contractor agrees to follow the vision and strategic priorities for the Northern Virginia Workforce System, as outlined in the Northern Virginia Strategic Action Plan, and the Vision for the One-Stop Delivery System under WIOA, as outlined in the U.S. Department of Labor Training and Employment Guidance Letter No. 04-15.

This contract may also change in accordance with the final regulations of the Workforce Innovation and Opportunity Act, which have an anticipated release in 2016. At that time, **SkillSource** reserves the right to change or modify this contract agreement. The Contractor must be committed to following and adapting to new regulations as released by the U.S. Department of Labor Employment and Training Administration in regards to the Workforce Innovation and Opportunity Act.

1.2 Focus of Services will include:

Career Services

The new WIOA legislation changes to service delivery make the previous sequence of core, intensive and training services obsolete. Career and Training services include:

- Eligibility Determination for funding and services
- Outreach, intake and orientation to the information and other services available through the **SkillSource** One-Stop Employment Centers;
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and occupations and nontraditional employment; appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services;

- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways; and
- Performance information and program cost information on Eligible Training Providers (ETPs);
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment assistance; and
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.

Other career services needed in order for an individual to obtain or retain employment consist of:

- Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which may include use of assessment tools, the Career Readiness Certificate (CRC) and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Individual coaching;
- Career planning;
- Short-term pre-vocational services, including development of learning skills, communication skills, and interviewing skills;
- Workforce preparation activities;
- Financial literacy;
- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace for customers in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

Each customer should receive an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment. The orientation shall include a complete overview of the processes and procedures for gaining maximum benefits from engagement with the Northern Virginia Workforce System. Information on orientations must be posted on the SSG website at www.myskillsource.org.

1.3 Training Services

Upon completion of orientation and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment. Training programs should focus on in-demand industry sectors or occupations in demand in Northern Virginia.

Occupational skills training should be provided through Individual Training Accounts from an approved Northern Virginia Eligible Training Provider. Other training activities, such as cohort training, may be proposed.

Training Services are described as:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Incumbent worker training (as authorized by the Board);
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training provided in combination with other training services such as occupational skills training;
- Adult education and literacy activities including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services and
- Customized training conducted with a commitment by an employer or group of employees to employ an individual upon successful completion of the training.

All customers that receive training services must be determined eligible for WIOA funding.

The Contractor will follow the Virginia Chapter 4.2 section 2.2-2472.2 establishing that all local workforce development boards in Virginia must allocate and expend a minimum of 40% of WIOA Adult and Dislocated Worker funds to training services as defined under WIOA during each fiscal year.

1.4 WIOA Program Requirements for Job Seeker Services

WIOA Sec. 3 (24) defines an "individual with a barrier to employment" means a member of one or more of the following populations:

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)).
- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l. Single parents (including single pregnant women)
- m. Long term unemployed individuals

- n. Such other groups as the Governor determines to have barriers to employment

Eligibility Verification/Validation/Documentation: The Contractor shall be responsible for determining, verifying, and certifying WIOA eligibility for each Adult or Dislocated Worker customer by obtaining acceptable records/documents to verify each required eligibility item. Verification documents and other necessary paperwork must be maintained in case files and the Contractor also will be responsible for directly entering such information into the Virginia Workforce Connection (VaWC) case management system on a regular and ongoing basis. Documentation of services, referrals, progress, activities, and follow-up is also required. Documentation should provide information related to successes and barriers related to the completion of the service plan along with potential next steps of services.

Assessments: The Northern Virginia Workforce Development Board and **SkillSource** recommend that the CareerScope be used for assessing occupational skills, interests, and aptitudes and the TABE assessment be used to assess basic skills. Assessments of the skill levels and service needs of Adults and Dislocated Workers may include diagnostic testing and use of other assessment tools, as well as the Virginia Career Readiness Certificate (CRC); and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. The goal of the assessments are to identify skills, strengths, and deficiencies, and attitudes relating to vocational training, basic education, and employment. Assessments may also be used for career interest and discovery.

The Contractor shall provide information on the proposed assessment tools they will utilize when conducting assessments of basic skills, abilities, interests, evaluation of work history, and evaluation of support service needs for WIOA Adult and Dislocated Worker customers. All assessment processes and tools must be approved by SSG prior to implementation and must be applied in a consistent and equitable manner.

Individual Employment Plans: Each Adult/Dislocated Worker customer enrolled into WIOA services will have an individualized employment plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals, including providing information on Eligible Training Providers, and career pathways to attain career objectives. Employment plans should be flexible and responsive to the individual needs of each customer as they move through needed career services and/or training services, keeping in mind that employment is the ultimate goal for all customers. Each plan will identify educational goals, pre-employment steps, selected learning objectives, training and work based learning (when provided) and any other preparation for unsubsidized employment. The plan will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and any continued learning and development, as needed. The IEP is to be periodically reviewed with the participant and adjusted, as warranted, and is to be developed within thirty (30) days of the date of program enrollment and reviewed every sixty (60) days thereafter. The Contractor will be expected to maintain a formal participant eligibility file and will be subject to periodic case file monitoring reviews.

Case Management: The selected Contractor will be required to provide experienced Case Managers to meet the needs of the active and follow-up WIOA customers of the current and future caseload in Northern Virginia Workforce Area #11. Case Management should be provided to ensure all customers are successful. Case Management strategies should include, but are not limited to:

- Regularly scheduled contact must be maintained with all customers. The frequency of the contact is based on an assessment of the customer's needs as they move through the process. At a minimum, contact every 30 days must be made with each customer. More frequent contact may be needed in certain circumstances and encouraged.
- Use of the IEP benchmarks to measure progress such as increasing TABE, Work Keys, or College entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, occupational license, certificate, or degree, etc.
- Monthly case notes entered into the State VAWC online case management tool in a timely manner. Case notes are not limited to but should detail contacts per customer, missed appointments and attempts to contact the customer, career services provided to the customer, progress, barriers, interventions, and successes of the customer, etc.
- Provision of linkages, referrals, coordination of services and resources that support the achievement of customer's IEP.
- Collaboration with other service providers, training providers, businesses, and community agencies.

Follow-Up: The Contractor is expected to provide services to Adults and Dislocated Worker through the completion of the participant's service plan, which includes the minimum 12 months of follow-up services.

The Contractor will be responsible for maintaining participant enrollment and service activity and outcome records, and documenting and verifying applicable performance metrics. The Contractor also will be responsible for directly entering such information into the VAWC case management system on a regular and ongoing basis. Programmatic reports will be provided to SSG on a monthly basis throughout the fiscal year.

1.5 WIOA Program Requirements for Employer Services

Serving the needs of employers is a principle focus for WIOA, the Northern Virginia Workforce Development Board and SSG, as employers are a primary customer with the continuing need of finding and hiring candidates. Employer service staff shall take a lead role in understanding the needs of employers and in communicating those needs to the broader workforce system, as part of the Northern Virginia Employer Solutions Team.

WIOA emphasizes Sector Partnerships as a key method to engage businesses in the design of workforce services, including education available through public schools, colleges, and universities with the goal that education agencies and career centers understand and deliver training, education, credentials and guidance to provide defined Career Pathways into targeted industry sectors. These sectors must also be aligned with economic and business development efforts to maximize effectiveness. Employer service staff is expected to lead efforts at developing and supporting these Sector Partnership efforts.

The Contractor will be responsible for coordinating or delivering the following employer services with partner staff:

- Onsite Recruitment and Placement Assistance for Employers
- On-the-Job (OJT) Training Subsidies
- Federal Bonding Program
- Customized Occupational Skills Training
- Incumbent Worker Training

- Work Opportunity Tax Credit Program
- Rapid Response Services
- Transitional Work Experience Program
- Information on Business Start-Up, Retention and Expansion Services
- Access to Labor Market Information
- Workplace Accommodations for Persons with Disabilities;

The Contractor will be required to be a member of the Northern Virginia Employer Solutions Team, composed of staff from SSG and other WIOA partners that work directly with employers. The Contractor will be responsible for tracking services to employers and will enter such information into the Salesforce system utilized by the Northern Virginia Employer Solutions Team on a regular and ongoing basis.

1.6 Capacity to support the Northern Virginia Workforce System approach to the delivery of services and how Adults and Dislocated Workers will be connected to utilize and benefit from the services available at each *SkillSource* One-Stop Center.

In the interest of establishing a seamless delivery of services, outreach and recruitment functions associated with the delivery of any proposed WIOA Adult and Dislocated Worker Program activities are to be located and coordinated out of the Northern Virginia One-Stop Centers to the extent possible.

2. ADMINISTRATIVE COMPLIANCE

2.1 During the term of this Agreement, **SkillSource** reserves the right to monitor all records, including financial records, participant files, and electronic participant records in the Virginia Workforce Connection database, that are kept by the Contractor in performance of WIOA One-Stop Operator and WIOA Adult and Dislocated Worker Program Service activities. **SkillSource** will also conduct monitoring of the **SkillSource** One-Stop Employment Centers twice annually. The Contractor agrees to annual monitoring of One-Stop operations and participant records annually by the Virginia Community College System. The Contractor will also provide any requested financial or participant records to the **SkillSource** independent auditor on an annual basis.

The Contractor must follow the Northern Virginia Area 11 **SkillSource** One-Stop Employment Center re-certification process every two years, and follow policies from the Virginia Community College System on One-Stop Center certification requirements, as outlined in Virginia Workforce Letter #11-12.

The Contractor shall follow the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) 2 CFR 900 and Part 2900.

The Contractor will be held liable for any costs that are determined to be disallowed under WIOA.

The Contractor shall submit all required programmatic and financial information on a timely basis. The Contractor must retain all records until the Service Agreement with **SkillSource** funding has ended as defined by having all program activities closed out and all monitoring completed.

3. ORGANIZATION AND STAFFING

3.1 The Contractor will utilize funding from **SkillSource** to deliver Workforce Innovation and Opportunity Act services to Adults and Dislocated Workers in the Northern Virginia Workforce System (Area #11) in the Commonwealth of Virginia.

4. REPORTS AND QUALITY ASSURANCE

4.1 David Hunn, the President and CEO of the **SkillSource** Group, Inc. will monitor the project activities and provide guidance on an as-needed basis and will report progress to the Board of Directors of SSG and the Northern Virginia Workforce Development Board.

5. EFFECTIVE DATE, DURATION, TERMINATION

5.1 Effective Date. This Agreement is effective from July 1, 2016.

5.2 Duration. All work under this Agreement shall be completed by June 30, 2017. This agreement may be renewed, if mutually agreed by SSG, the Northern Virginia Workforce Development Board and the Fairfax County Department of Family Services, for a total of five (5) one year renewals.

5.3 Written Notice of Termination. **SkillSource** may, by written notice sent to Contractor, terminate the Contract, in whole or in part, at any time for its convenience. The written notice of termination shall specify that termination is for **SkillSource's** convenience, the extent to which performance of service under the Contract is terminated, and the date upon which such termination becomes effective. The termination date will coincide with the scheduled completion of key tasks related to the independent evaluation.

5.4 Termination for Convenience. **SkillSource** reserves the right to terminate this Contract or any part thereof, for convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this Contract, the Contractor shall be paid for completed work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of **SkillSource** having resulted from the termination. The Contractor shall not be paid for any work performed or costs incurred after receipt of the notice of termination which reasonably could have been avoided.

5.5 Termination for Default. If through any cause either party shall fail to fulfill in a timely manner its obligations under this agreement, or if either party shall violate any of the covenants, agreements, or stipulations of this agreement, then in such event the non-breaching party shall give written notice to the other party of the breach with reasonable detail and opportunity to cure the breach within 30 days after notice. Should the breach not be cured within such time period, the non-breaching party shall confirm its termination by a separate written notice. Either party shall thereupon have the right to terminate, specifying the effective date thereof, at least five (5) days before the effective date of such termination. In the event of contract termination, the contractor shall be entitled to payment for satisfactory work performed through the date of termination.

6. LIMITATION OF LIABILITY

IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY LOSSES OR DAMAGES INCURRED DURING PERFORMANCE OF THE CONTRACT OR FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS), REGARDLESS OF WHETHER SUCH LIABILITY IS BASED ON BREACH OF CONTRACT, TORT, STRICT LIABILITY, BREACH OF WARRANTIES, FAILURE OF ESSENTIAL PURPOSE OR OTHERWISE AND EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. COST AND METHOD OF PAYMENT

7.1 **SkillSource** will pay the Contractor for the performance of this Agreement in accordance with the Schedule of Prices, attached and made a part of this Agreement.

7.2 **SkillSource** reserves the right to review costs prior to approval and to require documentation to support the Contractor's request for additional funds. No expenditure of additional funds on the part of the Contractor is implied or expressed by this clause.

7.3 The Contractor will invoice **SkillSource** at 8300 Boone Blvd., Suite 450, Vienna, VA 22182 attention: David Hunn on an agreed-upon basis for the grant costs incurred for this Agreement. Payment will be due within thirty (30) days after receipt of the invoice by **SkillSource**. Payments may be made to the Contractor by check or electronic funds transfer.

8. RESOLUTION OF DISAGREEMENTS

8.1 Notification. The parties agree that they will notify each other if a conflict regarding the administration of this Agreement arises and will attempt to resolve these conflicts.

8.2 ADR. If the parties are not successful in resolving their dispute, the parties may agree to resolve their disputes through arbitration or some other form of alternate dispute resolution ("ADR").

8.3 Continued Performance. Throughout the entire duration of any dispute, Contractor agrees to continue performance.

9. CLAIMS OF THIRD PERSONS

Contractor agrees to undertake to pay all claims lawfully made against him by third persons arising out of or in connection with performance of this Agreement. Contractor shall have no obligation to pay any such claims which Contractor is validly disputing.

10. GENERAL TERMS AND CONDITIONS

10.1 Applicable Laws and Courts. This Agreement shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws and regulations.

10.2 Anti-Discrimination. The Contractor certifies to **SkillSource** that this Agreement will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and Section 2.2-4311 of the Virginia Public Procurement Act which provides:

During the performance of this contract, the contractor agrees as follows:

a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, or disabilities, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such contractor is an equal opportunity employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this Section.

10.3 Flow-Down Provision. Contractor agrees to include the above cited provisions from Section 2.2-4311 of the Virginia Public Procurement Code in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

10.4 The Contractor shall comply in accordance with the existing or hereafter amended Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128, the U.S. Department of Labor's regulations relating to WIOA, and the Commonwealth of Virginia Policies, the NVWDB Policies and Procedures, and all Contract Provisions.

11. ETHICS IN PUBLIC CONTRACTING

The Contractor certifies that their offer(s) are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder/offeror, supplier, manufacturer or subcontractor in connection with their bid or proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance deposit of money, services or anything more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

12. IMMIGRATION REFORM AND CONTROL ACT OF 1986

The Contractor certifies that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

13. DEBARMENT STATUS

The Contractor certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor is it an agent of any person or entity that is currently debarred.

14. PAYMENT TO PRIME CONTRACTOR

14.1 Contractor shall submit invoices for items ordered, delivered and accepted directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

14.2 Any payments terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

14.3 All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public agency is being billed.

14.4 The following shall be deemed to be the date of payment: The date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

15. TESTING AND INSPECTION

SkillSource reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specifications.

16. ASSIGNMENT OF CONTRACT

Contractor may not assign a contract in whole or in part without the written consent of the **SkillSource**.

17. CHANGES TO THE CONTRACT

17.1 **SkillSource** may order changes within the general scope of the contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to the method of packing or shipment and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give **SkillSource** a credit for any savings. Said compensation shall be determined by one of the following methods:

17.2 By mutual agreement between the parties in writing; or

17.3 By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, the Contractor accounts for the number of units or work performed, subject to **SkillSource's** right to audit the Contractors records and/or to determine the correct number of units independently; or

17.4 By ordering the Contractor to proceed with the work and to keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present **SkillSource** with all vouchers and records of expenses incurred and savings realized.

17.5 **SkillSource** shall have the right to audit the records of the Contractor, as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the **SkillSource** within thirty (30) days from the date of receipt of the written order from **SkillSource**.

17.6 If the parties fail to agree on an amount of adjustment, the questions of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this contract shall excuse the Contractor from promptly complying with the changes ordered by **SkillSource** or with the performance of the contract generally.

17.7 The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by both parties as a part of their written agreement to modify the scope of the contract.

18. EXCESS REPROCUREMENT COSTS

In case of failure to deliver goods and services in accordance with the contract terms and conditions, **SkillSource**, after due oral and written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which **SkillSource** may have.

19. COUNTY'S INSURANCE

19.1 The County represents that it is self-insured for the following risks:

- a. Worker's Compensation
- b. Commercial Automobile Liability
- c. Commercial General Liability
- d. Public Officials' Liability
- e. Law Enforcement Liability

20. MISCELLANEOUS

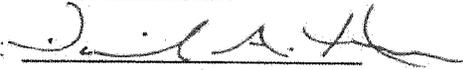
20.1 This Agreement constitutes the entire Agreement between **SkillSource** and Fairfax County Department of Family Services and supersedes all prior and contemporaneous communications with respect to the subject matter hereof.

20.2 No waiver of any breach of any provision of this Agreement shall constitute a waiver of any other breach of the same or any other provision hereof. In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of the Agreement remain in full force and effect.

20.3 Neither party will bring a legal action arising out of or related to this Agreement more than five (5) years after the cause of action arises.

20.4 Neither party is responsible for failure to fulfill obligations due to causes beyond that party's control.

The SkillSource Group, Inc.

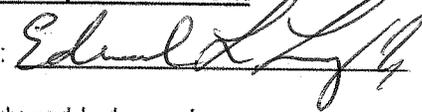
Signature: 

Name: David A. Hunn

Title: President & CEO

Date: 6-22-2016

Fairfax County Government

Signature: 

Name: Edward L. Long Jr.

Title: County Executive

Date: 7/18/2016

Attachment 1

Schedule of Prices

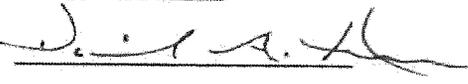
The **SkillSource** Group, Inc. agrees to provide \$1,220,920 in FY 2017 Workforce Innovation and Opportunity Act (WIOA) Adult funding and \$1,116,920 in FY 2017 WIOA Dislocated Worker funding, for a total of \$2,337,840 to accomplish the Scope of Work outlined in this Agreement. This amount is subject to change based on budget modifications or revisions, as agreed upon by **SkillSource**, the Northern Virginia Workforce Development Board and the Fairfax County Department of Family Services

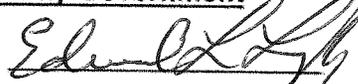
Funding shall be disbursed in accordance with the agreed schedule (see Attachment 2).

Signature

The SkillSource Group, Inc.

Fairfax County Government

Signature: 

Signature: 

Name: David A. Hunn

Name: Edward L. Long Jr.

Title: President & CEO

Title: County Executive

Date: 6-22-2016

Date: 7/18/2016

Attachment 2

**Agreement Between
The SkillSource Group, Inc. and
Fairfax County Department of Family Services**

Schedule of Funding Disbursements

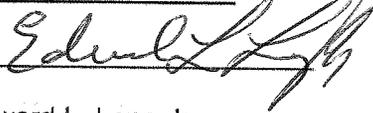
All payments will be made within 30 days upon presentation of an invoice.

Signature

The SkillSource Group, Inc.

Fairfax County Government

Signature: 

Signature: 

Name: David A. Hunn

Name: Edward L. Long Jr.

Title: President & CEO

Title: County Executive

Date: 6-22-2016

Date: 2/18/2016

The SkillSource Group, Inc.
 Northern Virginia Workforce Development Board
 Subsidiary Schedule of FY 2017 Program Awards
 (Full Funding)

Attachment 2

Workforce Innovation and Opportunity Act			
	Adult	Dislocated Worker	TOTAL
PY2015 Total Carry-in (Estimate)	\$ 528,960	\$ 878,215	\$ 1,407,175
Award period	10/1/15-6/30/17	10/1/15-6/30/17	
PY 2016 Total Award	\$ 1,266,121	\$ 1,454,137	\$ 2,720,258
Award period	10/1/16-6/30/18	10/1/16-6/30/18	
CFDA#	17.258	12.278	
Program Staff	609,920	609,920	1,219,840
Program Operating Costs	20,000	20,000	40,000
Supportive Services	6,000	6,000	12,000
Training			
Individual Training Accounts	542,000	438,000	980,000
On-the-Job Training	10,000	10,000	20,000
Training Supportive Services	-	-	-
Work Experience	-	-	-
Other Training	33,000	33,000	66,000
Total Training	585,000	481,000	1,066,000
Total Award	1,220,920	1,116,920	2,337,840

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Letter of Support from the National Council On Aging

Section 1: Executive Summary: Brief Overview of Proposal

Northern Virginia (Area 11) is consistently ranked among the highest-performing workforce regions in the Commonwealth of Virginia. This designation is based on multiple factors, including our ability to meet or exceed common measure benchmarks under the Adult, Dislocated Worker, and Youth programs, and to collectively sustain an expansive and comprehensive service delivery network for employer and job seeker customers. By all accounts, these services add significant value to the regional economy and provide critical support to individuals who may otherwise struggle to compete in the highly skilled and educated Northern Virginia labor market.

As described in the following proposal, the Fairfax County Department of Family Services (DFS) plays a key role to ensure the sustained success and continuous quality improvement of Area 11 under the new Workforce Innovation and Opportunity Act (WIOA) legislation, and to move beyond the status quo to increase enrollments and expedite access to training services which result in industry-recognized credentials. As the WIA/WIOA service delivery provider and One-Stop Operator since 2001, DFS brings:

- Three (3) fully-certified *SkillSource* Centers which are owned and operated by DFS, plus a new proposed site conveniently located in the heart of Fairfax County;
- The ability to seamlessly continue WIOA Adult and Dislocated Worker services and *SkillSource* Center support to the entire Northern Virginia Workforce System;
- Quality management and staffing of multiple grant projects, including innovative programs to support entrepreneurship, work-based learning, and career pathways;
- A portfolio of related programs which add value to the system, including the Virginia Initiative for Employment not Welfare Program (VIEW), Supplemental Nutritional Assistance Employment and Training Program (SNAP-ET), and the Volunteer Income Tax Assistance Program (VITA); and
- Significant in-kind and leveraged resources as outlined in the Business Proposal.

Moving forward into a new era under WIOA, DFS has taken a proactive approach to anticipate change and implement significant adjustments to our service delivery strategies for job seekers. While focusing on core program elements of job placement, retention, earnings, and credential attainment, DFS will continue to incorporate additional service enhancements under WIOA, including a stronger emphasis on career pathways, sector strategies, work-based learning, and incumbent worker training. DFS has also invested significant resources to establish and staff a Business Services Team, which supports, complements, and is well integrated with the regional *SkillSource* Employer Solutions Team (EST). DFS demonstrates our engagement with the EST through collaborating with partner business service providers, widely sharing job leads and employer contacts, using the Salesforce tool, and supporting a seamless single-point-of-contact service delivery model to respond to employer requests within one business day.

DFS is confident that our successful experience with delivering WIA/WIOA programs and serving as the One-Stop Operator in Northern Virginia, combined with our ability to leverage resources and collaborate with employers and community partners, positions us to continue the delivery of the full scope of employment and training services as required by the Workforce Innovation and Opportunity Act (WIOA).

Section 2: Technical Proposal

A. Statement of Qualifications

2.1 Description of the Organization

The Fairfax County Department of Family Services (DFS) is a local government human services agency with a long and successful history of designing, implementing, continuously improving, and managing high-performing employment and training programs in the Northern Virginia region. Since 1982 under the Job Training Partnership Act (JTPA), DFS has taken a leadership role in collaboration with our neighboring jurisdictions in Loudoun and Prince William Counties, to work closely with mandatory and strategic partners and employers throughout Virginia Workforce Area 11.

In the early days of the Workforce Investment Act of 1998 (WIA), Fairfax County committed significant leadership to establish and support the board, draft initial partnership agreements and policy guidance, staff committees, and assist in the designation of The *SkillSource* Group, Inc. as a 501 (c) 3 organization, thus enabling the board to be more competitive when pursuing grant funding. Simultaneously, DFS worked with the board and its consultant to establish the first one-stop employment centers in the Northern Virginia region, actively participate in the development and implementation of the Competencies for Workforce Development Professionals, fulfill center certification and monitoring standards, and create a service delivery framework to ensure compliance with WIA regulations and rigorous Malcolm Baldrige Quality Standards across the one-stop system.

Since 2001, DFS has served as the designated One-Stop Operator and provider of Adult and Dislocated Worker services for Workforce Area 11. DFS is also the contracted provider of

Workforce Innovation and Opportunity Act (WIOA) Youth services, and is an active participant on the *SkillSource* Employer Solutions Team (EST). To support this expansive scope of work, DFS has leveraged Fairfax County's significant organizational infrastructure, engaged leadership, established partner network, and talented staff of employment and business professionals to successfully implement federal workforce policy in the Northern Virginia region. Specifically, DFS offers:

- A track record of performance excellence against common measure benchmarks¹:

	PY 2010	PY 2011	PY 2012	PY 2013	PY 2014
WIA Adult					
<i>Entered Employment Rate</i>	E	E	M	E	M
<i>Employment Retention Rate</i>	E	E	E	E	E
<i>Average 6-Month Earnings</i>	E	E	E	M	E
<i>Employment and Credential Rate</i>	-	M	E	E	E
WIA Dislocated Worker					
<i>Entered Employment Rate</i>	E	E	E	E	E
<i>Employment Retention Rate</i>	E	E	E	E	E
<i>Average 6-Month Earnings</i>	E	E	E	E	E
<i>Employment and Credential Rate</i>	-	M	M	E	E

- Three (3) fully-certified *SkillSource* Centers which are owned and operated by DFS, plus a new proposed site conveniently located in the heart of Fairfax County;
- The ability to seamlessly continue WIOA Adult and Dislocated Worker services and *SkillSource* Center support to the entire Northern Virginia Workforce System;

¹ Table includes a Summary of Past Area 11 WIA Adult and Dislocated Worker Program Performance with DFS as the WIA Service Delivery Provider and One-Stop Operator. E=Exceeds Measure, M=Meets Measure, and FTM=Fails to Meet Measure (not applicable here).

- Quality management and staffing of multiple grant projects, including innovative programs to support entrepreneurship, work-based learning, and career pathways;
- A portfolio of related programs which add value to the system, including the Virginia Initiative for Employment not Welfare Program (VIEW), Supplemental Nutritional Assistance Employment and Training Program (SNAP-ET), and the Volunteer Income Tax Assistance Program (VITA); and
- Significant in-kind and leveraged resources as outlined in the Business Proposal.

Moving forward into a new era under WIOA, DFS is uniquely qualified to anticipate, follow, and adapt to new regulations and guidance as they are issued by the US Department of Labor, Employment and Training Administration; the Virginia Community College System; the Virginia Workforce Council; and the Northern Virginia Workforce Development Board, to meet or exceed all future goals for the WIOA Adult and Dislocated Worker Programs and the Northern Virginia Workforce System. In November 2015, DFS submitted an Operational Plan to The *SkillSource* Group, Inc. which outlined our strategies for transitioning from WIA to WIOA. Included in the plan is a commitment to increase enrollment significantly, serving over 1,100 Adult and Dislocated Worker program participants between June 2015 and July 2016.

2.2 Proposed Personnel and Staff Experience

All DFS staff assigned to this project are carefully evaluated to ensure that they possess critical skills in customer service acumen; are responsive, flexible, and adaptable; and thrive in dynamic and diverse business and human services environments. DFS recruits professionals who communicate in a wide variety of languages (including Spanish, Korean, Vietnamese, and Farsi), and represent backgrounds which align with the culturally diverse Northern Virginia community we serve. Currently, 62% of our service delivery staff are certified as Virginia Workforce

Development Professionals, while the remaining staff are in the process of obtaining their certification. Although DFS marginally exceeds the state workforce policy requirement of 60%, we plan to achieve a 75% staff certification rate within 12 months following contract award. DFS will track progress against this benchmark and report it to *SkillSource* Group, Inc. staff once achieved. Please refer to **Attachment A** for Qualifications of Key Project Personnel and **Attachment B** for Partner References.

B. Service Area Operations

2.3 Service Delivery Locations for Adults and Dislocated Workers

DFS will continue seamless delivery of high-quality case management services to WIOA Adult and Dislocated Worker customers throughout Fairfax, Loudoun, and Prince William Counties, and the cities within. Our main access points and service delivery locations are:

1. Three (3) Fairfax *SkillSource* Centers in Alexandria, Reston, and Annandale (including the Center for Business Planning and Development): DFS owns, operates, and provides oversight and staffing for WIOA Adult, Dislocated Worker, and Youth services, and leads the Continuous Quality Improvement (CQI) Team for all three sites.
2. Fairfax *SkillSource* Pre-Release Employment Center (Satellite) in Fairfax: DFS provides staff to operate the center and connect customers to WIOA services.
3. Loudoun Workforce Resource Center (a *SkillSource* Affiliate) in Leesburg: DFS provides oversight and staffing for WIOA Adult, Dislocated Worker, and Youth services. assists with center coverage, and is a member of the CQI Team.
4. Prince William *SkillSource* Center (A Comprehensive Workforce Center) in

Woodbridge: DFS provides oversight and staffing for WIOA Adult, Dislocated, and Youth services, assists with center coverage, is a member of the CQI Team, and recently launched a new Volunteer Income Tax Assistance Program site.

5. Prince William Manassas *SkillSource* Career Services Center (Satellite): DFS provides support and technical assistance to the WIOA Adult and Dislocated Worker case manager.

6. **Proposed new center:** The VIEW Job Center (VJC) in Fairfax is DFS-owned and operated, and will seek full-service *SkillSource* Center certification within 12-18 months of contract award. Currently, this center serves primarily TANF² recipients and houses both our emerging Career Pathways Initiative and the Bridges Project (an innovative and proven approach to serving people with hidden disabilities).

2.4 *Understanding the Service Needs of the Jurisdiction*

The Northern Virginia region is one of the wealthiest in the nation, which presents both opportunities and challenges for its residents and businesses. As of November 2015, the unemployment rate in Virginia (4.2%³) fell below the national rate (5%) and the Area 11 jurisdictions are lower still (3.3% in Fairfax and Loudoun, and 3.7% in Prince William), but this translates to well over 35,000 people⁴. Further, according to the US Census Bureau, in 2013 approximately 110,426 people in the Northern Virginia region lived below federal poverty levels.⁵ In an area known for its high cost of living and educated, skilled, and talented workforce, many individuals struggle to compete in this labor market and to find jobs that can lead to sustainable, long-term careers and economic self-sufficiency. Historically, the federal

² Under WIOA, Temporary Assistance for Needy Families (TANF) is a mandated Northern Virginia Workforce System Partner.

³ Bureau of Labor Statistics: <http://www.bls.gov/lau/lauentvcur14.txt>

⁴ Fairfax: 20,525; Loudoun: 6,343; Prince William: 8,588

⁵ US Census Bureau, Small Area Income and Poverty Estimates. www.census.gov/did/www/saipe/data/index.html.

government and its contracts provided a secure employment infrastructure for the region, but since 2012 federal spending has steadily reduced and the region is now faced with the challenge of diversifying its employer base.

To address the service delivery needs of the region, DFS will continue to take proactive measures to add value to the Northern Virginia workforce system by coordinating access to a wide range of support services funded through non-WIOA programs. As the largest human services organization in the area, DFS manages an expansive network of services that provide critical support to job seekers, including child care, transportation, and medical assistance. DFS has built and sustained strong relationships with our social services counterparts in Loudoun and Prince William Counties over the years, and we continuously seek to leverage our collective partnerships to benefit our customers. Through WIOA and the one-stop system, we work to build our job seeker customers' competitiveness by integrating multiple training and job placement strategies (including work-based training, career pathways, and sector initiatives) into our menu of services. Finally, in a region with a population of over 1.9 million people dispersed across 1,300 square miles in seven jurisdictions, DFS will continue to support the provision of "universal access" through the one-stop system and work diligently to ensure that WIOA resources are distributed fairly and equitably throughout Area 11.

C. Service Delivery Strategies

Please refer to **Attachment C** for a Work Plan outlining how DFS will implement the required WIOA Adult and Dislocated Worker Scope of Services under Career Services, Training, Supportive Services, Follow-Up, and Employer Services. The following narrative provides more detail about specific service delivery strategies and examples of currently utilized tools and resources.

2.5.1 Career Services

In anticipation of the changes under WIOA, including a consolidation of tiered Core and Intensive Services into more streamlined Career Services, DFS staff worked with The *SkillSource* Group, Inc.'s consultant to identify proactive strategies to quickly adapt to the new requirements. Related to Career Services, these included key service delivery changes, a new customer flow model (please refer to the diagram below), adding more opportunities for customers to be screened for services, and expediting access to training. Implemented immediately, these strategies resulted in an increase of screenings from 120 to 600 sessions per month, a reduction of screening time by 80%, and connecting customers to training 50% faster.

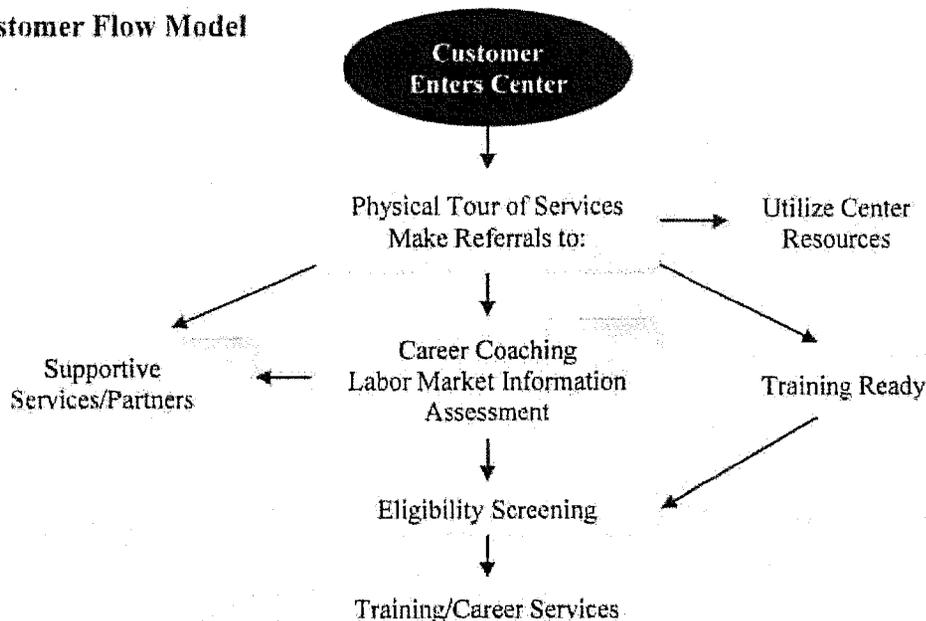
As WIOA prioritizes a "high touch" customer one-stop experience, DFS staff developed an interactive Career Services Guide as a tool for regional *SkillSource* Center staff to deliver career coaching and connect customers to all available services and resources. The guide is a staff-assisted menu of options that provides links to services based on customers' individual needs and interests. These services include, but are not limited to, the following:

- Job search assistance and placement services through the Business Service Team (BST)
- Free access to computers, internet, fax machines, and office equipment
- Access to current job vacancies and labor market information
- Workshops and webinars
- Career coaching
- Comprehensive assessments and access to case management services
- Pre-employment services
- Information about Unemployment Insurance (UI) and a variety of partner programs
- Referrals to training, education, and related supportive services

- Outreach, recruitment, and other employer services

DFS has continued to respond to WIOA’s emphasis on technology that is further reinforced by feedback from *SkillSource* Center customers. In addition to developing an online WIOA information session which enables greater customer access and convenience, DFS also developed a series of webinars as companions to our most popular career coaching workshops, including Resume Building, Interviewing, and Job Search Toolkit. As more employers and customers use social media tools like LinkedIn and Facebook, DFS provides free wireless internet to access these sites and specialized training to optimize the job seekers’ experience and competitiveness when using these tools. Additional technology-based services include the use of webcams and online meeting forums, which support virtual mock interview sessions and connection to offsite partner programs. DFS also provides assistive technology for people with disabilities, including ZoomText, JAWS, and Window Eyes, and frequently communicates with customers via email, sending job alerts, announcements of hiring events, and *SkillSource* Center calendars.

New Customer Flow Model



2.5.2 *Outreach and Recruitment for Adults and Dislocated Workers*

DFS recognizes that increasing enrollment in WIOA Adult and Dislocated Worker programs requires a multitude of outreach strategies to be deployed throughout Area 11, and must extend well beyond the status quo. To that end, an Outreach Coordinator has been fully dedicated to recruiting potential WIOA Adult and Dislocated Worker program participants and connecting them to an online or in-person information session as soon as they express an interest in services. The work of the coordinator is supplemented by teams of case managers and business services professionals who regularly travel throughout the region to deliver presentations and disseminate information at resource events, networking sessions, job fairs, non-profits, and other locations (including large faith-based organizations and social services agencies). The DFS team also uses social media (including LinkedIn and Facebook), word of mouth, multiple government and partner communication channels, www.mvskillsource.org, and an extensive network of referral partners throughout the region. DFS connects with many dislocated worker customers through Virginia Employment Commission sites and Rapid Response events, and the team works closely with the Virginia Community College System Rapid Response Coordinator to deliver joint briefings and respond to Worker Adjustment and Retraining Notifications (WARN) of impending layoffs.

In addition to broad-based outreach strategies to connect adults and dislocated workers to WIOA services, DFS has a successful track record of collaborating with The *SkillSource* Group, Inc. to recruit and enroll individuals from specific target populations into grant projects. Examples include veterans (Elevate America, Jobs for Veterans, Credentials to Careers);

and entrepreneurs (NOVAGATE and ENOVATE⁶). These projects present significant challenges because in some cases, members of these target populations (such as veterans) may initially prefer to use their trusted internal employment networks rather than connecting with the *SkillSource* system. In other cases, the requirements of the WIOA program itself may have limitations (such as the challenge of integrating entrepreneurship-related outcomes into employment-centric common measures). To overcome these challenges, the DFS team works tirelessly to seek out individuals and networks within customer-trusted (but often initially closed) networks. DFS employment and business professionals use their creativity and longstanding relationships with the community to demonstrate how WIOA and other grant-related programs can add value and complement existing resources. Once customers are enrolled in services, DFS staff deliver high-quality individualized, intensive case management and job development services to ensure that satisfied customers and new partners spread the word, thus building future capacity to engage populations who have historically underutilized the *SkillSource* system. To address programmatic concerns, DFS staff work closely with the VCCS to ensure that services are properly documented and outcomes positively impact the WIOA common measures.

2.5.3 Eligibility Determination

DFS is responsible for determining and verifying WIOA program eligibility for each participant by obtaining valid documentation for each eligibility criterion. DFS will maintain verification and other necessary documents in secure case files and will be responsible for entering required eligibility information into the Virginia Workforce Connection case management system. DFS will continue to provide extensive eligibility training to all staff.

⁶ Northern Virginia Growing America through Entrepreneurship for dislocated workers age 45+, and Employing Northern Virginia through Entrepreneurship for WIOA adults and dislocated workers. Both projects included research components which required DFS to recruit 100% more participants than were actually served so half the participants could be placed in a control group for evaluation purposes.

including formal training during the new employee onboarding process and ongoing “refresher” training to ensure that all case-managers are up to date on current WIOA policy.

2.5.4 Assessments

DFS has the multitude of systems, processes, and trained personnel needed to deliver assessments and use them in our customers’ career planning. Current tools include Career Scope (used to determine occupational skills, interests, and aptitude) and the Test of Adult Basic Education (TABE) (used to determine literacy and numeracy). DFS case managers are certified exam proctors capable of tracking and interpreting both pre-test and post-test results. Additional resources, such as the O-Net Profiler, may also be used.

Prior work experience, educational attainment, and need for additional supportive services are assessed through formal interviews, intake questionnaires, and a comprehensive review of all customer documentation. All services are connected back to assessment results and comprise the Individual Employment Plan that is subsequently developed between the customer and the case manager.

2.5.5 Individual Employment Plans and Case Management

After reviewing documentation, interview notes, and assessment results, the case manager collaborates with the customer to identify career goals, relevant achievement objectives, and service strategies to facilitate a successful transition into employment. The plan is comprised of these strategies and becomes a guiding document which directly connects assessments to planned services, and provides clear justification and a timeline for implementation. These services are tracked closely, documented regularly, and monitored by supervisors through regularly scheduled case reviews. Case management supervisors also hold monthly meetings

with the entire case management team, to provide policy updates, engage with employees, and share best practices.

2.5.6 Follow-Up and Retention Services

DFS understands the importance of retention and follow-up service to both customer satisfaction and successful performance under WIOA common measures. Using internal non-WIOA funding sources, DFS has assigned a designated Retention Specialist to this function, who brings 20+ years of case management experience and supports the case management team through collecting follow-up documentation and contacting WIOA participants to track employment retention, credential attainment, and to update customer contact information. The Retention Specialist verifies wages through multiple state systems and contact employers as necessary. If customers are unable to retain employment, they are referred back to their assigned case manager for additional services if needed, and to the Business Services Team for re-employment. Through dedicating one staff person to this function, DFS has standardized the process, timing, and frequency of follow-up which supports successful retention for the customer and contributes to positive outcomes under WIOA common measures.

2.5.7 Training Services

DFS supports the amendment to the Code of Virginia which sets a minimum of 40% of Adult and Dislocated Worker funds to be spent on allowable training activities. We will continue to use approved training providers on the Eligible Training Provider List to issue Individual Training Accounts (ITAs), with a focus on training that will lead to an industry-recognized credential and supports occupations and industries which are considered "in demand."⁷ In

⁷ 1) Business and Professional Services (including Information Technology); 2) Health Care; 3) Hospitality and Food Establishments; 4) Retail Services; and 5) Construction.

addition to adapting our service delivery model to expedite customer access to training (please refer to page 9), DFS has developed tracking systems to support timely and accurate data collection and analysis to ensure that training funds are spent at the appropriate levels. DFS contributed to the development of the state Credential Attainment Plan, exceeded our PY 2014 goal of 335 credentials, and is on track to meet or exceed our PY15 goal of 345.

DFS also recognizes the enhanced focus under WIOA on work-based learning and has experience implementing two On-the-Job Training projects in the past several years. Business services staff were able to overcome initial resistance on the part of job seekers (who wanted to be hired directly by employers rather than completing training first) and employers (who wanted a "perfect candidate" immediately, rather than taking the time to develop the skills of an individual through a structured program). Ultimately, DFS matched over 75 job seekers with OJT opportunities, and in the process, increased internal capacity to offer OJTs as part of a menu of ongoing services available to WIOA Adult and Dislocated Worker program participants.

DFS also has an emerging Career Pathways program targeting the following occupations: Certified Nursing Assistant; Information Technology Help Desk Technician; Certified Child Care Professional; and Medical and Professional Administrative Assistant, all of which result in an industry-recognized credential and align with occupations and industries that are in-demand. To date, 57 customers have enrolled in training with a 95% completion rate. Of those who completed training, 75% found employment at an average wage of \$12.70 per hour. Within the coming months, DFS will seek to refine and improve our approach, looking to tailor the programs to meet specific groups of customers with common backgrounds and employment goals, and exploring new areas such as entrepreneurship training.

Finally, as WIOA places an enhanced focus on career development and access to a broad range of training services, DFS is well positioned to leverage our long-standing partnerships and immediately implement new training options for our customers. For example, DFS has partnered with financial institutions and non-profit organizations to offer financial education training through our Volunteer Income Tax Assistance (VITA) Program since 2009, and has worked with the Business Development Assistance Group, Inc. (BDAG) to deliver entrepreneurship services since 2001.

2.6 WIOA Common Measures and Proposed Outcomes

In order to ensure that we continue to meet or exceed all WIOA Common Measures, DFS will use several strategies including careful management, benchmarking, accurate data collection, and ongoing formal and informal evaluation to assess program performance and customer satisfaction. We will continue to work closely with all Adult and Dislocated Worker program participants to define clear objectives and provide them with extensive support on their path to employment, and through our Retention Specialist once they are employed.

DFS has developed a wide variety of systems and processes to ensure timely and accurate data collection for the purpose of performance management. Our designated Quality Assurance Manager and administrative support staff have developed detailed tracking spreadsheets in Microsoft Excel and Access, and case managers and case management supervisors use the Virginia Workforce Connection system on a daily basis. Finally, we continuously review our performance against our defined benchmarks to ensure that the WIOA Adult and Dislocated Worker programs are successfully meeting or exceeded our goals in the areas of entered employment, retention, average 6-month earnings, and employment and credential rates.

Proposed Outcomes

<i>Program</i>	<i>Estimated Number to be Served</i>	<i>Estimated number to be Placed</i>	<i>Estimated Number to Retain Employment</i>	<i>Estimated Average Earnings (6 Month)</i>	<i>Estimated Cost per Participant</i> ⁸
<i>Adult</i>	600	75.2%	79.2%	\$13,000	\$1,543
<i>Dislocated Worker</i>	500	78.2%	85.3%	\$17,500	\$2,284

<i>WIOA Performance Measure</i>	<i>Negotiated Target (PY 2014) Adult Goal</i>	<i>Proposed Outcome (FY 2017)⁹ Adult Outcome</i>	<i>Negotiated Target (PY 2014) Dislocated Worker Goal</i>	<i>Proposed Outcome (FY 2017)² Dislocated Worker Outcome</i>
<i>Entered Employment Rate</i>	75.2%	Meet or Exceed	78.2%	Exceed
<i>Employment Retention Rate</i>	79.2 %	Exceed	85.3%	Exceed
<i>Average Earnings (6 Month)</i>	\$13,400	Meet or Exceed	\$17,500	Exceed
<i>Career Readiness Certificate Attainment</i>	25%	Exceed	25%	Exceed

D. Collaboration**2.7 Linkages to the Community**

Throughout our 14 years as the Area 11 One-Stop Operator and the WIA/WIOA service delivery provider, DFS has built and sustained a deep and expansive partner network of

⁸ For the purpose of estimating cost per participant for the WIOA Adult and Dislocated Worker Programs, total cost for services for each program was divided by the estimated number to be served. Personnel costs (totaled at \$1,281,980) are assumed at a 50/50 split between the two programs: \$25,000 (includes \$5,000 for testing and assessment materials) per program in Operational Costs, and \$260,000 (includes \$20,000 in OJT for Training Services in WIOA Adult and \$476,000 (includes \$20,000 in OJT) for Training Services in WIOA Dislocated Worker.

⁹ Proposed outcomes are for the period of this contract, starting July 1, 2016 through June 30, 2017, and the anticipated four (4) one-year renewal periods. The proposed outcomes are based on historical results that DFS has achieved over the last five (5) fiscal years.

employers, business associations, community-based organizations, government agencies, and training providers. One example of a value-added partnership is our collaboration with a community-based non-profit, the Business Development Assistance Group, Inc. (BDAG) to deliver business startup and expansion services at the DFS Falls Church *SkillSource* Center (relocated to Annandale in 2013). This partnership was initially supported by a startup grant from USDOL to establish a Model One-Stop Center with a business services component, and was ultimately sustained through BDAG's provision of services and DFS's contribution of office space and organizational support (technology, infrastructure, and supplies). This partnership established the foundation to integrate entrepreneurship services into the workforce development system, through two subsequent grants to The *SkillSource* Group, Inc.: Northern Virginia Growing America through Entrepreneurship (NOVAGATE) and Employing Northern Virginia through Entrepreneurship (ENOVATE). ENOVATE resulted in the launch of 88 businesses, and ENOVATE launched 131 businesses as of December 2015.

DFS is also connected to a wide range of partners on the Fairfax *SkillSource* CQI Team, including; Northern Virginia Community College; the Virginia Employment Commission; Catholic Charities Diocese of Arlington Migration and Refugee Services; Cornerstones; Fairfax County Adult and Community Education and ESL Programs; Fairfax County Department of Housing and Community Development; National Council on Aging; Ticket-to-Work; Service Source; Virginia Department for the Blind and Vision Impaired; and Virginia Department for Aging and Rehabilitative Services. DFS also works with multiple partner organizations to execute grant projects for specific target populations. For example, ex-offender service delivery partners include Opportunities, Alternatives, and Resources (OAR), Virginia Department of Corrections, and Fairfax County Office of the Sheriff. For projects that require enhanced

partnerships with employer associations (such as OJT), DFS works with chambers of commerce and networking groups like Business Networking International's Northern Virginia chapter and Project SAVE (Staffing Alliance of Virginia Employers).

In addition to our mandatory and strategic service delivery partners, DFS will also collaborate with sites under the Showing How Access to Resources Empowers (SHARE) network at regional non-profit facilities, including the Katherine Hanley Shelter, Cornerstones, Boat People SOS, Kingsley Family Resource Center, Korean Community Service Center of Greater Washington, Western Fairfax Christian Ministries, Fairfax County Department of Housing and Community Development, Our Daily Bread, Inc., and Echo, Inc. Please see **Attachment B** for a list of Partner References.

2.8 *Linkages to Employers*

DFS recognizes the importance of the business customer as a central element of the public workforce system, and has dedicated significant internal resources to establishing and staffing a Business Services Team (BST), which supports, complements, and is well integrated with the regional *SkillSource* Employer Solutions Team (EST). DFS demonstrates our engagement with the EST through collaborating with partner business service providers, widely sharing job leads and employer contacts, using the Salesforce tool, and supporting a seamless single-point-of-contact service delivery model to respond to employer requests within one business day.

Within DFS, the Business Services Team (BST) matches employers with skilled job seekers in order to meet their hiring needs, offers incentives (such as training subsidies and federal bonding), and invests time in understanding our business customers' work culture, objectives, and requirements in order to make the best possible job seeker match. Once

successful placements are made, BST members stay connected to employers to track new job vacancies and identify additional ways to serve them. Employers regularly reach out to the BST to hold hiring events at the Fairfax *SkillSource* Centers as well as other county-owned space, including large conference rooms and offices for interviewing which are available to employers at no cost. DFS works diligently to ensure that these connections are well-supported, and prior to every hiring event¹⁰ BST members connect with case managers and center staff to conduct targeted outreach to customers, inform them of the available jobs and their requirements, ensure that they are well prepared, and follow-up with employers afterwards to determine whether job seeker customers were hired.

As a learning organization committed to continuous quality improvement, DFS is always seeking better ways to serve our customers and maximize our resources. For example, in 2005 we were looking for ways to integrate the related, but initially separate, service offerings of workforce development and economic development, especially self-employment and micro-enterprise. DFS partnered with multiple organizations to launch the "Envision Your Success: Job and Entrepreneurship Expo." The event featured a keynote address, workshops, and most importantly, employers from a variety of industry sectors with current job vacancies who were willing to hire on the spot. The EYS Expo attracted thousands of job seekers each year, and some employers had to be placed on wait lists due to overwhelming demand. Both job seekers and employers reported high levels of satisfaction with the event, and follow-up surveys indicated that many individuals were hired on the day of the expo.

By 2012, DFS started to receive feedback that as more employers shifted their hiring to their websites, job seekers who attended the event were directed to "apply online," thus

¹⁰ From October 2014-December 2015, the DFS Business Services Team held 113 hiring events.

eliminating the opportunity for a same-day hire. DFS used this feedback to evaluate whether the expo's original purpose of job placement could be better fulfilled using a new strategy. The Business Services Team shifted its focus to smaller, more targeted events for a specific cluster of jobs and/or a group of job seekers with similar needs or backgrounds (such as veterans). This customized approach is more effective than our previous "one size fits all" resource-intensive event, but DFS continues to partner with other organizations to offer technical assistance and participate on planning teams to support the large-scale outreach that is provided by expo-type events. Recent examples of DFS partnerships include a partnership with Jewish Council for the Aging of Greater Washington to produce a "50+ Employment Expo" in May 2015 and the annual "Access to Success" event produced by BDAG and other business partners to provide networking and sub-contracting opportunities to small and emerging businesses.

The following table provides a sample of DFS employer contacts and job seeker placements. Please see **Attachment D** for a list of Employer References.

<i>Sample Employers</i>	<i>Sample Positions Previously Filled</i>
Advance America	Customer Service Rep
Arvon Staffing	Administrative Assistant
CACI	Information Security Specialist
CareFirst Blue Cross Blue Shield	Software Tester
Cogent Communications	Sales Representative
Construction Labor	HVAC
Crystal Equation	Sr. Project Manager
Fairfax County Public Schools	School Bus Driver
Fairfax Trucking	Driver
FedEx	Material Handler
Government Acquisition Inc.	Computer Systems Engineer
Greystones Group	Project Manager
HBP Inc.	Digital Trainee
Highlight Technologies	HR Generalist
Hosted Records	Developer/Project Manager

JY & Associates	Registration Authority Specialist
Liberty Language Services	Medical Interpreter
Maximus Fed. Co	Sr. Systems Engineer
METOVA Federal Services	Cyber Analyst
Moxie Pest Control	HR/Payroll Manager
NAVSEA	Operations Research Analyst
Networking Technologies & Support	Printer Repair Technician
Office of the Secretary of Transportation	Business Analyst
Old Dominion	CNA
Olgoonik Global Security	Security Specialist
OSI System Inc.	Vice President Government Affairs
Pediatric Specialist of America	LPN
Republic Services	CDL Driver
Scitor Corporation	System Administrator
Sentara Healthcare	Medical Technician
Titania Solutions Group, Inc.	Subject Matter Expert III
US Government, Dept. of the Navy	General Investigator
YOH Services LLC	Modernization Consultant

E. Insurance

Fairfax County Government is self-insured.



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

Received
2/12/2016
1:43 pm

February 10, 2016

Mr. David Hunn
President
The *SkillSource* Group, Inc.
8300 Boone Boulevard, Suite 450
Vienna, VA 22182

Reference: Request for Proposals for Workforce Innovation and Opportunity Act (WIOA)
One-Stop Operator Program Services in the Northern Virginia Workforce Area

Dear Mr. Hunn:

The Fairfax County Department of Family Services is pleased to submit the enclosed proposal to The *SkillSource* Group, Inc. to provide Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker and One-Stop Operator Program Services in the Northern Virginia Workforce Area.

Enclosed in this package is one (1) original and five (5) signed and completed copies of our proposal, including the Cover Page, Table of Contents, Executive Summary, Technical Proposal, Business Proposal, and attachments.

Thank you for the opportunity to respond to this Request for Proposals. We are excited at the prospect of continuing to meet or exceed all performance benchmarks under the Workforce Investment and Opportunity Act (WIOA), and to provide outstanding customer service in collaboration with our strategic partners throughout the Northern Virginia region.

If you have any questions or require additional information, please contact Dai Nguyen, DFS Employment and Training Program Manager, at (703)533-5409 or dai.nguyen@fairfaxcounty.gov.

Sincerely,

Nannette M. Bowler
Director



Fairfax County DFS Business Proposal

A. Personnel	Salaries	Fringe (45.96%)	Charge to Grant	DFS In-Kind
<i>Program Manager (.50 FTE)</i>	56,277	25,865	0	82,142
<i>Deputy Program Manager (.50 FTE)</i>	48,834	22,444	0	71,278
<i>WIOA Manager (.65 FTE)</i>	48,368	22,230	70,598	0
<i>Program Supervisors (3.0 FTEs)</i>	208,968	96,042	305,010	0
<i>Business Services Manager (1.0 FTE)</i>	84,461	38,818	0	123,279
<i>Quality Assurance Specialist (1.0 FTE)</i>	29,054	13,353	0	42,407
<i>Retention Specialist (1.0 FTE)</i>	82,668	37,994	0	120,662
<i>Outreach Specialist (1.0 FTE)</i>	33,425	15,362	48,787	0
<i>Employment Specialist (10.0 FTEs)</i>	548,708	252,186	800,894	0
<i>Center Operations Specialists (8.0 FTE)</i>	452,025	207,751	0	659,776
<i>Administrative Assistant (1.0 FTEs)</i>	38,840	17,851	56,691	0
<i>Financial Specialist (.70 FTE)</i>	52,654	24,200	0	76,854
<i>Financial & Program Support (.65 FTE)</i>	43,822	20,141	0	63,963
Subtotal	\$1,728,104	\$794,237	\$1,281,980	\$1,240,361
B. Indirect Cost (12.84%)¹				\$221,889
C. Education and Individual Training Account Services²				
<i>Testing and Assessment Materials</i>			\$10,000	\$10,000
<i>Individual Training Accounts (WIOA Adult Program)</i>			\$240,000	\$0
<i>Individual Training Accounts (WIOA Dislocated Worker Program)</i>			\$456,000	\$0
<i>On-the-Job Training (WIOA Adult Program)</i>			\$20,000	\$0
<i>On-the-Job Training (WIOA Dislocated Worker Program)</i>			\$20,000	\$0
Subtotal			\$746,000	\$10,000
D. Operational Costs				
<i>Copying and Printing</i>			\$10,000	\$5,000
<i>Office Supplies</i>			\$20,000	\$0
<i>Communications - Telephones and Faxes</i>			\$10,000	\$0
Subtotal			\$40,000	\$5,000
E. Rent and Utilities				
<i>-- SkillSource Center at Annandale (3,800 sq. ft. @ \$29.67)</i>			\$0	\$172,086
<i>-- SkillSource Center at Lake Anne (1,806 sq. ft. @ \$26.75)</i>			\$0	\$48,311
<i>-- SkillSource Center at South County (3,584 sq. ft. @ \$23.50)</i>			\$0	\$84,224
<i>-- Proposed SkillSource Center at Fairfax (1,805 sq. ft. @ \$27.96)</i>			\$0	\$50,468
Subtotal			\$0	\$355,089
Contract Request				
<i>-- Personnel</i>			\$1,281,980	\$1,240,361
<i>-- Education, Training, and Support Services Request to SSG</i>			\$746,000	\$10,000
<i>-- Operational Costs</i>			\$40,000	\$365,089
Total Contract Request			\$2,067,980	--
Total DFS In-Kind Contributions				\$1,832,338

¹ Approved by Federal and State Governments for FY 2016; 12.84% of total salaries, excluding fringe benefits² Based on guidance from The SkillSource Group, Inc. RFP Questions and Answers

Fairfax County DFS Business Proposal Justification

A. Personnel: \$1,281,980

One (1) part-time (.65 FTE) WIOA Manager: The WIOA Manager is responsible for the oversight of the WIOA Adult and Dislocated Worker Programs. Duties include but are not limited to program oversight and monitoring, coordination between the multiple partners, reporting, fiscal oversight and meeting performance outcomes.

Three (3) full-time Program Supervisors: The Program Supervisors oversees all staff associated with case management, center operations, and business services. Duties include but are not limited to training and supervision of staff, reporting, outreach, partner collaboration, event coordination, and meeting performance outcomes, and attaining and maintaining center certifications.

Eleven (11) full-time WIOA Employment Specialists (includes Outreach Coordinator): The Employment Specialist provide the direct services to job seekers such as: outreach, intake, assessment, case management, job development, and follow-up services.

One (1) full-time Administrative Assistant: The administrative assistant supports the program with a variety of administrative duties, including but not limited to data tracking, procurement and disbursement, and program logistics.

B. Indirect Costs: DFS In-Kind

C. Education, Training, Supportive Services for Participants: \$746,000

- Testing and Assessment Materials: \$10,000
- Individual Training Accounts (WIOA Adult Program): \$240,000
- Individual Training Accounts (WIOA Dislocated Worker Program): \$456,000
- On-the-Job Training (WIOA Adult Program): \$20,000
- On-the-Job Training (WIOA Dislocated Worker Program): \$20,000

D. Operational Costs: \$40,000

- Copying and Printing: \$10,000
- Supplies: \$20,000
 - o *Office supplies to support the program and center operations*
- Communications: \$10,000
 - o *Telephones/fax costs associated with case management, business services, and center operations*

E. Rent and Utilities: DFS In-Kind

Department of Family Services, Self Sufficiency

Financial Management and Accounting Procedures

Process Summary: All requests for purchases are initiated by program staff using a Request for Supplies or Services (RSS) form. The RSS form will include documentation that clearly shows the justification and authorization for the transactions. The RSS form is signed/ approved by a supervisor to ensure the charges are eligible under the specific program guidelines. The RSS form is then reviewed by a Financial Specialist II who confirms that the internal coding on the form is correct, there is money available in the budget and the charges follow Fairfax County guidelines. Further review is performed by centralized procurement and contract staff to ensure county guidelines are adhered to while purchasing the items requested. Monthly reconciliations are performed by a Financial Specialist II who reviews all charges for the month, researching any anomalies and reconciling any adjustments with program staff. Any adjustments will be entered by the Financial Specialist II and approved by their supervisor (Financial Specialist III). Fairfax County Department of Finance and Department of Management and Budget provide additional oversight and audit services.

Internal Controls: To ensure the integrity of financial records, the following internal controls are in place and adhered to:

Separation of Duties - This means an individual should not have complete control over all aspects of a financial transaction. For example: *An employee who is directly responsible for recording receipts or invoices for payment in FOCUS should not also perform the reconciliation of the same financial transaction posted to FOCUS.* If separation of duties cannot be achieved in the performance of the reconciliation, a

supervisor should perform a detailed review of the transaction activity. The supervisor must sign and date the document reviewed. Adherence to the two-person rule, which provides that no one person may both initiate and approve the same document, must be monitored and enforced.

Qualified Personnel - A combination of formal and on-the-job training is essential to ensure that employees are properly trained and prepared to perform their duties. Training should be provided on a continuing basis to reinforce existing skills and to help employees adjust to changes in the process.

Restrict Access to Financial Records - Access to financial records should be given only to employees who are required to use the records to successfully complete assigned tasks or who perform control functions.

Password Security and Account Management - Departments should comply with password security and account management requirements delineated in the current issue of Procedural Memorandum No. 70-05, Information Technology Security Policy. This includes changing passwords frequently and promptly.

Reconciliation Procedures: This section provides the basic procedures required to ensure that each category of financial data is validated and reconciled.

Revenue Procedures -

- 1) Determine that revenues are in line with budget estimates. Investigate differences and duplications, and correct errors promptly.
- 2) Verify that revenue sources accurately reflect the department's financial activities as established in the department budget.

- 3) Compare prior year revenues to current year revenues to determine if any significant variations (10% or more) require further research and analysis. This review will help in determining whether the revenues are collected within the prescribed timeline.
- 4) Research and validate negative revenues and correct as needed.
- 5) Research miscellaneous revenue to determine the possibility of reclassifying to a more appropriate revenue General Ledger.
- 6) Ensure that revenues are reported in the proper fiscal period and appropriate accruals or deferrals are made.
- 7) Confirm that accounts receivable accounts have positive balances. Investigate accounts that have negative balances. Verify that collections have been posted to the correct accounts and documents have properly cleared.

Expenditure Procedures -

- 1) Determine that expenditures are in line with budget estimates.
- 2) Investigate differences, identify duplications and correct errors promptly
- 3) Verify that expenditures accurately reflect the department's financial activities. Ensure that the expenditures are charged to the proper cost center and commitment codes.
- 4) Compare actual expenditures for current year to prior year to determine if any significant variations (10% or more) require further research and analysis.
- 5) Ensure expenditures are recorded in the proper grant program year.
- 6) Ensure expenditures are recorded in the proper fiscal period and appropriate accruals or deferrals are made.

- 7) Ensure all Fairfax County Procurement Card (P-card) charges for goods or services are reconciled at the agency level by each department's P-card manager, and P-card charges are accurate and the correct amounts have been charged.

Accounts Receivable Procedures -

Verify collections have been posted to the correct accounts and documents have properly cleared.

Specific Grant Procedures -

- 1) Review payroll postings, encumbrances, and open items to ensure they are recorded accurately, comply with the sponsor's requirements and agree with appropriate supporting documentation.
- 2) Maintain up-to-date grant billings.
- 3) Code expenditure transactions to designate the State-designated Program Element that applies to each activity.

Reservations Funds Reconciliation -

Fairfax County uses encumbrance accounting, under which purchase orders, contracts, and other commitments for the expenditure of funds are recorded to reserve that portion of the applicable appropriation. There are three main types of encumbrance documents used by this department.

- 1) Shopping Carts/Purchase Requisitions. Analyze open shopping cart amounts and check if there are any duplicate, obsolete, or otherwise invalid line items.

- 2) Purchase Orders. Review open purchase orders and ensure that they are being updated properly and are being closed out when a final goods receipt or invoice receipt has been processed. Purchase order documents that are not fully closed when final goods or invoices have been received and paid result in improper encumbrance of funds and inaccuracies in the system's financial and budgetary ledgers.
- 3) Funds Reservations. Review open funds reservations to determine that they are being properly reduced.

Additional Procedures -

- 1) Coordinate with the Department of Management and Budget to close all inactive cost objects (projects, grants, etc.) promptly.
- 2) Review back-up documents to ensure that the financial coding elements are accurately posted in FOCUS.
- 3) Review appropriate FOCUS screens and/or reports to verify that corrections made from previous months' reconciliations have been posted. Follow-up on any outstanding corrections.

Fairfax County Financial Policies

- ATB 10040, Guidelines for Financial and Accounting Records Retention.
- FPS 450, Gifts and Donations
- FPS 630, Non-PO Payments
- ATB 020, Reconciliation of Financial Transactions
- Procedural Memorandum No. 70-05.01, Information Technology Security Policy

- Procedural Memorandum No. 12-02. Use of the County Procurement Card
- Procedural Memorandum No. 12-14. Separation of Duties

Definitions

FOCUS - FOCUS is the Fairfax County Unified System, a joint initiative between Fairfax County Government and Fairfax County Public Schools to modernize the portfolio of enterprise systems that support finance, human resources, budget, procurement, and related administrative applications.

Financial Documents – Documents that support transactions posted in FOCUS. These include journal entries, purchase orders, cash sheets, invoices, checks, requisitions, payment vouchers, transfer vouchers, interfund billings, receipts, procurement card logs, etc.

Clearing Accounts – Accounts used to temporarily accumulate transactions for the purpose of distributing them periodically to appropriate accounts. An example of this type of account is the procurement card clearing account. Whenever a balance exists, transactions posted to clearing accounts must be reconciled promptly.

Attachment A: Qualifications of Key Project Personnel

Dai Nguyen, DFS Employment and Training Program Manager (50%, in-kind)

Dai Nguyen oversees the Employment and Training Programs within DFS, including one-stop operations, WIOA Adult, Dislocated Worker, and Youth services, the Virginia Initiative for Employment not Welfare (VIEW), Supplemental Nutrition Assistance Program-Employment and Training (SNAP-ET), and the Volunteer Income Tax Assistance (VITA) Program. He has an extensive professional background, working at all levels of human services and workforce development systems. Dai holds a bachelor's degree from Virginia Tech and is a certified Project Management Professional (PMP).

Aimee Brobst, DFS Employment and Training Manager (50%, in-kind)

Aimee Brobst joined DFS in 2001 as a Policy Associate dedicated to implementing the Workforce Investment Act (WIA) and providing staff support to the newly-formed Northern Virginia Workforce Investment Board (NVWIB). Her current scope of accountability includes staff and organizational development; communications; employer solutions; grants management; strategic planning; and continuous quality improvement. Aimee holds a Masters in Public Administration from George Mason University and a bachelor's degree from William Smith College.

Trang Montgomery, WIOA Program Manager (65%)

Trang Montgomery has worked for DFS for more than 8 years, and currently oversees all WIOA Adult, Dislocated, and Youth services. She will be focused full-time on the provision of outstanding WIOA services, including the training, development, and continuous quality improvement of all case managers throughout the Northern Virginia region. Trang will also ensure that training expenditures and other new requirements under WIOA are aligned with NVWDB strategies. Trang has extensive experience at both the front-line and management levels, and holds a Masters in Public Administration Degree from George Mason University and a bachelor's degree from Connecticut College.

Kimberly Carr, WIOA Career Services Supervisor (100%)

Kimberly Carr will be dedicated full-time to directly supervising WIOA staff. She brings a wealth of experience in the areas of workforce policy, grant management, program audits, performance management, and integrating entrepreneurship within the workforce system. Kim has worked for DFS for over nine years, and has supervised WIA/WIOA staff for three. She was instrumental in the success of several grant projects, including Northern Virginia Growing America through Entrepreneurship (NOVAGATE), Employing Northern Virginia through Entrepreneurship (ENOVATE), Jobs for Veterans (J4Vets), and Educating Youth through Employment (EYE). Kim is a Virginia Certified Workforce Development Professional and holds a bachelor's degree from Christopher Newport University.

Marie (Hatcher) Manuel-Esguerra, WIOA Career Services Supervisor (100%)

Marie Manuel-Esguerra has over 15 years of workforce development experience, at both the state and local level, in multiple geographic regions throughout the country. Marie worked for DFS as a WIA Supervisor from 2007-2013 following a job as an auditor with the Virginia Employment Commission, and recently returned to DFS in a similar capacity. Marie holds a bachelor's degree from St. Joseph's College in the Philippines, and is in the process of becoming recertified as a Virginia Certified Workforce Development Professional.

Myra Mobley, One-Stop Career Services Supervisor (100%)

Myra Mobley has led One-Stop service operations since joining DFS in 2007, leading three *SkillSource* Centers and a coalition of 11 partner agencies to attain full service certification and four successful re-certification applications. Prior to her work with DFS, Myra spent four years working for the Virginia Employment Commission as a Field Office Manager. Myra is a Virginia Certified Workforce Development Professional, graduate of the DFS Leadership Academy, and holds a bachelor's degree from East Carolina University.

Mouly Aloumouati, Employer Solutions Team Supervisor (50%, in-kind)

Mouly Aloumouati is a recognized expert in the area of employment services to ex-offenders, and has demonstrated leadership on multiple projects, including the Virginia Serious and Violent Offender Re-entry Program and a leading-edge project at the Fairfax County Adult Detention Center. Mouly also led a team to launch a successful On-the-Job Training program in Northern Virginia. Mouly connects the WIOA program to employers and leads multiple networking groups throughout the region. He is a Virginia Certified Workforce Development Professional and a graduate of the DFS Leadership Academy.

Marissa Pierce, Quality Assurance Supervisor (50%, in-kind)

Marissa Pierce will serve as a full-time Quality Assurance Supervisor to oversee all WIOA performance and data tracking, and coordinating regular audit reviews to ensure compliance with all grant requirements. Prior to joining DFS three years ago, Marissa was a case manager for a Maryland WIA program. She is a Virginia Certified Workforce Development Professional, graduate of the DFS Leadership Academy, and holds a bachelor's degree from the University of Mary Washington.

WIOA Career Coaches (Case Managers and WIOA Outreach Coordinator, 100%)

Our proposed team includes 11 Career Coaches/Case Managers who will deliver WIOA services throughout the Northern Virginia (Area 11) region. This team will be focused on increasing enrollments, streamlining access to training services, and ensuring that all WIOA benchmarks are met or exceeded. Virtually all Career Coaches/Case Managers hold a bachelors degree or higher, plus at least 3 years of work experience in human services, and are certified exam proctors for a variety of career assessments.

Financial Specialists (70%, in-kind)

To ensure full compliance with the financial management requirements of the WIOA Adult and Dislocated Worker Programs, our team will include an Accounts Payable Analyst (Kim-Chi Ly) and two Budget Analysts (Theresa Byers and Madliline Byrnes). All three hold Bachelor's degrees and have extensive experience complying with WIOA requirements and a complex matrix of related grants. Kim-Chi's role is focused on payment processing and verification, account reconciliations, providing financial management and budgetary support to program staff and preparing expenditure reports for multiple funding sources. Theresa and Madiline are responsible for monitoring grant revenue and expenditures and maintaining compliance with the provisions of multiple funding sources.

Attachment B: Partner References

Partner Agency	Organizational Reference
Loudoun Workforce Resource Center 102 Heritage Way, NE 1 st Floor, Rear Entrance Leesburg, VA 20176 www.loudoun.gov/wrc	Ms. Shelly Rodriguez Workforce Team Leader Phone: (703)737-8081 Email: Shelly.Rodriguez@loudoun.gov
Prince William <i>SkillSource</i> Center 13370 Minnieville Road Woodbridge, VA 22192 www.myskillsource.org	Ms. Kristi Sargent Prince William Center Manager Phone: (703)586-6542 Email: Kristi.Sargent@myskillsource.org
Service Source, Inc. 10467 White Granite Drive Oakton, VA 22124 www.servicesource.org	Mr. Bruce Patterson Executive Vice President and Chief Operating Officer Phone: (703)461-6000 Email: Bruce.Patterson@servicesource.org
Business Development Assistance Group, Inc. 7611 Little River Turnpike, Suite 335W Annandale, VA 22003 www.bdag.org	Mr. Toa Do President Phone: (703)538-7412 Email: tquangdo@aol.com
National Council on Aging 85 South Bragg Street Suite 301 Alexandria, VA 22312 www.ncoa.org	Mr. Matthew McCloy, MSW Manager, Virginia Resource Center – SCSEP Project Director Phone: 571-335-4027 ext Email: Matthew.McCloy@NCOA.org
Temporary Assistance for Needy Families Virginia Department of Social Services 410 Rosedale Court Suite 270 Warrenton, VA 20186 http://www.dss.virginia.gov/benefit/tanf/	Ms. Nan Foster TANF/VIEW Program Consultant Phone: (540)347-6327 Email: nan.foster@dss.virginia.gov
Fairfax County Public Schools Adult and Community Education Woodson High School 4105 Whitacre Road, Room #T-106 Fairfax, VA 22032 www.fcps.edu/adulths	Ms. Ann Wyllie GED Chief Examiner Phone: (703)503-6441 Email: Ann.Wyllie@fcps.edu

Attachment C: Work Plan for WIOA Service Delivery Elements for Adults and Dislocated Workers

WIOA CAREER SERVICES FOR JOB SEEKERS			
SERVICE ELEMENT	DESCRIPTION	PROVIDER	OUTCOMES
Eligibility Determination/ Initial Intake	WIOA eligibility screening held at each Northern VA <i>SkillSource</i> Center every week; revised customer flow to eliminate tier of services and expedite access to training.	DFS WIOA Program Screener	Increased Adult and Dislocated Worker enrollments; faster access to training
Outreach/Marketing	Conducting public awareness of WIOA and One Stop Services to One Stop Partners, Faith Based organizations, Community Services Non Profit agencies, Business Community, etc. by participating in group orientation sessions, partner meetings, social media, internet, etc.	DFS Outreach Coordinator DFS Case Managers DFS Business Services Team Area 11 Partners	Increased Adult and Dislocated Worker enrollments
Assessment of Interests/ Aptitudes/Needs/Referrals and Coordination of Services to Partners	Initial assessment: Detailed interviewing and evaluation to identify employment barriers, appropriate employment goals, and support service needs. Comprehensive and specialized assessments of skill levels and service needs- Test of Adult Basic Education (TABE); CareerScope; Career Readiness Certificate (CRC/Work Keys); Work Interest Analyzer	DFS Case Managers CRC Administrator	Provision of appropriate service strategies to assist in client's transition towards successful career and economic self-sufficiency. Suitability of customers for WIOA programs that could contribute towards meeting or exceeding performance benchmarks
Job Search and Placement Assistance	Assist customers in their job search and linkages with employers	DFS Case Managers DFS Business Services Team	Successful job placement, focused on demand industries and occupations
Workforce and Labor Market Information	Provision of occupational trends, high growth jobs, employment statistics, job vacancies, skill requirements and opportunities for advancement within career pathways	DFS Case Managers DFS Business Services Team	Increased understanding of current labor market trends among WIOA customers, leading to more appropriate career path and full-time employment with growth potential.
Career Educational Exploration/Career Planning	Process in which the customer chooses a career path, training, or a job which fits their interests, skills and abilities.	DFS Case Managers	Validation of customer choice relating to career interests and needs. Appropriate career path that leads to successful employment.
Work Readiness Instruction/Workshops	Pre-employability workshops e.g. resume writing, good work ethics, interviewing skills, Labor Market Information, social media; also available via webinars.	DFS Workshop Facilitators Partner Staff	Customers are well-equipped to compete for jobs in the Northern Virginia labor market
Performance Information and program costs of eligible training providers	Provision of information on approved Eligible Training Providers (ETPs) and training costs.	DFS Case Managers	Customers make informed choices and collaborates with case manager to select training

Attachment C: Work Plan for WIOA Service Delivery Elements for Adults and Dislocated Workers

Development of Individual Employment Plan	Identify customer's employment goals, appropriate achievement objectives and service strategies to assist customer's transition to successful employment and economic self-sufficiency.	DFS Case Managers	Holistic Case Management and service delivery – successful job placement
Case Management	Delivery of services to assist customers in developing their employment plans, service strategies, job and career counseling with a goal of successful job placement.	DFS Case Managers	Successful job placement
Vocational Career Planning	Counseling for customers to discuss employment and training related issues, or techniques to overcome life issues that may present a barrier to employment and training.	DFS Case Managers DFS Business Services Team	Appropriate career path that leads to successful employment and/or career.
Financial Literacy/ Education	Services that include the development of money management skills and knowledge that allows the individual to make informed and effective decisions with all of their financial resources.	Partner Staff	Transitions customer to economic self-sufficiency and financial recuperation.
WIOA TRAINING SERVICES FOR JOB SEEKERS			
SERVICE ELEMENT	DESCRIPTION	PROVIDER	OUTCOMES
Occupational Skills Training	Instruction conducted in an institutional or worksite setting designed to provide or upgrade the participant's technical skills to perform a specific job or group of jobs.	DFS Case Managers Eligible Training Providers	Skills upgrading that lead to successful job placement.
On-the-Job Training	Training provided by an employer to a paid participant while engaged in productive work which provides the knowledge or skills for the full and adequate performance of the job; provides reimbursement to the employer for up to 50% of the participant's wage for costs of providing the training.	DFS Case Managers DFS Business Services Team Employers	Skills upgrading that lead to successful job placement.
Incumbent Worker Training or Employed Worker Skills Upgrading/Retraining	Training to upgrade employees to new jobs that require additional skills that relate to the introduction of new technologies, new production of service procedures and will provide opportunity to advance in their current job.	DFS Case Managers DFS Business Services Team SSG Staff	Skills upgrading that lead to successful job placement.
Entrepreneurial Training	Training programs designed to help prospective new business owners launch and successfully operate new enterprises.	DFS Case Managers Training Providers	Skills upgrading that lead to successful business startup and/or job placement.
Adult Literacy and ESL Activities	Educational services that improve basic skills (math, reading) that may be necessary to obtain or retain	DFS Case Managers	Skills upgrading that lead to successful job placement.

Attachment C: Work Plan for WIOA Service Delivery Elements for Adults and Dislocated Workers

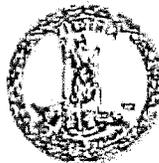
	employment including education resulting in the completion of a GED certificate.	Adult and Community Education Providers	
Customized Training	Training designed to meet the special requirements of an employer that is conducted with a commitment by the employer to employ a participant after successful completion of the training and the employer pays for not less than 50% of the training costs.	DFS Case Managers Training Providers	Skills upgrading that lead to successful job placement.
Short Term Pre-Vocational Training	Development of employability skills to prepare a participant for unsubsidized employment and training.	DFS Case Managers Training Providers	Skills upgrading that lead to successful job placement.
WIOA SUPPORTIVE SERVICES FOR JOB SEEKERS			
SERVICE ELEMENT	DESCRIPTION	PROVIDER	OUTCOMES
Transportation/Work Clothing/Training Related Items/Background Checks Exam Fees/Other Work Related Items	Provision of resources relating to customer's employment and training needs which include but are not limited to linkages to community services, assistance with transportation, uniforms or training or work related expenses.	DFS Case Managers Partner Programs	Successful training completion or job retention.
WIOA FOLLOW UP SERVICES FOR JOB SEEKERS			
SERVICE ELEMENT	SERVICE ELEMENT	SERVICE ELEMENT	SERVICE ELEMENT
Follow Up	Checking on customer's current job status for a minimum of 12 months to ensure job retention or service intervention	DFS Follow Up/Retention Specialist DFS Case Managers	Job Retention, service intervention (if applicable).
WIOA EMPLOYER SERVICES			
SERVICE ELEMENT	DESCRIPTION	PROVIDER	OUTCOMES
On Site Recruitment and Placement Assistance	Coordination and delivery of services to the Business Community relating to their hiring needs and business sustainability.	<i>SkillSource</i> Employer Solutions Team DFS Business Services Team Area Employers	Successful job placements, economic growth, business retention and profitability.
On-the-Job Training Subsidies	Hands-on training designed and conducted by the employer to meet their special requirements with a commitment by the employer to retain a participant after successful completion of the training. Employer pays partial salary for the duration of training.	<i>SkillSource</i> Employer Solutions Team DFS Business Services Team DFS Case Managers SSG Staff Area Employer	Offers area employers a unique opportunity to hire pre-screened and skilled applicants, while saving a substantial amount of money on training costs.
Federal Bonding Program and Work Opportunity Tax Credit Program	Employer incentives to hire individuals from certain target groups who face significant barriers to employment.	<i>SkillSource</i> Employer Solutions Team	Incentivize workplace diversity and facilitates access to jobs.

Attachment C: Work Plan for WIOA Service Delivery Elements for Adults and Dislocated Workers

SERVICE ELEMENT	DESCRIPTION	PROVIDER	OUTCOMES
Customized Training/Incumbent Worker Training/ Transitional Work Experience Program	Training designed to meet the special requirements of an employer that will provide job seekers the opportunity to advance in their current job or become employed after successful completion of training.	DPS Business Services Team DPS Case Managers SSG Staff Partner Staff DPS Case Managers DPS Business Services Team DPS Case Managers Training Providers SSG Staff	Business growth, retention, and profitability.
Rapid Response Services	Provides companies that are downsizing with immediate aid to affected workers and coordinates services with other area businesses with access to available pool of skilled workers.	<i>SkillSource</i> Employer Solutions Team DPS Business Services Team Partner Staff SSG Staff	Reduced unemployment insurance costs as workers are re-employed more quickly when services are begun prior to layoff.
Information on Business Start Up, Retention and Expansion Services and on Labor Market Trends	Information provided to help educate current, new and prospective business owners make informed decisions about careers, employment, and business plans or to launch and successfully operate new enterprises.	<i>SkillSource</i> Employer Solutions Team DPS Business Services Team Partner Staff	Economic growth, business retention and profitability.
Workplace Accommodations for Persons with Disabilities	Offers employers access to assistive technology for people with disabilities (including ZoomText, JAWS, and Window Eyes) and to partner agencies able to help educate employers on workforce accommodations.	<i>SkillSource</i> Employer Solutions Team DPS Business Services Team Partner Staff	Incentivize workplace diversity and facilitates access to jobs.

Attachment D: Employer References

Employer	Organizational Reference
Visionary Consultants 4031 University Drive, Suite 100 Fairfax, Virginia 22030 http://vcp-llc.net/	Michael Thornton Position: Senior COO Phone: (703) 766-4675 E-mail: mthornton@vcp-llc.com
Hilton Worldwide 300 Army Navy Drive Arlington, Virginia 22202 http://www.hiltonworldwide.com/	Sheena Hsu Talent Acquisition Coordinator Phone: (703) 416-3914 E-mail: Sheena.Hsu@Hilton.com
Alexandria Pest Services, INC. 6715 Backlick Road Suite 204 Springfield, Virginia 22150 http://alexandriapestservice.com/index.php	Chau Tran Chief of Operations Phone: (703) 923-0926 E-mail: ctran@apspests.com
Booz Allen Hamilton 8283 Greensboro Drive Mclean, Virginia 22102 http://www.boozallen.com/	Mike Bruni Talent Acquisition Strategy Leader Phone: (703) 559-6405 E-mail: Bruni_Michael@bah.com
Materials Modification Inc. 2809K Merrilee Dr. Fairfax, Virginia 22031 http://www.matmod.com/	Larry Martinelli Director Phone: (703) 560-1371 E-mail: larry@matmod.com
Allegra (Marketing – Print- Mail) Address: 2812 Merrilee Dr., Suite E Fairfax, Virginia 22031 www.AllegraFairfax.com	Oanh Henry President/CEO Phone: (703) 698-7820 E-mail: ohenry@AllegraFairfax.com



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(FAX) 540-347-6331

VICKIE JOHNSON-SCOTT, DIRECTOR

COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

Ms. Nannette M. Bowler
Director
Fairfax County Department of Family Services
12011 Government Center Parkway, 5th Floor
Fairfax, VA 22035

Dear Ms. Bowler,

The Virginia Department of Social Services Temporary Assistance for Needy Families (TANF) and Virginia Initiative for Employment not Welfare (VIEW) Programs are pleased to support the Fairfax County Department of Family Services' proposal to the *SkillSource* Group, Inc., to provide Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated and One-Stop Operator program services in the Northern Virginia Workforce Area. As a mandatory partner under WIOA, we understand the critical importance of integrating WIOA and TANF/VIEW services for the benefit of our shared customers.

VDSS and Fairfax County DFS work collaboratively to ensure that VIEW program participants are well supported during their job search, and have access to as many services as possible including the highly successful BRIDGES project for people with hidden disabilities. Your proposal to bring the VIEW Job Center under the umbrella of the *SkillSource* system will continue to ensure that VIEW participants have access to the same resources as WIOA customers, and that they are co-enrolled in WIOA in every possible case.

We look forward to our continued partnership, and wish you luck for a favorable review of your proposal.

Sincerely,

Nan Foster
TANF/VIEW Program Consultant



National Council on Aging

Ms. Nannette M. Bowler, Director
 Fairfax County Department of Family Services
 12011 Government Center Parkway, 5th Floor
 Fairfax, VA 22035

Dear Ms. Bowler,

The National Council on Aging, Virginia Resource Center's Senior Community Service Employment Program (SCSEP) is pleased to support the Fairfax County Department of Family Services' proposal to the **SkillSource** Group, Inc., to provide Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated and One-Stop Operator program services in the Northern Virginia Workforce Area.

Since 2005, NCOA and the Fairfax County DFS **SkillSource** Centers have worked in partnership to develop work-based training sites for older Americans. In late 2014, we began a more intensive collaboration by placing one of our SCSEP Employment Facilitators in the Fairfax **SkillSource** Center located in Alexandria. This partnership has provided our low-income and unemployed older Americans with an easily accessible one-stop location for employment services. We share common customers who are at least 55, unemployed, and have a low family income and have similar enrollment priorities for veterans and qualified spouses, individuals who have a disability, have low literacy skills or limited English proficiency, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment. Together we are able to help mature workers get back on the path to financial stability and self-sufficiency.

Your proposal to continue the delivery of these services as the WIOA Adult and Dislocated Worker service provider and the One-Stop Operator will ensure that we can sustain our partnership and continue to provide outstanding employment services to the customers we share. On behalf of NCOA, I wish you luck for a favorable review of your proposal.

Sincerely,

Matthew F. McCloy
 Manager, Virginia Resource Center – SCSEP Project Director
National Council on Aging
Improving the health and economic security of 10 million older adults by 2020

NCOA SCSEP
 85 South Bragg Street, Suite 301
 Alexandria, Virginia 22312

Tel: 571-335-4027
 Fax: 571-335-4326

**The SkillSource Group, Inc.
MASTER SERVICES AGREEMENT**

This AGREEMENT is by and between The **SkillSource** Group, Inc. ("**SkillSource**") located at 8300 Boone Blvd., Suite 450, Vienna, VA 22182 and Fairfax County Department of Family Services ("Contractor") located at 12011 Government Center Parkway, 5th Floor, Fairfax, Virginia 22035.

1. SCOPE OF WORK

1.1 Contractor offers and agrees to furnish all labor and expertise; perform all services; and to do all other things in general support of delivering Workforce Innovation and Opportunity Act services to economically disadvantaged In School and Out of School young adults, ages 16 through 24 in the Northern Virginia Workforce System (Area #11) in the Commonwealth of Virginia, as more particularly hereinafter provided and upon the terms and conditions hereinafter set forth. The provision of these services is to be funded by WIOA, Title I, Public Law 113-128, which began July 1, 2015 and is authorized as workforce law at the federal level through September 2020. Work to be conducted shall be consistent with activities identified in the **Fairfax County Department of Family Services Proposal For Workforce Investment and Opportunity Act (WIOA) Youth Program Services in the Northern Virginia Workforce Area, dated March 18, 2015 (see Attachment 3).**

The Contractor agrees to follow the vision and strategic priorities for the Northern Virginia Workforce System, as outlined in the Northern Virginia Strategic Action Plan; the Vision for the One-Stop Delivery System under WIOA, as outlined in the U.S. Department of Labor Training and Employment Guidance Letter No. 04-15; and WIOA transition guidance for the youth program provided in Training and Employment Guidance Letters No. 23-14 and No. 08-15

This contract may also change in accordance with the final regulations of the Workforce Innovation and Opportunity Act, which have an anticipated release in 2016. At that time, **SkillSource** reserves the right to change or modify this contract agreement. The Contractor must be committed to following and adapting to new regulations as released by the U.S. Department of Labor Employment and Training Administration in regards to the Workforce Innovation and Opportunity Act.

1.2 Focus of Services will include:

- A) Delivery and evaluation of the **fourteen (14) program elements** to both In School and Out of School Youth, as required by the Workforce Innovation and Opportunity Act.
- B) Development and implementation of a viable outreach and recruitment strategy, particularly for Out of School young adults, to meet targeted annual enrollment levels and minimum expenditure levels by program type.
- C) Determination, verification and documentation of WIOA eligibility for program participants, maintenance of a formal participant eligibility file and related quality assurance activities.

- D) Assessments to identify skills, competencies and support service needs of young adults.
- E) Development of Individual Employment Plans and ongoing case management for each young adult participant.
- F) Provide services to young adults through the completion of the participant's service plan, which includes the minimum 12 months of follow-up services.
- G) Coordination and co-location of services at the **SkillSource** One-Stop Employment Centers.
- H) Aligning services with new WIOA legislation and required core performance measures for the Youth program.
- I) Integrating WIOA Youth Program services with other Federal, State, local and community youth programs.
- J) Provide comprehensive reporting on a monthly, quarterly, annual or ad-hoc basis as requested by the Northern Virginia Workforce Development Board Youth Committee or its staff designees.

2. ADMINISTRATIVE COMPLIANCE

2.1 During the term of this Agreement, **SkillSource** reserves the right to monitor all records, including financial records, participant files, and electronic participant records in the Virginia Workforce Connection database, that are kept by the Contractor in performance of WIOA Youth Program activities. The Contractor agrees to annual monitoring of One-Stop operations and participant records annually by the Virginia Community College System. The Contractor will also provide any requested financial or participant records to the **SkillSource** independent auditor on an annual basis.

The Contractor shall follow the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) 2 CFR 900 and Part 2900.

The Contractor will be held liable for any costs that are determined to be disallowed under WIOA.

The Contractor shall submit all required programmatic and financial information on a timely basis. The Contractor must retain all records until the Service Agreement with **SkillSource** funding has ended as defined by having all program activities closed out and all monitoring completed.

3. ORGANIZATION AND STAFFING

3.1 The Contractor will utilize funding from **SkillSource** to deliver Workforce Innovation and Opportunity Act services to economically disadvantaged In School and Out of School young adults, ages 16 through 24 in the Northern Virginia Workforce System (Area #11) in the Commonwealth of Virginia.

4. REPORTS AND QUALITY ASSURANCE

4.1 David Hunn, the President and CEO of the **SkillSource** Group, Inc. will monitor the project activities and provide guidance on an as-needed basis and will report progress to the Board of Directors of SSG and the Northern Virginia Workforce Development Board.

5. EFFECTIVE DATE, DURATION, TERMINATION

5.1 Effective Date. This Agreement is effective from July 1, 2016.

5.2 Duration. All work under this Agreement shall be completed by June 30, 2017. This agreement may be renewed, if mutually agreed by SSG, the Northern Virginia Workforce Development Board and Fairfax County Department of Family Services, for a total of five (5) one year renewals.

5.3 Written Notice of Termination. **SkillSource** may, by written notice sent to Contractor, terminate the Contract, in whole or in part, at any time for its convenience. The written notice of termination shall specify that termination is for **SkillSource's** convenience, the extent to which performance of service under the Contract is terminated, and the date upon which such termination becomes effective. The termination date will coincide with the scheduled completion of key tasks related to the independent evaluation.

5.4 Termination for Convenience. **SkillSource** reserves the right to terminate this Contract or any part thereof, for convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this Contract, the Contractor shall be paid for completed work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of **SkillSource** having resulted from the termination. The Contractor shall not be paid for any work performed or costs incurred after receipt of the notice of termination which reasonably could have been avoided.

5.5 Termination for Default. If through any cause either party shall fail to fulfill in a timely manner its obligations under this agreement, or if either party shall violate any of the covenants, agreements, or stipulations of this agreement, then in such event the non-breaching party shall give written notice to the other party of the breach with reasonable detail and opportunity to cure the breach within 30 days after notice. Should the breach not be cured within such time period, the non-breaching party shall confirm its termination by a separate written notice. Either party shall thereupon have the right to terminate, specifying the effective date thereof, at least five (5) days before the effective date of such termination. In the event of contract termination, the contractor shall be entitled to payment for satisfactory work performed through the date of termination.

6. LIMITATION OF LIABILITY

IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY LOSSES OR DAMAGES INCURRED DURING PERFORMANCE OF THE CONTRACT OR FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS), REGARDLESS OF WHETHER SUCH LIABILITY IS BASED ON BREACH OF CONTRACT, TORT, STRICT LIABILITY, BREACH OF WARRANTIES, FAILURE

OF ESSENTIAL PURPOSE OR OTHERWISE AND EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. COST AND METHOD OF PAYMENT

7.1 **SkillSource** will pay the Contractor for the performance of this Agreement in accordance with the Schedule of Prices, attached and made a part of this Agreement.

7.2 **SkillSource** reserves the right to review costs prior to approval and to require documentation to support the Contractor's request for additional funds. No expenditure of additional funds on the part of the Contractor is implied or expressed by this clause.

7.3 The Contractor will invoice **SkillSource** at 8300 Boone Blvd., Suite 450, Vienna, VA 22182 attention: David Hunn on an agreed-upon basis for the grant costs incurred for this Agreement. Payment will be due within thirty (30) days after receipt of the invoice by **SkillSource**. Payments may be made to the Contractor by check or electronic funds transfer.

8. RESOLUTION OF DISAGREEMENTS

8.1 Notification. The parties agree that they will notify each other if a conflict regarding the administration of this Agreement arises and will attempt to resolve these conflicts.

8.2 ADR. If the parties are not successful in resolving their dispute, the parties may agree to resolve their disputes through arbitration or some other form of alternate dispute resolution ("ADR").

8.3 Continued Performance. Throughout the entire duration of any dispute, Contractor agrees to continue performance.

9. CLAIMS OF THIRD PERSONS

Contractor agrees to undertake to pay all claims lawfully made against him by third persons arising out of or in connection with performance of this Agreement. Contractor shall have no obligation to pay any such claims which Contractor is validly disputing.

10. GENERAL TERMS AND CONDITIONS

10.1 Applicable Laws and Courts. This Agreement shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws and regulations.

10.2 Anti-Discrimination. The Contractor certifies to **SkillSource** that this Agreement will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and Section 2.2-4311 of the Virginia Public Procurement Act which provides:

During the performance of this contract, the contractor agrees as follows:

a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, or disabilities, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such contractor is an equal opportunity employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this Section.

10.3 Flow-Down Provision. Contractor agrees to include the above cited provisions from Section 2.2-4311 of the Virginia Public Procurement Code in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

10.4 The Contractor shall comply in accordance with the existing or hereafter amended Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128, the U.S. Department of Labor's regulations relating to WIOA, and the Commonwealth of Virginia Policies, the NVWDB Policies and Procedures, and all Contract Provisions.

11. ETHICS IN PUBLIC CONTRACTING

The Contractor certifies that their offer(s) are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder/offeror, supplier, manufacturer or subcontractor in connection with their bid or proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance deposit of money, services or anything more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

12. IMMIGRATION REFORM AND CONTROL ACT OF 1986

The Contractor certifies that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

13. DEBARMENT STATUS

The Contractor certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor is it an agent of any person or entity that is currently debarred.

14. PAYMENT TO PRIME CONTRACTOR

14.1 Contractor shall submit invoices for items ordered, delivered and accepted directly to the payment address shown on the purchase order/contract. All invoices shall show

the state contract number and/or purchase order; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

14.2 Any payments terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

14.3 All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public agency is being billed.

14.4 The following shall be deemed to be the date of payment: The date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

15. TESTING AND INSPECTION

SkillSource reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specifications.

16. ASSIGNMENT OF CONTRACT

Contractor may not assign a contract in whole or in part without the written consent of the **SkillSource**.

17. CHANGES TO THE CONTRACT

17.1 **SkillSource** may order changes within the general scope of the contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to the method of packing or shipment and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give **SkillSource** a credit for any savings. Said compensation shall be determined by one of the following methods:

17.2 By mutual agreement between the parties in writing; or

17.3 By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, the Contractor accounts for the number of units or work performed, subject to **SkillSource's** right to audit the Contractors records and/or to determine the correct number of units independently; or

17.4 By ordering the Contractor to proceed with the work and to keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present **SkillSource** with all vouchers and records of expenses incurred and savings realized.

17.5 **SkillSource** shall have the right to audit the records of the Contractor, as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this

provision must be asserted by written notice to the **SkillSource** within thirty (30) days from the date of receipt of the written order from **SkillSource**.

17.6 If the parties fail to agree on an amount of adjustment, the questions of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this contract shall excuse the Contractor from promptly complying with the changes ordered by **SkillSource** or with the performance of the contract generally.

17.7 The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by both parties as a part of their written agreement to modify the scope of the contract.

18. EXCESS REPROCUREMENT COSTS

In case of failure to deliver goods and services in accordance with the contract terms and conditions, **SkillSource**, after due oral and written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which **SkillSource** may have.

19. COUNTY'S INSURANCE

19.1 The County represents that it is self-insured for the following risks:

- a. Worker's Compensation
- b. Commercial Automobile Liability
- c. Commercial General Liability
- d. Public Officials' Liability
- e. Law Enforcement Liability

20. MISCELLANEOUS

20.1 This Agreement constitutes the entire Agreement between **SkillSource** and Fairfax County Department of Family Services and supersedes all prior and contemporaneous communications with respect to the subject matter hereof.

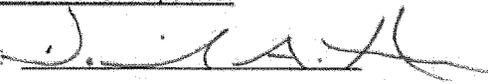
20.2 No waiver of any breach of any provision of this Agreement shall constitute a waiver of any other breach of the same or any other provision hereof. In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of the Agreement remain in full force and effect.

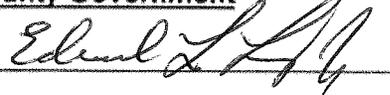
20.3 Neither party will bring a legal action arising out of or related to this Agreement more than five (5) years after the cause of action arises.

20.4 Neither party is responsible for failure to fulfill obligations due to causes beyond that party's control.

The SkillSource Group, Inc.

Fairfax County Government

Signature: 

Signature: 

Name: David A. Hunn

Name: Edward L. Long Jr.

Title: President & CEO

Title: County Executive

Date: 6-22-2016

Date: 7/18/2016

Attachment 1

Schedule of Prices

The **SkillSource** Group, Inc. agrees to provide \$425,895 in FY 2017 Workforce Innovation and Opportunity Act (WIOA) In-School Youth and \$1,277,685 in WIOA Out of School Youth funds, for a total of \$1,703,580 in funding to accomplish the Scope of Work outlined in this Agreement. This amount is subject to change based on budget modifications or revisions, as agreed upon by **SkillSource**, the Northern Virginia Workforce Development Board and the Fairfax County Department of Family Services.

Funding shall be disbursed in accordance with the agreed schedule (see Attachment 2).

Signature

The SkillSource Group, Inc.

Signature: 

Name: David A. Hunn

Title: President & CEO

Date: 6-22-2016

Fairfax County Government

Signature: 

Name: Edward L. Long Jr.

Title: County Executive

Date: 7/18/2016

Attachment 2

**Agreement Between
The SkillSource Group, Inc. and
Fairfax County Department of Family Services**

Schedule of Funding Disbursements

All payments will be made within 30 days upon presentation of an invoice.

Signature

The SkillSource Group, Inc.

Signature: 

Name: David A. Hunn

Title: President & CEO

Date: 6.22-2016

Fairfax County Government

Signature: 

Name: Edward L. Long Jr.

Title: County Executive

Date: 7/18/2016

The SkillsSource Group, Inc.
Northern Virginia Workforce Development Board
Subsidiary Schedule of FY 2017 Program Awards
(Full Funding)

Workforce Innovation and Opportunity Act			
Youth			
	In-School	Out-of-School	Total Youth
PY2015 Total Carry-in (Estimate)	\$ 189,561	\$ 568,682	\$ 758,242
Award period			4/1/15-6/30/17
PY 2016 Total Award	\$ 332,772	\$ 998,315	\$ 1,331,087
Award period			4/1/16-6/30/18
CFDA#			17.259
Program Staff	223,089	669,266	892,355
Program Operating Costs	6,250	18,750	25,000
Supportive Services	-	-	-
Training			
Individual Training Accounts	22,500	67,500	90,000
On-the-Job Training	-	-	-
Training Supportive Services	-	-	-
Work Experience	96,631	289,894	386,525
Other Training	77,425	232,275	309,700
Total Training	196,556	589,669	786,225
Total Award	425,895	1,277,685	1,703,580



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

March 18, 2015

Mr. David Hunn
Executive Director
The *SkillSource* Group, Inc.
8300 Boone Boulevard, Suite 450
Vienna, VA 22182

Reference: Request for Proposal for Workforce Investment Act Youth Program Services in the Northern Virginia Workforce Area

Dear Mr. Hunn:

The Fairfax County Department of Family Services is pleased to provide the enclosed proposal to the *SkillSource* Group, to provide Workforce Investment Act Youth Program Services in the Northern Virginia Workforce Area. Our goal is to provide an innovative, quality, regional program to serve the eligible youth in Northern Virginia.

Enclosed in this package is one (1) original, complete proposal plus five (5) copies of the proposal, including the Cover Sheet, Narrative, Project Budget and attachments.

Thank you for the opportunity to respond to this request for proposal that, when enacted, will do much to continue the innovative service delivery to the youth by the Department of Family Services.

If you have any questions or require additional information, please contact Trang Montgomery, WIA Program Manager, at (703) 538-7417 or via email at Trang.Montgomery@fairfaxcounty.gov.

Sincerely

Nannette M. Bowler
Director

Department of Family Services
12011 Government Center Parkway
Fairfax, VA 22035
Phone 703-324-7800, TTY 703-222-9452, Fax 703-324-7332
www.fairfaxcounty.gov



Fairfax County Department of

Family Services

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Section 1: Executive Summary: Brief Overview of Proposal

On February 11, 2015, young adult leaders from the Northern Virginia Voices for Youth Program visited their state representatives to express their concern about the high youth unemployment rate, and to reinforce the critical need for additional career and educational resources. Their concerns were well-founded: In January, the national teen unemployment rate was 18.8 percent, more than three times the 5.5 percent unemployment rate for the overall population.¹

As described in the following proposal, the Fairfax County Department of Family Services (DFS) is uniquely qualified to address the overwhelming need for young adult employment and educational services in the Northern Virginia area. As the largest human services agency in the region, we are fully prepared to design, deliver, and continuously improve Workforce Innovation and Opportunity Act (WIOA) services to economically disadvantaged Northern Virginia youth, both In-School and Out-Of-School, ages 16-24. At a minimum, these services will include the following 14 required elements:

Tutoring	Supportive Services	Financial Literacy Education
Alternative Education	Adult Mentoring	Entrepreneurial Skills Training
Paid and Unpaid Work Experience	Follow-Up Services	Labor Market Information
Occupational Skills Training	Comprehensive Guidance and Counseling	Postsecondary Preparation and Transition Activities
Leadership Development	Integrated Education and Training	

As the One-Stop Operator for three of the region's four fully-certified *SkillSource* Centers, DFS brings over 15 years of experience in providing workforce services in Northern Virginia. In our role, we have successfully navigated multiple legislative and economic changes while meeting or exceeding rigorous state performance benchmarks, successfully managing audit reviews, and complying with all requirements for one-stop center certification, including fulfilling the data-driven elements of a Continuous Quality Improvement (CQI) framework for excellence.

In addition to our partnerships with other local governments, non-profits, training providers, and educational institutions, the Employer Solutions Team within DFS brings an expansive and active employer network, which includes a growing database of 2,157 businesses. These employer relationships are critical to providing youth with meaningful work opportunities.

We are confident that our experience in leveraging resources, establishing strategic partnerships, and utilizing varied and innovative strategies to reach and connect with young adults will facilitate a smooth transition from the Workforce Investment Act of 1998 to the new service delivery framework provided by the Workforce Innovation and Opportunity Act. Our management team, employment specialists, and support staff are fully committed to continuing our tradition of providing outstanding, effective, and meaningful employment and educational services to the Northern Virginia young adults who need it the most.

¹ United States Department of Labor, Bureau of Labor Statistics. <http://www.bls.gov/news.release/empsit.nr0.htm>.

Section 2: Technical Proposal

A. Statement of Qualifications

2.1 Description of the Organization

The Fairfax County Department of Family Services (DFS) is a local government human services agency which currently operates Fairfax County One-Stop Employment Centers (known locally as *SkillSource*), and provides Workforce Investment Act (WIA) Youth, Adult, and Dislocated Worker services on behalf of the Northern Virginia Workforce Investment Board (NVWIB) through our Employment and Training Program. Specifically, we have provided workforce development services to adults, youth, and families for fifteen years and consistently met or exceeded performance measures in the areas of job placement, credential attainment, and literacy/numeracy goals. Based on our long history of delivering high-quality young adult workforce development services to the Northern Virginia region, we have developed expertise in the understanding and application of federal workforce legislation, and we are uniquely positioned to meet or exceed future goals set by the upcoming Workforce Innovation and Opportunity Act (WIOA).

2.2 Proposed Personnel and Staff Experience

We propose the following full-time DFS employees to serve on this project:

Aimee Brobst, Deputy Program Manager for Employment and Training: Aimee Brobst directs the operation of Fairfax County *SkillSource* Centers and Workforce Investment Act services throughout Fairfax, Loudoun, and Prince William Counties. Aimee has worked for the Department of Family Services for over 13 years, and has served in her current role for 5 years. Her scope of accountability includes operation and personnel management, program development and implementation, fiscal oversight, and contracts management. She holds a Master of Public

Administration degree from George Mason University and a bachelor's degree from William Smith College.

Trang Montgomery, Workforce Investment Act Manager: Trang Montgomery manages the daily operations of all Workforce Investment Act programs (including Adult, Dislocated Worker, and Youth) and Fairfax County *SkillSource* Centers in Annandale, Alexandria, and Reston. Trang has over 8 years of experience working for DFS and will be dedicated full-time to this project. She holds a Master of Public Administration degree from George Mason University and a bachelor's degree from Connecticut College.

Charisma Canty, Program Supervisor: Charisma Canty currently provides direct supervision to all of the Employment Specialists who deliver WIA Youth services. She has over 8 years of experience in project management, direct service provision, and supervision in the Northern Virginia Youth Program. Charisma is a Virginia Certified Workforce Development Professional and holds a bachelor's degree in Psychology from Elizabeth City State University.

Case Managers (Youth Employment Specialists): Our proposed team includes 8 Youth Employment Specialists who will deliver case management services throughout the Northern Virginia region. One Employment Specialist will be dedicated full-time to job development and summer Educating Youth through Employment (EYE) Program Coordinator. Another will be assigned as a full-time Outreach and Follow-Up Specialist, who will possess specialized experience in working with youth with disabilities (a target population of the WIOA program). All Employment Specialists hold a bachelor's degree or higher and two or more years of experience working in human services, and have obtained (or are in the process of obtaining) certification as a Virginia Workforce Development Professional. More than half of the Employment Specialists

speak multiple languages, including English, Spanish, Vietnamese, Urdu, and Hindi, which increases our ability to work with our diverse Northern Virginia population.

Marissa Govoni, Quality Assurance Specialist: Marissa will manage and track required performance outcomes and data elements, and coordinate regular audits, monitoring visits, and other reviews to ensure compliance with WIA/WIOA regulations. Marissa has provided WIA Youth program services as a Fairfax County employee for over 3 years, and previously worked for a WIA Program in Maryland. Marissa is a Virginia Certified Workforce Development Professional and holds a Bachelor of Arts in Spanish from the University of Mary Washington.

Financial Specialists: To manage the financial management elements of this grant, our team will include an Accounts Payable Analyst (Kim-Chi Ly) and a Budget Analyst (Kathleen Culbertson). Both analysts hold bachelor's degrees and have extensive experience with WIA regulation compliance and supporting other grants related to employment and training. Kim-Chi's role focuses on payment processing and verification, reconciling accounts, providing budgetary support to program staff, and preparing expenditure reports for multiple funding sources. Kathleen's duties include monitoring the revenues and expenditures for grants and maintaining compliance with the requirements of all funding sources.

Please see Appendix A for sample references from community partners.

B. Service Area Operations

2.3 Locations of Delivery of Workforce Services to Young Adults

The Fairfax County Department of Family Services proposes to continue the delivery of high-quality case management services to young adults throughout Fairfax, Loudoun, and Prince William Counties, and the cities within. Our access points will include the three designated Fairfax *SkillSource* Centers in Annandale, Alexandria, and Reston; the Pre-Release Employment

Center in Fairfax; the Prince William *SkillSource* Center in Woodbridge; the Loudoun Workforce Resource Center in Leesburg; and the *SkillSource* Career Services Center at the Northern Virginia Community College campus in Manassas.

To support increased access to target populations and in accordance with our commitment to leverage services and resources throughout the Northern Virginia community, DFS will continue to seek additional partnership opportunities. For example, in March 2015, DFS will begin offering WIA Youth services at a new Service Source facility in Oakton. Service Source is a community-based organization with a mission to serve people with disabilities, and this collaboration will enable DFS to provide greater access to young adults with disabilities. Additionally, DFS has successfully built an expansive service delivery network throughout Northern Virginia to address the diverse needs of our young adult community and has placed a high priority on engaging public and private organizations as key collaborative partners in the WIA program.

2.4 Understanding Service Needs of the Jurisdiction

Although the Northern Virginia area is one of the wealthiest in the nation, many young adults live in conditions of poverty. According to the US Census Bureau, in 2013 approximately 110,426 people in Fairfax, Loudoun, and Prince William Counties were living below federal poverty levels.² The need clearly outstrips available resources. To address this resource gap, DFS will continue to take proactive measures to add value to the program by coordinating access to a wide range of support services funded through other programs. As the largest human services organization in Northern Virginia, DFS manages an expansive network of programs and services that can offer critical support services and other assistance to young adults. We have successfully developed collaborative relationships with our counterparts in Loudoun and Prince William counties, and will continue to demonstrate our agency's commitment through providing

² US Census Bureau, Small Area Income and Poverty Estimates. www.census.gov/did/www/saippe/data/index.html

considerable in-kind support to the program. In our experience, this level of contribution is critical to sustaining high levels of service, providing stability as conditions shift, and maintaining effective operations.

Another major challenge that faces the program is the size of the region in relation to the amount of funding it receives. The geographic area of Northern Virginia spans 1,300 square miles and includes seven distinct jurisdictions, making equitable resource allocation of resources critical. DFS will maintain our focus on implementation of, and broad access to, the WIA/WIOA program on a regional basis. We will continue to build upon our expansive network of collaborative relationships, and maintain our practice of deploying and managing assigned personnel in a manner that promotes a multi-jurisdictional approach to program implementation.

C. Service Delivery Strategies

2.5 Services for In-School, Out-of-School, and "At-Risk" Young Adults

WIOA targets services for youth who are in-school, out-of-school, and considered to be "at-risk." DFS has been highly successful in engaging these populations through the development and implementation of a range of outreach strategies and a large network of partners at the state and local levels. One example of a local partner is St. John's Community Services, which provides job coaching services to our young adults with disabilities. This partnership adds value through providing additional support which is needed for participants to complete paid work experiences, as well as increasing employers' willingness to hire youth with disabilities. An example of a state-level partnership is between DFS and the Virginia Department of Juvenile Justice (DJJ). DFS frequently serves young adults referred by DJJ probation officers, and in 2013 DFS and DJJ partnered to develop a cross-system training conference. This conference served to educate staff

on the wide variety of resources provided by each partner. Please see Section 2.6.2 and Appendix A for more examples of successful partnerships.

DFS has been particularly successful in building the necessary relationships to reach and engage “at-risk” young adults who are transitioning out of high school or are close to completion. Our outreach strategies include our connections to alternative schools, General Education Development (GED) programs, community youth service providers, human services organizations, homeless shelters, court systems, and area *SkillSource* Centers. Please see Section 2.6.2 for additional outreach strategies.

DFS continues to successfully recruit and engage out-of-school youth despite ongoing challenges related to outreach and retention. We do this by consistently promoting access to key service elements, such as occupational skills training and paid work experiences, and by targeting marketing and outreach strategies to high school dropouts and current students who need assistance to secure employment or pursue higher education. As a result, the Northern Virginia WIA Youth Program currently serves a population that is comprised of 60 percent out-of-school youth participants, which is among the highest in the state, and almost double the Virginia average of 35 percent out-of-school participants. This percentage of out-of-school youth served is expected to increase even further, as WIOA legislation raises the maximum age from 21 to 24, and includes an enhanced focus on youth with disabilities. Our specific strategies to increase service to these populations are outlined in Section 2.6.2.

WIOA legislation also requires 75 percent of expenditures to be spent on out-of-school youth, which is more than double the previous 30 percent standard under WIA regulations. These expenditures will be devoted to connecting out-of-school youth to the 14 program elements, with a

special focus placed on the areas of leadership development, occupational skills training, and work-based learning opportunities.

DFS has experienced particular success in reaching and engaging youth with disabilities; almost 40 percent of our participants in the WIA Youth Program disclosed a documented disability at intake during this program year. This is important because this population has been added as a new individualized category of eligibility under WIOA legislation. It previously fell under a secondary "Needs Additional Assistance" criterion when accompanied with supporting documentation.

Reflective of our commitment to respond to the specialized needs of youth with disabilities, we have built strong relationships with disability programs (such as Ticket to Work) so that we can more readily connect our participants with support to navigate disability benefit assistance and additional employment services as needed. Through these direct connections, we constantly collaborate with other agencies and organizations, including Service Source (a nationally-recognized service provider for people with disabilities), and the Virginia Department for Aging and Rehabilitative Services (DARS), to pool our collective resources and enhance the level and quality of service we provide.

2.6.1 Scope of Services: Delivery and Evaluation of 14 Program Elements

The following summarizes our strategies to meet the 14 WIOA Program elements:

1) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.

Throughout our years of experience with implementation of young adult workforce services, DFS

has consistently provided a full complement of tutoring, study skill support, and instruction to help youth meet their academic goals. For example, all youth are provided access to a web-based tutoring program called SkillsTutor, which is especially effective in assisting young adults to improve their literacy and numeracy skills. SkillsTutor also includes a wealth of classroom options focused on helping participants pass state Standards of Learning (SOL) and GED exams, so they may obtain a secondary school diploma or its equivalent. This has resulted in high literacy and numeracy gains throughout the Northern Virginia region.

Another tutoring service that we provide is contracted in-person tutors. Young adults may request in-person tutoring to supplement SkillsTutor, or choose it as an alternative to online tutoring. In-person tutors are flexible and available to meet with participants in convenient locations, including *SkillSource* Centers and local libraries. They are able to customize their instruction based on specific student needs and interests, and can even teach on industry-specific material. For example, one participant is currently working with an in-person tutor to prepare for her Dental Assistant exams. DFS also partners with local adult high school completion programs, such as Fairfax County Adult and Community Education (ACE), to help connect students with specialized GED tutoring services.

In addition to online and in-person tutoring, we provide Scholastic Aptitude Test (SAT) classes and materials to participants who need assistance with college entry. We also maintain a library of study and resource materials at our Annandale *SkillSource* Center that youth can check out on an ongoing basis. Over time, we have learned that this specific combination of services is most effective to help our young people pass their SOL examinations, increase their SAT scores, obtain industry recognized credentials, and build their confidence in weaker subjects.

2) *Alternative secondary school services or dropout recovery services.* Due to recent economic constraints, alternative education program options are becoming increasingly limited across the region. Fortunately, DFS has established effective collaborative relationships with programs such as the New Directions Alternative Education Center in Manassas, which operates one of the last remaining GED programs, and other alternative education options for students within the Prince William County Public School system. We are also committed to continuing to build our relationship with Douglass School (the only Center for Alternative Education in Loudoun County) as well as multiple alternative school programs within Fairfax County. We also foster relationships with the Loudoun Young Adults Program (Leesburg), Mountain View Alternative High School (Centreville), Bryant High School (Alexandria), Pimmit Hills Alternative School (Falls Church), and Pulley Career Center (Alexandria) by delivering workshops, collaborating on job fairs and career days, and developing individual education programs for our clients. The collaboration and cooperation we have built and nurtured over the last several years will be critical to providing ongoing services under the new grant.

3) *Paid and unpaid work experiences with an academic and occupational education component.* Recognizing the importance of paid and unpaid work experiences, DFS has designated one of the Employment Specialists as a Job Developer. This person will be dedicated to the placement of young adults in both subsidized and unsubsidized employment. In addition, all Employment Specialists are trained to provide young adults with paid work experiences and on-the-job training opportunities throughout the entire year. For example, we are currently developing a work experience opportunity for one of our WIA Youth to complete an internship with Mr. Christopher Lu, the U.S. Deputy Secretary of Labor. Our staff connects young adults to unpaid work experiences in the form of job shadowing and community service, both of which

include educational components in which the participants record or demonstrate the skills they have learned.

In addition to our year-round activities, DFS has successfully partnered with The *SkillSource* Group, Inc. to operate the summer Educating Youth through Employment (EYE) Program since 2006. Throughout the years, we have continued to grow EYE participant enrollment, and develop strong partnerships with Fairfax County sponsoring programs, including Foster Care, the Virginia Initiative for Employment not Welfare (VIEW), and the Department of Neighborhood and Community Services. We also developed a strong network of employers and successfully placed a total of 144 young adults into paid summer work experiences last year.

4) ***Occupational skills training, with a focus on recognized postsecondary credentials and in-demand occupations.*** DFS will continue to offer extensive training opportunities throughout the region, focusing on high-demand industries and occupations. All program participants will receive a thorough assessment and current labor market information before training options are developed. Training providers will be closely reviewed for suitability, performance, and reputation. We will use state-certified training providers whenever possible. When additional training resources are necessary due to the lack of appropriate providers from the state list, we will diligently research additional providers, evaluate them based on participant needs, classroom size, and placement outcomes, and encourage them to apply for approved training provider status when possible. Additionally, out-of-school and appropriate in-school youth will be offered credentialing opportunities and will be encouraged to complete a Career Readiness Certification. We will also provide all participants with the opportunity to obtain a nationally recognized certification in customer service.

- 5) ***Leadership development opportunities.*** DFS will build upon our past successful efforts, including the Northern Virginia Voices for Youth Leadership Program and our "Seven Habits for Successful Teens" workshop. We will continue to identify, develop, and support leadership development opportunities that are engaging and appropriate for youth, including community forums, conferences, focus groups, and other events that help build leadership skills and promote the civic engagement of youth.
- 6) ***Supportive services.*** The value added by DFS to the proposed WIOA Youth Program is most evident in our unique ability to seamlessly connect our participants to a full complement of necessary supportive services. Our internal resources, combined with our considerable regional network of human service providers, facilitates access to necessary supports including mental health counseling, disability resources, substance abuse programs, and transportation.
- 7) ***Adult mentoring.*** An important focus of our efforts under the new grant will be to expand on our previous work to develop mentoring relationships. Currently, we have a mentoring partnership with a community agency called Fairfax Area Christian Emergency and Transitional Services (FACETS), and access to over 15 additional mentoring agencies through the Fairfax County Human Services Resource Guide³. To increase access to this important program element, we will continue to identify and implement opportunities to engage youth in groups which include the active participation of caring adults.
- 8) ***Follow-up services for at least 12 months after program completion.*** All WIOA participants will receive 12 months of follow-up support through sustained contact with a Follow-Up Employment Specialist, who will connect participants with the Job Developer, employer hiring events, and other community resources as needed (please see Section 2.6.6).

³ Fairfax County Human Services Resource Guide, <http://www.fairfaxcounty.gov/hsrg/>

- 9) ***Comprehensive guidance and counseling.*** Consistent with our past approach, guidance and counseling will be provided by a network of counselors, educators, employers, and mentors. Our Employment Specialists are connected to a wealth of community resources, including the Fairfax-Falls Church Community Service Board, DARS, and the January Project (a new art therapy program) to serve participants as needed. All participants will also receive intensive, ongoing case management and career guidance services from our staff.
- 10) ***Integrated education and training for a specific occupation or cluster.*** This WIOA element emphasizes connecting young adults to high-demand industries with multiple certification levels. One example is the accounting industry, in which one can start as a bookkeeper and eventually progress to become a Certified Public Accountant. Our increased emphasis on connecting young adults to integrated occupational skills training and industry recognized credentials is evident in the development of our new Career Pathways Cohorts. The Career Pathways Cohorts are occupational training courses that are delivered only to groups of DFS Employment and Training Program participants, in order to provide customized, enhanced services based on participant needs. These classes are delivered by state-approved training providers, administered in a condensed format, and focused on placing participants in industry-related employment immediately following completion. Participants are already completing cohort trainings in the administrative assistant, medical administrative assistant, security, and information technology occupations. As industry needs evolve, additional training will be developed, possibly in the areas of dental assistance and childcare development.
- 11) ***Financial literacy education.*** DFS is committed to providing financial education through a variety of channels, including the Volunteer Income Tax Assistance Program, which provides free tax preparation services to eligible families; the Federal Reserve Bank website

(www.investinwhatsnext.org); Money Habitudes "financial attitude" assessment; and continued partnerships with regional banks and credit unions. Local banks will be invited to conduct targeted workshops during events such as our annual Summer Bank Day, which assists young adults with opening bank accounts to directly deposit their summer earnings. We will also continue to build upon special events, such as our "Making It" fair, which challenge young adults to consider the high cost of living in Northern Virginia and the types of careers needed to become financially self-sufficient.

12) Entrepreneurial skills training. Entrepreneurship will be provided as an occupational option throughout a participant's goal planning. Appropriate young adults will be dual-enrolled in our Employing Northern Virginia through Entrepreneurship (ENOVATE) program when suitable, which provides intensive business startup services. DFS has also developed a close partnership with the Business Development Assistance Group (BDAG), Inc., which is co-located in our Annandale location. BDAG is a community non-profit agency that specializes in small business development and provides ongoing counseling and resources for entrepreneurs. We will also provide regular discussion of entrepreneurship during group trainings, such as our summer EYE Program workshops.

13) Services that provide labor market information about in-demand industry sectors and occupations. DFS will ensure that every participant receives up-to-date Labor Market Information as part of the assessment process. Participants will be provided with labor market information based on their occupational strengths and interests, to help develop a customized Individual Service Strategy (ISS). Labor Market Information will be provided from resources, such as O-Net, My Next Move, and www.VirginiaLMI.com.

(4) *Postsecondary preparation and transition activities.* Although this is a new element under WIOA legislation, DFS has a history of connecting young adults to postsecondary education. We are committed to continue to assist young adults with their preparation and transition into postsecondary education. Services in this area will include, but are not limited to: Assisting young adults with college applications, training participants on the Free Application for Federal Student Aid (FAFSA) process, coordinating college tours, and assisting with disability accommodation requests. We will also continue to connect young adults to other occupational trainings and industry recognized credentials, as outlined in Section 2.6.1.4.

2.6.2 Scope of Services: Outreach and Recruitment for In-School and Out-of-School Young Adults

DFS has been highly successful in reaching in-school and out-of-school young adult participants. In our role as the WIA Youth service provider, DFS has steadily increased enrollments, while also maintaining one of the highest out-of-school youth percentages in the state. From 2011 to 2014, our enrolled recruitments increased by 79 percent, and we are currently on track to serve 350 young adults by June 2015 (a 32 percent increase from 2014). Currently, 60 percent of our participants are out-of-school youth, and we anticipate that this number will significantly increase under new WIOA legislation. WIOA legislation increases the maximum out-of-school youth requirement from age 21 to age 24. As the current operators of the WIA Adult and Dislocated Worker Programs for Northern Virginia, our WIOA Youth Program will be able to dual-enroll participants between the ages of 18-24. We also have developed partnerships with local adult education programs, such as Fairfax County Adult and Community Education, to identify and assist high school dropouts that are seeking to complete a secondary education.

Outreach is conducted through a designated Outreach Specialist, community partner events

(Section 2.7), word of mouth, regional flyers, social media, and www.myskillsource.org. Our designated Outreach Specialist is responsible for seeking out recruitment opportunities, such as presentations to community referral sources, distribution of outreach flyers, and representation at community job and resource fairs. Our outreach specifically targets agencies that work with out-of-school youth, low-income populations, and young adults having one or more obstacles to employment. During the past year, we updated our outreach flyer to include more young adult tailored language and appeal. Flyers are distributed to each *SkillSource* Center, partnering agencies, and other outreach venues, such as resource fairs. We also provide updates for NOVA WIOA Facebook and Twitter accounts and provide ongoing participant success stories to assist in online recruitment.

2.6.3 Scope of Services: Process for Eligibility Determination

Having adhered to complex and frequently changing WIA eligibility guidelines in years past, DFS is prepared to closely follow and apply all eligibility requirements of the new WIOA legislation. Although some eligibility requirements will stay the same, staff will pay close attention to new requirements, such as the age distinctions between in-school and out-of-school participants, greater inclusion of individuals with disabilities, inclusion of English language learners, and low-income requirements. Since a "Needs Additional Assistance" category remains under WIOA legislation, we will continue using our state approved Needs Additional Assistance form. The state has used our form as a model for other areas, because it prevents overuse of the category and provides clear justification of a participant's eligibility. We continue to provide all staff with formal eligibility training at time of hire, review the training monthly, and also provide a comprehensive guidance manual to each location for easy reference to printed and online eligibility legislation.

Participants first attend an orientation that outlines the eligibility requirements and documentation needed for enrollment. After they have completed an orientation, our Employment Specialists will review the provided documentation and complete academic assessments to determine eligibility.

We are in full support of the new WIOA eligibility guidelines which allow a greater population to become eligible for services, and we have the capacity to serve these additional new participants.

2.6.4 Scope of Services: Assessments to Identify Skills, Competencies, & Service Needs

Through our current and prior experience with young adult programs, we have the multiple systems, processes, and personnel needed for delivering assessments and have built a strong base of competency in the use of information collected for collaborative planning and decision making. Some examples of the assessments currently used are the Career Scope and Test of Adult Basic Education (TABE). The Career Scope is used to determine young adult occupational skills, interests, and aptitude. The TABE is used to determine literacy and numeracy levels and academic service needs. Our counselors are certified exam proctors and track both pre-test and post-test performance.

Additional career interest assessments, such as the young adult version of O-Net Profiler, may also be used, and this is located online at www.mynextmove.org. Prior work experience, supportive service needs, and developmental needs will also be assessed through formal interviews, intake questionnaires, self-assessment, and review of other provided documentation. All staff recently completed a full day of assessment training by a state recommended consultant. We recognize the importance of connecting all services provided to assessment results, and ensure that assessments are completed early in the enrollment process.

2.6.5 Scope of Services: Development of Individual Employment Plans and Case Management

After review of assessment results, Employment Specialists teach participants the importance of creating clear goals that are specific, measurable, attainable, realistic, and time bound (SMART). Together the participant and counselor complete an ISS that outlines clear plans for which of the 14 WIOA youth elements will be completed, the justification for the selected elements, and progress towards completion of these goals. During this process, staff apply specialized training that they received in how to connect assessment results with the ISS. Young adults play an active role in the creation of the ISS, and they are encouraged to explore all supportive services or accommodations that they may need to accomplish their goals. We look forward to continuing to offer comprehensive assessment as a key component of the program.

2.6.6 Scope of Services: Follow-up

Under new WIOA legislation, follow-up services that track employment retention and average earnings will be critical to successful performance. In preparation for these new measures, we have assigned designated Follow-Up and Outreach Specialists. While outreach to potential referral sources is important, outreach to follow-up participants is equally significant. Our Outreach Specialist will regularly call and reach out to follow-up participants on a quarterly basis, and carefully track and investigate employment retention, credential attainment, and participant contact information as needed. We also have a designated Job Developer that works specifically with young adult populations and will prioritize those in follow-up. Announcements of job fairs, job opportunities, and employer events will be shared with participants through emails, phone calls, and standard mailings. Events for follow-up clients, such as job fairs and networking activities, will be developed to encourage ongoing support and communication.

2.6.7 Scope of Services: Capacity to Support One-Stop System Approach

A great part of our success is due to our capacity to support a one-stop system approach. As the

current one-stop center operator for three of Northern Virginia's *SkillSource* Centers, DFS is able to provide full-time young adult workforce staff in each *SkillSource* Center. Through our in-kind contributions, we are able to provide staffing for center operations, rent for usage of facilities, equipment, and indirect costs. We are also co-located at the one-stop *SkillSource* Centers in Prince William County, Loudoun County, and Manassas, in order to provide comprehensive coverage to the entire region. Our location in these one-stop centers provide participants the ability to receive services in locations that are easily accessible to public transportation and that have comprehensive resources, such as free computer access, employer hiring events, and connection to a wealth of other community resources.

2.6.8 Scope of Services: Proposed Outcomes

DFS is committed to meeting and exceeding all performance outcome goals. See our proposed outcomes and performance:

PROPOSED CASELOAD

Program	Estimated Number to Be Served	Estimated Number to Be Placed	Estimated Cost Per Participant
In School Youth	87 (25% of 350)	50 (57.3%)	\$3,094
Out of School Youth	262 (75% of 350)	150 (57.3%)	\$3,117

PY 2014 PERFORMANCE

Performance Measures	Goals*	Performance**
Literacy/Numeracy Gains	53%	E
Attainment of Degree or Certificate	53.2%	E
Placement in Employment or Education	57.2%	E

*Performance levels are based on negotiated values determined by Virginia Community College System.

**Cumulative Performance for PY 2014, Quarters 1 & 2. E=Exceeds Measure.

2.7 Strategies and Tools

During the past program year, we have held regional "Call to Action" Sessions, soliciting the input of community partners regarding strategies for outreach and engagement. In each region, partners emphasized the importance of effective outreach and supportive services, which we continuously

strive to enhance. We have also learned that the most successful programs are those that strategically analyze information and emphasize continuous quality improvement. We will use several approaches, such as careful management, benchmarking, accurate data collection, and ongoing evaluation to assess program performance and participant satisfaction with the services provided. We will continue to work collaboratively with young adults to define clear expectations and monitor their performance through ongoing contact and case review, a strategy that historically has driven us towards meeting or exceeding negotiated state performance benchmarks. We have developed an array of systems which support timely, accurate data collection. Our designated Quality Assurance Specialist and supporting staff create detailed tracking spreadsheets in Microsoft Excel and Microsoft Access. This has been particularly valuable in light of the challenges the workforce system has experienced with the state system, and will also play an instrumental role in the move towards WIOA Performance Measures. Further, we use the information we gather to continuously review our performance against defined performance benchmarks to ensure that the program is effective in meeting stated goals.

Another strategy that we implement is the use of a One-Stop System approach. (See Section .6.7). DFS has the capacity and dedication to provide quality WIOA services through the *SkillSource* Group One-Stop system. From this base, we offer the significant advantage of being in a position to continue the program without interruption from the first day of the grant. We have developed organizational expertise in managing the transition process from one grant year to another seamlessly, thereby maintaining our efforts and the active participation of young adults. This proven expertise will be retained should funding be awarded to DFS as a result of this proposal. At the same time, while we see program continuity as critical, we also view the grant award process as an opportunity to examine and initiate new and enhanced approaches to responding to the needs

of local young adults.

Consistent with the requirements specified by The *SkillSource* Group, Inc. in the Request for Proposals (RFP), we will meet or exceed established state performance benchmarks. We strive to maintain an error-free monitoring record. Further, we will provide high quality service through the program worthy of state and federal benchmarking. Finally, we are committed to strengthening and developing community partnerships to provide top-quality resources to our participants.

D. Collaboration

2.8 Employer Resources

As an experienced workforce agency, DFS has a strong network of employers and membership in various business associations. This network assists young adults with both seasonal and year-round employment. For example, one of our summer EYE worksites is the US Department of Fish and Wildlife Services (FWS). FWS has worked with our agency for over three years, and they host an average of 8 participants each summer. Although FWS is a federal agency with strict requirements and a highly competitive process, they have already hired a WIA Youth Participant as a year-round federal employee. Our staff also network with large organizations, such as the Kennedy Center in Washington, DC, and small businesses, such as Pretty Pets in Alexandria, VA. In addition to a dedicated Job Developer for young adults, DFS has developed an Employer Solutions Team to serve job seekers in all *SkillSource* Centers and related programs. This team has a database of over 2,167 employers and works in collaboration with other workforce development entities, such as Northern Virginia Community College, Loudoun County Department of Social Services, and The *SkillSource* Group, Inc. Please see Attachment B.

E. Insurance

Fairfax County Government is self-insured.

Fairfax County DFS Business Proposal
Project Budget and Justification for Costs

A. EXPENSE TYPE		B. PROGRAM COST					
PERSONNEL:	Percentage of Time	Salary	Benefits	DFS In-Kind	Total	WIA Youth-Out (75%)	WIA Youth-in (25%)
1. WIA Manager (0.33 FTE)	33%	\$ 24,762	\$ 10,450	\$ -	\$ 35,212	\$ 26,409	\$ 8,803
2. Program Supervisor (1.0 FTE)	100%	\$ 81,635	\$ 26,010	\$ -	\$ 87,645	\$ 65,734	\$ 21,911
3. Employment Specialist (8.0 FTE)	100%	\$ 423,239	\$ 178,607	\$ -	\$ 601,846	\$ 451,384	\$ 150,461
4. Administrative Assistant (1.0 FTE)	100%	\$ 34,422	\$ 14,526	\$ -	\$ 48,948	\$ 36,711	\$ 12,237
5. WIA Budget Analyst (0.33 FTE)	33%			\$ 38,796	\$ -	\$ -	\$ -
6. Financial & Program Support (0.33 FTE)	33%			\$ 31,274	\$ -	\$ -	\$ -
7. Quality Assurance (0.33 FTE)	33%			\$ 27,743	\$ -	\$ -	\$ -
8. TOTAL PERSONNEL COST		\$ 544,058	\$ 229,592	\$ 97,813	\$ 773,650	\$ 580,238	\$ 193,413
9. INDIRECT COST (13.14% of total direct salaries)*				\$ 71,489		\$ -	\$ -
10. RENT/MORTGAGE AND UTILITIES (1,200 sf @\$28)				\$ 33,600	\$ -		
11. TESTING & ASSESSMENT TOOLS AND MATERIALS				\$ 10,000			
12. COPYING/PRINTING				\$ 5,000			
13. EQUIPMENT/SUPPLIES					\$ 10,000	\$ 7,500	\$ 2,500
14. TELEPHONE/FAX/E-MAIL					\$ 5,400	\$ 4,050	\$ 1,350
15. Education, Training & Support Services for Participants							
ITA's and OJT's					\$ 120,000	\$ 90,000	\$ 30,000
WORK EXPERIENCES					\$ 9%, 100,000	\$ 75,000	\$ 25,000
SUPPORTIVE SERVICES					\$ 80,000	\$ 60,000	\$ 20,000
16. SUB-TOTAL NON-PERSONNEL COSTS (Total line items 13 thru 15)					\$ 29%, 315,400	\$ 236,550	\$ 78,850
17. TOTAL DFS IN-KIND CONTRIBUTIONS				\$ 217,902			
18. NON PERSONNEL REQUEST TO SSG (13,14,15)					\$ 315,400	\$ 236,550	\$ 78,850
19. PERSONNEL REQUEST TO SSG					\$ 773,650	\$ 580,238	\$ 193,413
20. TOTAL REQUEST TO SSG					\$ 1,089,050	\$ 816,788	\$ 272,263

* Approved by Federal and State Governments for FY 2015

DFS has prepared this budget with the understanding that federal and state guidance on WIOA implementation continues to emerge and evolve, and are prepared to make adjustments to our proposed budget as needed.

Attachment 3

Justification**A. Personnel: \$773,650**

One (1) part-time (.33 FTE) WIA Manager: The WIA Manager is responsible for the oversight of the WIA Youth Program. Duties include but are not limited to program oversight and monitoring, coordination between the multiple partners, reporting, fiscal oversight and meeting performance outcomes.

One (1) full-time Project Supervisor: The Project Supervisor oversees all Employment Specialists and the Administrative Assistant. Duties include but are not limited to training and supervision of staff, reporting, outreach, partner collaboration, event coordination, and meeting performance outcomes.

Eight (8) full-time Employment Specialists: The Employment Specialists provide the direct assistance such as: outreach, intake, assessment, case management, job development, and follow-up for young adults.

One (1) Administrative Assistant: The administrative assistant supports the program full time with a variety of administrative duties, including but not limited to data tracking, Spanish translation, procurement and disbursement, and event logistics.

B. Supplies: \$10,000

Office supplies to support the program.

C. Telephone: \$5,400

Communication cost for the Project Supervisor and 8 Employment Specialists.

D. Education, Training, Supportive Services for Participants: \$315,400

Occupational Training and On the Job Training: \$120,000

Work Experiences: \$100,000

Supportive Services: \$80,000

- Tutor (in-person and online)
- Transportation assistance
- Incentive awards
- Professional clothing assistance
- Books for occupation training
- Exam fees

Department of Family Services, Self Sufficiency

Financial Management and Accounting Procedures

Process Summary: All requests for purchases are initiated by program staff using a Request for Services and Supplies (RSS) form. The RSS form will include documentation that clearly shows the justification and authorization for the transactions. The RSS form is signed/ approved by a supervisor to ensure the charges are eligible under the specific program guidelines. The RSS form is then reviewed by a financial specialist II who confirms that the internal coding on the form is correct, there is money available in the budget and the charges follow Fairfax County guidelines. Further review is performed by centralized procurement and contract staff to ensure county guidelines are adhered to while purchasing the items requested. Monthly reconciliations are performed by a financial specialist II who reviews all charges for the month, researching any anomalies and reconciling any adjustments with program staff. Any adjustments will be entered by the financial specialist II and approved by their supervisor (financial specialist III). Fairfax County Department of Finance and Department of Management and Budget provide additional oversight and audit services.

Internal Controls: To ensure the integrity of financial records, the following internal controls are in place and adhered to:

Separation of Duties - This means an individual should not have complete control over all aspects of a financial transaction. For example: *An employee who is directly responsible for recording receipts or invoices for payment in FOCUS should not also perform the reconciliation of the same financial transaction posted to FOCUS.* If separation of duties cannot be achieved in the performance of the reconciliation, a supervisor should perform a detailed review of the transaction activity. The supervisor must sign and date the document reviewed. Adherence to the two-person rule, which provides that no one person may both initiate and approve the same document, must be monitored and enforced.

Qualified Personnel - A combination of formal and on-the-job training is essential to ensure that employees are properly trained and prepared to perform their duties. Training should be provided on a continuing basis to reinforce existing skills and to help employees adjust to changes in the process.

Restrict Access to Financial Records - Access to financial records should be given only to employees who are required to use the records to successfully complete assigned tasks or who perform control functions.

Password Security and Account Management - Departments should comply with password security and account management requirements delineated in the current issue of Procedural Memorandum No. 70-05, Information Technology Security Policy. This includes changing passwords frequently and promptly.

Reconciliation Procedures: This section provides the basic procedures required to ensure that each category of financial data is validated and reconciled.

Revenue Procedures -

- 1) Determine that revenues are in line with budget estimates. Investigate differences and duplications, and correct errors promptly.
- 2) Verify that revenue sources accurately reflect the department's financial activities as established in the department budget.
- 3) Compare prior year revenues to current year revenues to determine if any significant variations (10% or more) require further research and analysis. This review will help in determining whether the revenues are collected within the prescribed timeline.
- 4) Research and validate negative revenues and correct as needed.
- 5) Research miscellaneous revenue to determine the possibility of reclassifying to a more appropriate revenue General Ledger.
- 6) Ensure that revenues are reported in the proper fiscal period and appropriate accruals or deferrals are made.
- 7) Confirm that accounts receivable accounts have positive balances. Investigate accounts that have negative balances. Verify that collections have been posted to the correct accounts and documents have properly cleared

Expenditure Procedures -

- 1) Determine that expenditures are in line with budget estimates.
- 2) Investigate differences, identify duplications and correct errors promptly
- 3) Verify that expenditures accurately reflect the department's financial activities. Ensure that the expenditures are charged to the proper cost center and commitment codes.

Reservations Funds Reconciliation - Fairfax County uses encumbrance accounting, under which purchase orders, contracts, and other commitments for the expenditure of funds are recorded to reserve that portion of the applicable appropriation. There are three main types of encumbrance documents used by this department.

- 1) Shopping Carts/Purchase Requisitions. Analyze open shopping cart amounts and check if there are any duplicate, obsolete, or otherwise invalid line items.
- 2) Purchase Orders. Review open purchase orders and ensure that they are being updated properly and are being closed out when a final goods receipt or invoice receipt has been processed. Purchase order documents that are not fully closed when final goods or invoices have been received and paid result in improper encumbrance of funds and inaccuracies in the system's financial and budgetary

ledgers.

- 3) Funds Reservations. Review open funds reservations to determine that they are being properly reduced.

Payroll - Review payroll postings, encumbrances, and open items to ensure that all postings under a specific project or internal order are accurate and agree with appropriate supporting documentation.

Additional Procedures:

Coordinate with the Department of Management and Budget to close all inactive cost objects (projects, grants, etc.) promptly.

Review back-up documents to ensure that the financial coding elements are accurately posted in FOCUS.

Review appropriate FOCUS screens and/or reports to verify that corrections made from previous months' reconciliations have been posted. Follow-up on any outstanding corrections.

Fairfax County Financial Policies

- ATB 10040, Guidelines for Financial and Accounting Records Retention.
- ATB 40050, Gifts and Donations
- ATB 60030, Non-PO Payments
- Procedural Memorandum No. 70-05.01, Information Technology Security Policy
- Procedural Memorandum No. 12-02, Use of the County Procurement Card
- Procedural Memorandum No. 12-14, Separation of Duties

DEFINITIONS

FOCUS - FOCUS is the **Fairfax County Unified System**, a joint initiative between Fairfax County Government and Fairfax County Public Schools to modernize the portfolio of enterprise systems that support finance, human resources, budget, procurement, and related administrative applications.

Financial Documents – Documents that support transactions posted in FOCUS. These include journal entries, purchase orders, cash sheets, invoices, checks, requisitions, payment vouchers, transfer vouchers, interfund billings, receipts, procurement card logs, etc.

Clearing Accounts – Accounts used to temporarily accumulate transactions for the purpose of distributing them periodically to appropriate accounts. An example of this type of account is the procurement card clearing account. Whenever a balance exists, transactions posted to clearing accounts must be reconciled promptly.

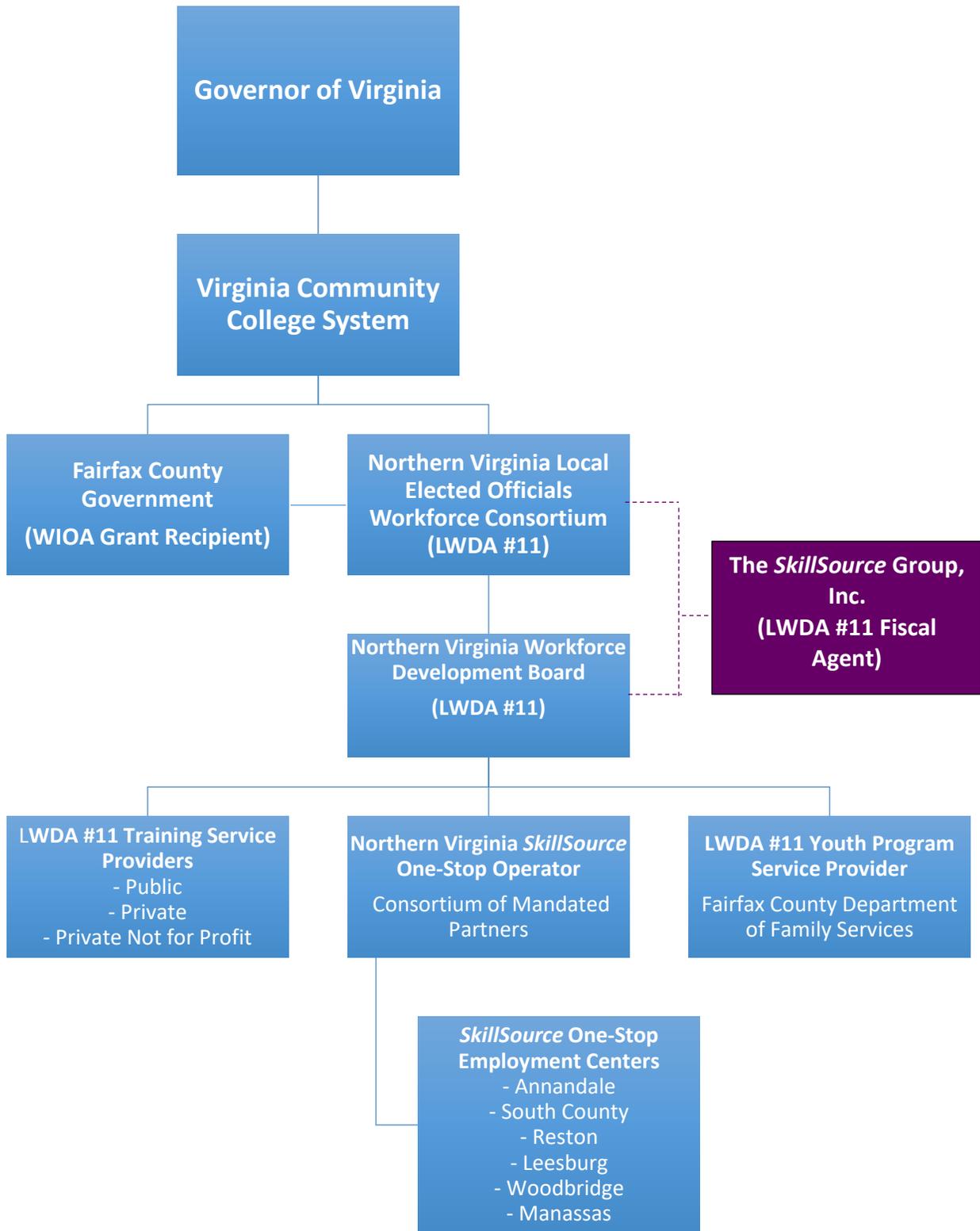
Appendix A: References from Sample Community Partners

Partnering Agency	Organizational Reference
Fairfax County Foster Care and Adoption 12011 Government Center Parkway Fairfax, VA 22035 www.fairfaxcounty.gov/dfs/childreneyouth/fca.htm	Keith Wong Program Manager, LCSW, CPM Phone: (703) 324-7327 E-mail: Keith.Wong@fairfaxcounty.gov
Fairfax County Public Schools Woodson High School 4105 Whitacre Road, Room #T-106 Fairfax, VA 22032 www.fcps.edu/adulths	Ann Wyllie GED Chief Examiner Phone: (703) 503-6441 E-mail: Ann.Wyllie@fcps.edu
Loudoun Workforce Resource Center 102 Heritage Way, N.E. 1 st Floor, Rear Entrance Leesburg, VA 20176 www.loudoun.gov/wrc	Shelly Rodriguez Workforce Team Leader Phone: (703) 737-8081 E-mail: shelly.rodriguez@loudoun.gov
Prince William County Schools Adult Education 14800 Joplin Rd, Manassas, VA 20112 http://adulthood.departments.pwcs.edu/	Donna Motsek Coordinator Phone: (703) 791-7357 E-mail: motsekdl@pwcs.edu
Prince William SkillSource Center 13370 Minnieville Road Woodbridge, VA 22192 www.myskillsource.org	Kristi Sargent Prince William Center Manager Phone: (703) 586-6542 E-mail: Kristi.Sargent@myskillsource.org
Service Source Disability Resource Center 10467 White Granite Drive Oakton, VA 22124 www.servicesource.org	Natalia Yu Program Manager Phone: 703-461-6000 E-mail: Natalia.Yu@servicesource.org
Virginia Department of Juvenile Justice 600 E. Main Street, 20th Floor Richmond, VA 23219 www.djj.virginia.gov	William Stephens Regional Re-entry Specialist Phone: 703-517-0039 E-mail: William.Stephens@djj.virginia.gov

Appendix B: Sample of Employer Networks

Sample Employers	Sample Positions Previously Filled
American Red Cross	Event Specialist
Avis	Customer Service Representative
Buffalo Wild Wings	Server Associates
Chick-Fil-A	Cashiers & Managers
Chipotle	Cashier, Servers, Food Prep Associates
Corrigans Nationwide Insurance	Administrative Assistants
Courtyard Marriot	Housekeeping , Maintenance Helper
CustomInk	Retail Associates
Don Bosco Center – Youth Apostles Institute	Recreation Assistants
FirstLady Janitorial	Cleaning Associates
Five Guys	Restaurant Associates
Groundsguy	Maintenance Technicians
Hammerhead Construction	Laborers, Carpenters, and Electricians
Home Depot	Sales Associates & Cashiers
Honest-1 Auto Care	Mechanic Assistants
K-1 Securities	Security Officers - Armed and Unarmed
Lowe's & Associates	Retail Associates
Macy's	Merchandising Associates
McDonalds	Cashier, Customer Service
OPX Solutions	Labor Assistants
Peebles	Sales Associates
Pretty Pets	Groomer Assistant
Roto Rooter	Maintenance Helper
Southern States	Sales Associates
Supreme Cleaning	Janitorial Associates
The Kennedy Center	Document Center Intern
TJ Maxx	Retail Associates
Trust Security	Entry-level Security
United States Fish and Wildlife Services	Administrative Assistants
United States Department of Agriculture	Data Research Technicians
UtiliQuest	Technicians
Wegmans	Cashier, Sales, Customer Service Associates
Wonderful Virginia Academy	Childcare Assistants

Northern Virginia Workforce Development Board (LWDA #11)
Local Organizational Structure
March 2017





MEMORANDUM OF UNDERSTANDING

**For Implementation of the Workforce Innovation and Opportunity Act
For the Period of
July 1, 2016 – June 30, 2018**

**Northern Virginia Workforce Development Board
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
Tel: (703) 752-1606
Web: www.myskillsource.org**

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**Memorandum of Understanding Between the Northern Virginia Workforce Development Board and Its
Partners in the Northern Virginia Workforce System for 7/1/16 – 6/30/18**

Listing of Partners

The following Memorandum of Understanding (the Agreement) sets forth the terms of agreement for cooperation and consultation with regard to implementation of the Workforce Innovation and Opportunity Act among the following agencies (the Agencies):

- ❑ Northern Virginia Workforce Development Board (NVWDB)
- ❑ The *SkillSource* Group, Inc.
- ❑ Fairfax County (through its Department of Family Services)
- ❑ Fairfax County (through its Department of Housing and Community Development)
- ❑ Fairfax County School Board which operates Fairfax County Public Schools (FCPS)
- ❑ Job Corps
- ❑ Loudoun County (through its Department of Family Services)
- ❑ Loudoun County Public Schools
- ❑ City of Manassas (through its Department of Family Services)
- ❑ City of Manassas Park (through its Department of Social Services)
- ❑ National Council on Aging
- ❑ Prince William County (through its Department of Social Services)
- ❑ Prince William County Public Schools
- ❑ Commonwealth of Virginia (through its Department for Aging and Rehabilitative Services)
- ❑ Commonwealth of Virginia (through its Department for the Blind and Vision Impaired)
- ❑ Commonwealth of Virginia (through the Virginia Employment Commission)
- ❑ Commonwealth of Virginia (through the Northern Virginia Community College)

This Agreement constitutes the entire understanding of the parties. All previous dealings between the parties as to matters covered by this Agreement are merged into this agreement. If any part or parts of this agreement are held invalid by a court of competent jurisdiction, the remainder of the agreement shall be enforceable as written.

Northern Virginia Workforce Development Board
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
Tel: (703-752-1606
Web: www.myskillsource.org

**Memorandum of Understanding Between the Northern Virginia Workforce Development Board and Its
Partners in the Northern Virginia Workforce System for 7/1/16 – 6/30/18**

I. Purpose of Agreement

It is the purpose of this Agreement to establish a cooperative and mutually beneficial relationship among the Agencies and to set forth the relative responsibilities of the Agencies insofar as they relate to planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Innovation and Opportunity Act (P.L. 113-128).

To ensure the utmost flexibility for all Agencies within this Agreement, it is understood and agreed that two or more Agencies may enter into separate Supplemental Agreements among themselves. Such Supplemental Agreements, when relevant to the Workforce Innovation and Opportunity Act, will become part of this Agreement as long as they are consistent with the terms of this Agreement and do not impose any duties or obligations on any other party to this Agreement without such party's express written consent. The Supplemental Agreements shall specify what the individual agreements are and the obligations that are applicable to the two or more agencies involved in such Supplemental Agreements. These Supplemental Agreements shall also be subject to all the terms in this Agreement, including but not limited to, the limitations set forth in Sections VII, VIII, and IX of this Agreement.

II. Strategic Vision for the System and Map

The Agencies commit to the vision, mission, and strategic goals set forth by the NVWDB for the Workforce Development System through Agency policies and through resources where appropriate.

Vision: A vibrant business and workforce region that is globally competitive.

Mission: To facilitate and enhance the employability of individuals seeking employment and employer access to a qualified workforce.

Value

Proposition: We are consultative in meeting business needs by creating a flow of ready and prepared potential workers; helping businesses envision and implement alternative workplace environments that enhance the ability of workers to be more effective in the workplace; and providing resources to support skill development for future and current workers.

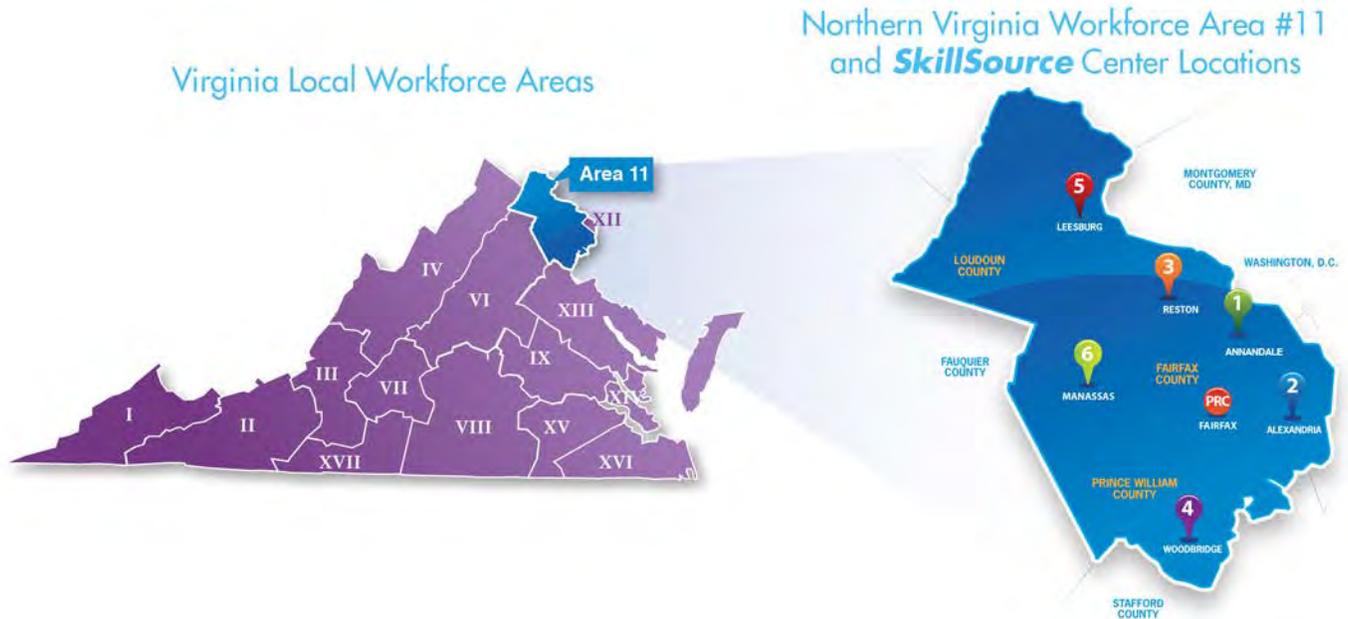
Goal #1 Ensure that the WDB's impact is sustainable over the long term.

Goal #2 Build and support a comprehensive system of training and placement matched to the ongoing needs of employers, business and industry in the region.

Goal #3 Continue to build awareness and enhance communication with employers.

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As of July 2016, the Northern Virginia Workforce System has four (4) full service *SkillSource* Centers, one (1) affiliate *SkillSource* Center, and one (1) emerging *SkillSource* Center at the Manassas Campus of Northern Virginia Community College. The System also includes the Fairfax County Pre-Release Employment Center and three (3) SHARE Network sites at local faith and community based organizations.

1. Fairfax *SkillSource* Center - Annandale, 7611 Little River Turnpike (West Wing), Suite 300W, Annandale 22003
2. Fairfax *SkillSource* Center - Alexandria, 8350 Richmond Highway, Alexandria 22309
3. Fairfax *SkillSource* Center - Reston, 11484 Washington Blvd West, Reston 20190
4. Prince William Workforce Center, 13370 Minnieville Road, Woodbridge, 22192
5. Loudoun Workforce Resource Center, 102 Heritage Way, N.E., Leesburg, 20176
6. *SkillSource* Career Services Center, Northern Virginia Community College, 6901 Sudley Road, Parrish Hall, Room 204, Manassas, 20109
7. Fairfax County Pre-Release Employment Center, 10520B Judicial Drive, Fairfax, 22030
8. SHARE Network Site at Boat People SOS, 6066 Leesburg Pike, Suite 100, Falls Church, 22041
9. SHARE Network Site at Kingsley Family Resource Center, 3175-B Monticello Drive, Falls Church, 22042
10. SHARE Network Site at Korean Community Service Center of Greater Washington, 7700 Little River Turnpike, Suite 406, Annandale, 22003

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III. NVWDB Common Core Values and Common Ethics

A. Common Organizational Core Values of the NVWDB and the Partnership

We believe in the following shared principles, beliefs, and priorities:

INNOVATION. We believe in embracing on-going innovation, creativity, and change for achieving continuous improvement and growth.

INTEGRITY. We believe in living our values every minute of every day. We believe in doing the right thing right the first time for our customers and always honoring our commitments.

STEWARDSHIP. We believe in our role as stewards of the public trust and take seriously our responsibility for fiscal management of the public tax dollars.

LEARNING. We believe learning and growth are what matters. For our community, for our employees, and for our organization.

RESULTS. We believe that results are essential to our success. Results are obtained by focusing on customer expectations, by providing a return on investment, and by ensuring future growth.

B. Common Ethics of the Partnership: Core Ethical Obligations that Align to the NVWDB's Values

The following are the standards of behavior that each Partner agency across the *SkillSource* system is committed to in organizational practice and personal application:

CUSTOMER SELF-DETERMINATION. Respect and promote customer freedom of choice and informed consent.

CONFIDENTIALITY. Respect an individual's right to privacy.

IMPARTIALITY. Demonstrate fair, equitable, and objective behavior at all times with all customers. Act and communicate non-judgmentally.

INTEGRITY. Follow through on commitments to customers and do what you say you will do.

CONFLICT OF INTEREST. All workforce system professionals have a duty to disclose any conflict, real or perceived, to their employer. Individuals avoid situations where real or potential conflicts of interest may arise.

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IV. Duration of Agreement

The Agreement will commence on the 1st day of July 2016, and shall remain in full force and effect until the 30th day of June 2018 or until the Agreement is canceled by the Agencies in accordance with the terms set forth herein.

V. Program Description

The agencies listed in this agreement agree to collaborate to achieve a shared vision for a seamless customer-focused one-stop delivery system, that integrates service delivery across all programs and connects businesses and job seekers with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers (as outlined in the [U.S. Department of Labor Training and Employment Guidance Letter No. 04-15](#), Vision for the One-Stop Delivery System under WIOA).

As partners, the undersigned agree that *SkillSource* One-Stop Employment Centers in Local Workforce Area 11 will:

- provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- support continuous improvement of one-stop centers;
- ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

The agencies listed in this agreement agree to activities outlined in the subsequent appendices.

It is agreed by the agencies listed in this agreement to conduct the following, when feasible:

1. To jointly promote the further integration of programs through joint planning and aligned service delivery;
2. To align planning and budgeting processes to the vision and goals of the workforce system;
3. To jointly identify and support workforce skill standards and industry performance measures to drive common outcomes;
4. To coordinate resources and programs and to promote a more streamlined and efficient workforce development system;

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5. To promote information sharing and the coordination of activities to improve performance of local parties;
6. To use common release of information processes subject to confidentiality provisions and to preserve records for the period required by law;
7. To identify and address barriers to coordination;
8. To promote the development of common data systems to track progress and measure performance;
9. To commit to customer service by using performance data, including the Workforce Innovation and Opportunity Act performance measures and other real-time program information to continuously improve services; and
10. To authorize WIOA training funds to support workforce development and employment and training opportunities in occupations that are identified as a high-demand group.

VI. General Provisions

It is understood by the Agencies that each should be able to fulfill its responsibilities under this Agreement in accordance with the provisions of law and regulation that govern their activities. Nothing in this Agreement is intended to negate or otherwise render ineffective any such provisions or operating procedures.

VII. Responsibilities of the Agencies Under Agreement

In consideration of the mutual aims and desires of the Agencies participating in this Agreement and in recognition of the public benefit to be derived from effective implementation of the programs involved, the Agencies agree that their respective responsibilities under this agreement shall be as follows:

A. The Northern Virginia Workforce Development Board shall:

In partnership with the Local Elected Officials, fulfill the requirements of the Federal Workforce Innovation and Opportunity Act of 2014 (P.L. 113-128), including:

- Develop a three (3) year strategic plan that connects all investments in workforce development and participate in regional planning;
- Conduct strategic oversight to the workforce delivery system;
- Conduct workforce research and regional labor market analysis;
- Lead efforts to engage with employers and other stakeholders in the region to support employer utilization of and benefit from the local workforce development system;
- With secondary and post-secondary education partners, lead efforts to develop and implement career pathways;
- Identify and promote proven and promising strategies and initiatives;

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- Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers, including facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system;
- Ensure the appropriate use management, and investment of funds to maximize WIOA performance outcomes;
- Coordinate activities with education and training providers in the local area;
- Oversee the One-Stop Delivery System;
- Develop and enter into a Memorandum of Understanding with workforce development system parties for the implementation and operation of the service delivery system in the local area;
- Certify one-stop center operators and affiliate sites;
- Promote quality in customer service;
- Provide continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes, including the Workforce Innovation and Opportunity Act primary indicators of performance; and
- Oversee an Employer Solutions Team, comprised of business services professionals from the NVWDB and *SkillSource*, as well as partner agencies in Northern Virginia, to respond to business customer needs to fill open positions, train existing employees to gain new skills, or provide current labor market information analysis and trends.

B. Agencies

Each agency shall participate in a region-wide Leadership Team that will meet as necessary. This Leadership Team will be used as a mechanism for agencies to coordinate service design and delivery through the development of joint policies, common communication with the Workforce Development Board, and collaboration to further integrate the workforce development system. The Leadership Team will also be used to implement the provisions of Section V and Section VII.

Each agency agrees to promote the provision of that agency's authorized career services as defined by WIOA 134(c)(2) through the one-stop delivery system. The career services, as defined by WIOA for those agencies mandated to participate, include:

- Eligibility determination;
- Outreach, intake, and orientation to the information and other services available through the one-stop delivery system;
- Initial assessment of skill levels, aptitudes, abilities, and support service needs;
- Labor exchange services, including job search and placement assistance, career counseling where appropriate, and appropriate recruitment and other business services on behalf of

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employers;

- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
- Provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations);
- Provision of performance information and program cost information from eligible training providers by program and type of providers;
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
- Provision of information on the availability of support services, including child care, child support, medical or child health assistance, benefits under SNAP, assistance through the earned income tax credit assistance under TANF, and other supportive services and transportation, and referral to such services;
- Provision of information and meaningful assistance regarding filing for unemployment compensation;
- Assistance in establishing eligibility for financial aid assistance; and
- Other career services needed in order for an individual to obtain or retain employment, consisting of:
 - Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which may include use of assessment tools, the Career Readiness Certificate (CRC) and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
 - Individual coaching;
 - Career planning;
 - Short-term pre-vocational services, including development of learning skills, communication skills, and interviewing skills;
 - Workforce preparation activities;
 - Financial literacy;
 - English language acquisition and integrated education and training programs; and
 - Follow-up services, including counseling regarding the workplace for customers in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

C. Agency Commitments

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1. Systemwide Commitments

Each of the parties to this Agreement specifies individual agency commitments through the one-stop delivery system.

CAREER SERVICES to be provided by each agency as part of the One-Stop delivery system.

Participation in a *COMMON REFERRAL SYSTEM*

Participate in a *COMMON CUSTOMER SATISFACTION SYSTEM*

Use of *SKILL STANDARDS*

Participation of *CROSS AGENCY TRAINING*

Ensure *CUSTOMER* groups are served

Participate in the use of *COMMON TECHNOLOGY*

Each of the parties to this Agreement commits to the use and continued evolution of the Partnership's products and processes.

Each of the parties to this Agreement commits to the Continuous Quality Improvement initiatives of the Partnership and the Workforce Development Board.

2. One-Stop Career Center Commitments

Each of the parties to this Agreement supports the following One-Stop Career Center operating principles:

- agreement with the use of team-based management as the on-site management approach on behalf of the Partnership;
- agreement with the policies and procedures to manage on-site co-located staff;
- agreement with the protocols for operations, customer interactions, and staff interactions;
- agreement to operate in accordance with the NVWDB certification quality standards; and
- agreement with the NVWDB's competitively procured One-Stop operator.

D. Resource Sharing

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share resources in performance of the One-Stop implementation plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at a single Career Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment subject to the allowability of such financial participation under the state or federal law that governs each Agency's funds.

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1. Cost Allocation Methodology

The parties agree to the extent feasible to align individual agency resources to support workforce development systems integration. Each agency commits to sharing costs for Centers where the agency participates. These agreements will be negotiated using the appropriate cost allocation methodology, e.g., proportional share of customers, or workstation cost, or FTE, or space or square footage.

2. In-Kind Arrangements

In addition to selecting a method for the allocation of on-going costs, parties may contribute to the costs of the partnership on an in-kind basis. Such a contribution must be agreed to by all of the parties and may be used to offset the costs of a party's responsibility for costs under the cost allocation plan.

3. Fiscal Lead

The *SkillSource* Group, Inc., the fiscal agent for the Northern Virginia Workforce Development Board, has been designated by the parties to be responsible for all the fiscal activities related to and including the operation of this Resource Sharing Part of this Agreement.

VIII. System Support

The participating agencies commit to align, in accordance with each agencies rules and regulations, available agency resources toward the workforce development system integration over time. Resources may include cash, in-kind, or other. Each agency is responsible for the costs of that Agency in carrying out that Agency's commitments of Section VII, Part C. In no event, except as may be provided in a Supplemental Agreement, shall any Agency be obligated to pay or reimburse any expense incurred by another Agency under this Agreement.

IX. Supplemental Agreements to Interagency Cooperative Agreement

Each Agency that is a party to this Agreement (MOU) understands and agrees that all of the terms and conditions contained within are binding upon subsequent Supplemental Agreement between Agencies. In addition, a Supplemental Agreement to this Agreement shall be subject to all the terms in this Agreement, including but not limited to the limitations set forth in Section X of this Agreement. The Supplemental Agreements are not binding on Agencies not parties to the Supplemental Agreements. The Agencies further agree that such Supplementary Agreements shall be in furtherance of and complementary to this Agreement. Each Agency that is a party to a Supplemental Agreement shall provide all other Agencies with copies of any Supplemental Agreement they may enter into within thirty days from the date of execution of the Agreement.

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X. Federal and State Non-Discrimination Clause

- A. The parties to this MOU agree that they will comply with the nondiscrimination and equal opportunity provisions of Section 188 of the Workforce Innovation and Opportunity Act and its implementing regulations. The final regulations of the Workforce Innovation and Opportunity Act have an anticipated release in 2016. At that time, the agreement may be changed or modified accordingly.
- B. The parties to this MOU agree that they are required to comply with all applicable State and Federal laws prohibiting discrimination in employment practices and services. The parties also agree to following and adapting to new regulations as released by the U.S. Department of Labor Employment and Training Administration in regards to the Workforce Innovation and Opportunity Act. In the event of any party's noncompliance with the nondiscrimination clause or with any such laws, as determined by an administrative agency of the state or federal government or a court of competent jurisdiction, this MOU may be terminated or suspended by the LWDB.

XI. Responsibility for Claims

Each party to this Agreement shall be responsible for claims of negligence, errors or omissions against itself, its employees, agents, volunteers or officers that arise from alleged injury to persons or any alleged damage to property. All claims against entities of the Commonwealth of Virginia are subject to the Virginia Torts Claims Act. No party to this agreement assumes any responsibility to any other party for the consequences of any act or omission of any third party. This paragraph shall not be construed as a waiver of the sovereign immunity of any party.

XII. Dispute Resolution

The parties agree to communicate openly and directly and that every effort will be made to resolve any problems or disputes in a cooperative manner. For disputes regarding the terms and conditions, the performance, or administration of this MOU, that cannot be resolved through communication between the parties, the following procedure will be initiated: (1) the parties will document the negotiations and efforts that have taken place to resolve the issue; (2) the LWDB Chairperson will meet with the appropriate parties to resolve the issue. The Chairperson's decision is non-binding on any of the parties, unless all parties agree.

XIII. Amendment or Cancellation of Agreement

The Agreement may be amended at any time in writing and by mutual consent of the Agencies. Each Agency may cancel its participation in the Agreement upon sixty (60) days written notice to the other agencies. In the event an Agency determines that funds are unavailable to carry out the activities set forth in this Agreement, the Agency shall terminate its part in this Agreement by

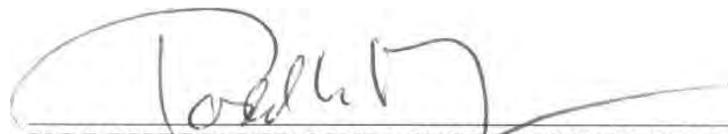
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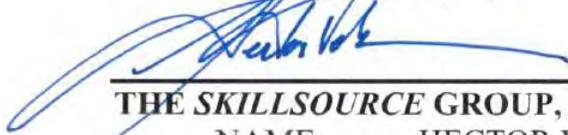
notifying all other Agencies in writing immediately and its part of the Agreement shall terminate upon the delivery of such written notification. When the cancellation is for cause, i.e., a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of written notice to the other Agencies.

APPROVED:

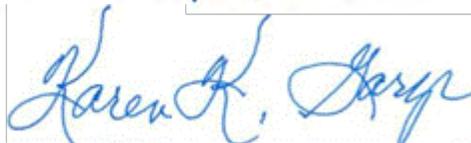
The undersigned Agencies bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until executed by all parties involved.



NORTHERN VIRGINIA WORKFORCE DEVELOPMENT BOARD
 NAME: TODD W. ROWLEY
 TITLE: CHAIRMAN
 DATE: June 16, 2016 (SJ)



THE SKILLSOURCE GROUP, INC.
 NAME: HECTOR VELEZ
 TITLE: CHAIRMAN
 DATE: July 13, 2016



FAIRFAX COUNTY SCHOOL BOARD
 NAME: DR. KAREN GARZA
 TITLE: SUPERINTENDENT
 DATE: August 2, 2016 (SJ)



FAIRFAX COUNTY (ACTING THROUGH ITS DEPARTMENTS OF FAMILY SERVICES AND HOUSING AND COMMUNITY DEVELOPMENT)
 NAME: EDWARD L. LONG, JR.

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TITLE: COUNTY EXECUTIVE
DATE: 7/18/2016

JOB CORPS

NAME: BRIAN LANDRY *Brian Landry*
TITLE: VP, HORIZONS YOUTH SERVICES
DATE: 12-22-16

LOUDOUN COUNTY (THROUGH ITS DEPARTMENT OF FAMILY SERVICES)

NAME: ELLEN GRUNEWALD
TITLE: DIRECTOR
DATE: 6/20/16

Ellen Grunewald

Gin *[Signature]*

LOUDOUN COUNTY PUBLIC SCHOOLS

NAME: DR. ERIC WILLIAMS
TITLE: SUPERINTENDENT
DATE: 8-12-16

CPW 8/11/16

[Signature]

CITY OF MANASSAS PARK (THROUGH ITS DEPARTMENT OF SOCIAL SERVICES)

NAME: FRANK JONES
TITLE: MAYOR
DATE:

[Signature]

CITY OF MANASSAS (THROUGH ITS DEPARTMENT OF FAMILY SERVICES)

NAME: HARRY J. PARRISH II
TITLE: MAYOR
DATE: 07/13/2016

FORM MUST BE FILED TO CITY ATTORNEY

BY: *[Signature]*
DATE: 7/17/16

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Courtney Tierney

PRINCE WILLIAM COUNTY (THROUGH ITS DEPARTMENT OF SOCIAL SERVICES)

NAME: COURTNEY TIERNEY
TITLE: DIRECTOR
DATE: July 7, 2016 (SJ)

Matthew C. McCloy

NATIONAL COUNCIL ON AGING

NAME: MATTHEW MCCLOY
TITLE: PROJECT DIRECTOR
DATE: *June 20, 2016*

Rael Darlington, Deputy Superintendent

PRINCE WILLIAM COUNTY PUBLIC SCHOOLS

NAME: DR. STEVEN L. WALTS
TITLE: SUPERINTENDENT
DATE: *6.23.16*

James A. Rothrock

COMMONWEALTH OF VIRGINIA (THROUGH ITS DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES)

NAME: JAMES A. ROTHROCK
TITLE: COMMISSIONER
DATE: *7/6/16*

Raymond E. Hopkins

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**COMMONWEALTH OF VIRGINIA (THROUGH ITS DEPARTMENT FOR THE
BLIND AND VISION IMPAIRED)**

NAME: RAYMOND E. HOPKINS
TITLE: COMMISSIONER
DATE: 10/13/2016



**COMMONWEALTH OF VIRGINIA (THROUGH NORTHERN VIRGINIA
COMMUNITY COLLEGE)**

NAME: DR. SCOTT RALLS
TITLE: PRESIDENT
DATE: 7/18/16



**COMMONWEALTH OF VIRGINIA (THROUGH THE VIRGINIA EMPLOYMENT
COMMISSION)**

NAME: ELLEN MARIE HESS
TITLE: COMMISSIONER
DATE: 11/30/2016



APPENDIX A – SPECIFIC AGENCY COMMITMENTS

**NVWDB 2016 – 2018
MEMORANDUM OF UNDERSTANDING**

For the Period July 2016 – June 2018**I) FAIRFAX COUNTY DEPARTMENT OF FAMILY SERVICES**

Fairfax County Department of Family Services shall provide the following:

a) Career Services

Provide the career services identified in the following chart:

<u>PARTNERS</u> <i>(Workforce Innovation and Opportunity Act)</i>								
Career Services	Dislocated Workers	Adult	Youth	NCOA	WtW	CSBG	VIEW	DSB
Eligibility Determination	X	X	X	X		N/A no E&T activities		
Outreach, Intake, & Orientation to Information and Services Available through One-Stop	X	X	X	X	X		X	X
Assessment, aptitudes, abilities, & support services	X	X	X	X	X			X
Job Search, placement, assistance & career counseling	X	X	X	X	X			X
Labor Market Info	X	X	X		X			X
Performance Info & Program Cost from Eligible Training Providers	X	X	X	X	X			X
One-stop System Performance Measures	X	X	X	X	X			X
Support Services Info	X	X	X	X	X			X
Unemployment Compensation Info	X	X	X	X	X			X
Assistance in Establishing Eligibility for Welfare to Work, and Financial Aid Assistance	X	X	X		X			X
Follow-up Services for no less than 12 months after month of employment	X	X	X					

For the Period July 2016 – June 2018

Through the one-stop delivery system.

b) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction.

d) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities and in marketing to customers.

e) Cross Agency Training

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

f) Customers

Work to insure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system.

g) Common Technology

Participate in the development and use of common technologies that assist in:

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability, and
- Developing common data systems to track progress
- Providing access to information
- Providing access to customers
- Aligning internal processes to allow technology interface.

For the Period July 2016 – June 2018**II) FAIRFAX COUNTY DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (HCD)**

Fairfax County Department of Housing and Community Development shall, as a voluntary agency partner, through its Housing Management Division, provide the following:

Career Services:

- Provide the following career services for housing applicants and program participants as part of the one-stop delivery system:
- Preference to working families on its program waiting lists
- One-stop employment information to applicants, participants and walk-in visitors to HCD
- Special outreach efforts regarding job opportunities, job advancement and information about the one-stop system to its Family Self-Sufficiency participants
- Integrated referral procedures to the one-stop system
- Consultation and involvement with the WDB and MOU partners to develop a "magnet housing" prototype in special employment centers (such as the Dulles corridor)
- Information, workshops, and consultation to MOU partners regarding the administration, policies and procedures related to HCD's assisted housing programs
- Contingent upon County funding support, computer terminals for use by applicant participants at HCD's central and/or area office to link-up with the one-stop delivery system
- Integration of one-stop client information into HCD's housing application database where feasible

III) FAIRFAX COUNTY SCHOOL BOARD WHICH OPERATES FAIRFAX COUNTY PUBLIC SCHOOLS (FCPS)

Fairfax County Public Schools shall:

1. Through its **Office of Instructional Services Adult and Community Education (ACE), Adult Basic Education Programs and Adult English as a Second Language Program**, provide the following:

a) Career Services

Provide the following **career services** for adult education and family literacy as part of the one-stop delivery system:

- assistance in eligibility determination for adult basic education and adult English as a second language programs
- outreach, intake, and orientation to the information and other services available through ACE and through the one-stop delivery system
- initial assessment of skill levels, aptitudes, abilities, and support service needs of adults eligible for adult basic education and Adult English for Speakers of Other Languages

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- job search and placement assistance, and career counseling, through the Adult Education Counselors, Adult High School Counselor, and other internal and external resources
 - provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations) through the Adult Education Counselors, Adult High School Counselor, and other internal and external resources
 - provision of performance information and program cost information
 - provision of information on the availability of support services and referral to such services
 - assistance in establishing eligibility for financial aid assistance in programs available to students in adult basic education and English as a second language programs.
- b) **Common Referral System**
Participate in a common **customer referral system** which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral (subject to confidentiality requirements and concerns).
- c) **Common Customer Satisfaction System**
Participate in a common **customer satisfaction** data collection and analysis system. Agree to use the data as appropriate to improve service delivery and therefore, customer satisfaction.
- d) **Workforce Skill Standards**
Accept and use the **workforce skill standards**, which will be jointly identified/agreed to, in assessment, curriculum design, education and training of job seekers and in job development activities.
- e) **Cross Agency Training**
Accept the jointly identified competencies required of professionals in a one-stop delivery system and participate in **cross-agency training** designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to FCPS, and/or taking actions to insure that individuals attend the training.
- f) **Customers**
Work to insure that ACE's segment of the employer and job seeker (emerging, transitional, and incumbent) **customer base** is fully served through the one-stop delivery system. Those customers are adults aged 18 years and over, who:
- lack a high school credential;

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- have limited basic skills or English language proficiency; or
- require education/training to prepare for, secure, retain, or progress in employment.

g) Common Technology

Participate in exploration for possible use of **common technologies** that may assist in:

- integration of services within and across agencies and systems through the One-Stop Operation System
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

2. Through its **Office of Instructional Services Adult and Community Education (ACE) Program**, career development programs including Apprenticeship Related Instruction,

a) Career Services

- outreach, intake, and orientation to the information and other services available through ACE and through the one-stop delivery system
- job search and placement assistance, and career counseling, through the Adult Education Counselors, and other internal and external resources
- provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations), through the Adult Education Counselors, and other internal and external resources
- provision of performance information and program cost information
- provision of information on the availability of support services and referral to such services
- assistance in establishing eligibility for financial aid assistance, through the Adult Education Counselors

b) Common Referral System

Participate in a common **customer referral system** which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral (subject to confidentiality concerns).

c) Common Customer Satisfaction System

For the Period July 2016 – June 2018

Participate in a common **customer satisfaction** data collection and analysis system. Agree to use the data as appropriate to improve service delivery and therefore, customer satisfaction.

d) Workforce Skill Standards

Accept and use the **workforce skill standards**, which will be jointly identified/agreed to, in assessment, curriculum design, education and training of job seekers and in job development activities.

e) Cross Agency Training

Accept the jointly identified competencies required of professionals in a one-stop delivery system and participate in **cross-agency training** designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to FCPS, and by insuring that individuals attend the training.

f) Customers

Work to insure that ACE's segment of the employer and job seeker (emerging, transitional, and incumbent) **customer base** is fully served through the one-stop delivery system. Those customers are adults aged 18 years and over.

g) Common Technology

Participate in exploration for possible use of **common technologies** that may assist in:

- integration of services within and across agencies and systems through the One-Stop Operation System
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

3. Through its **Office of Instructional Services Adult and Community Education (ACE) Program**, regional Education for Independence Program for Single Parents with custody of minor age children.

a) Career Services

Provide the following career services for adult education and family literacy as part of the one-stop delivery system:

- assistance in establishing eligibility determination

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- outreach, intake, and orientation to the information and other services available through ACE and through the one-stop delivery system
- initial assessment which may include interests, values, skill levels, aptitudes, abilities, job search readiness, employability barriers, and/or support service needs
- job search and placement assistance, and career counseling
- provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations)
- provision of performance information and program cost information
- provision of information on the one-stop system's performance measures
- provision of information on the availability of support services and referral to such services
- assistance in establishing eligibility for financial aid assistance
- follow-up services for up to twelve months after program completion.

b) Common Referral System

Participate in a common **customer referral system** which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral (subject to confidentiality concerns).

c) Common Customer Satisfaction System

Participate in a common **customer satisfaction** data collection and analysis system. Agree to use the data as appropriate to improve service delivery and therefore, customer satisfaction.

d) Workforce Skill Standards

Accept and use the **workforce skill standards**, which will be jointly identified/agreed to, in assessment, curriculum design, education and training of job seekers and in job development activities.

e) Cross Agency Training

Accept the jointly identified competencies required of professionals in a one-stop delivery system and participate in **cross-agency training** designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to FCPS, and by insuring that individuals attend the training.

f) Customers

Work to insure that ACE's segment of the employer and job seeker (emerging, transitional, and incumbent) **customer base** is fully served through the one-stop delivery system. Those customers are adults aged 18 years and over, who are single

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parents or displaced homemakers, who are economically disadvantaged, and who lack sufficient job skills to earn a living wage.

g) Common Technology

Participate in exploration for possible use of **common technologies** that may assist in:

- integration of services within and across agencies and systems through the One-stop Operation System
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

4. Through its **Office of Instructional Services Adult and Community Education (ACE) Program, Onsite Training and Education (Workplace Training) Program:**

a) Career Services

Provide the following **career services** for adult education and employment training as part of the one-stop delivery system:

- initial assessment of skill levels, aptitudes, abilities, and support service needs
- provision of performance information and program cost information

b) Common Referral System

Participate in a **common customer referral** system, which includes agreeing to accept information and includes providing information back to the referring agency on the status of the referral (subject to confidentiality concerns).

c) Common Customer Satisfaction System

Participate in a common **customer satisfaction** data collection and analysis system. Agree to use the data as appropriate to improve service delivery and therefore, customer satisfaction.

d) Workforce Skill Standards

Accept and use the **workforce skill standards, which** will be jointly identified/agreed to, in assessment, curriculum design, education and training of job seekers and in job development activities.

e) Customers

Work to insure that ACE's segment of the employer **customer base** is fully served through the one-stop delivery system. Those customers are area employers, both public and private.

For the Period July 2016 – June 2018**f) Common Technology**

Participate in exploration for possible use of **common technologies** that may assist in:

- integration of services within and across agencies and systems through the One-Stop Operation System
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

IV) LOUDOUN COUNTY DEPARTMENT OF FAMILY SERVICES

Loudoun County Department of Family Services agrees to provide the following:

The office space necessary to operate one (1) One-Stop Career Center including but not limited to annual costs for lease, utilities, janitorial and equipment; office equipment as determined necessary by the department including phones, fax, copier, computers, printers and software. Staffing for the Center will be provided jointly by agencies that are partners in this agreement.

a) Career Services

The Loudoun County Department of Family Services agrees to provide the following Career Services, at a minimum, including:

- eligibility determination for all programs administered by the Social Services Department
- outreach, intake, and orientation to Social Service information and other services available through the one-stop delivery system
- initial assessment of skill levels, aptitudes, abilities, and support service needs
- job search, placement assistance, and career counseling for eligible individuals
- provision of labor market information as available and appropriate
- performance information and program cost information from eligible training providers for services provided to eligible customers through the one-stop system
- information on the one-stop system's performance measures to the extent it relates to Social Services eligible consumers and providers
- information on the availability of support services including child care, transportation and referral to such services
- provision of information as provided by VEC regarding filing for unemployment compensation
- assistance in establishing eligibility for welfare-to-work and financial aid assistance
- follow-up services for not less than twelve months after the first day of employment.

For the Period July 2016 – June 2018**b) Common Referral System**

Participate in a common referral system that includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c) Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction.

d) Workforce Skill Standards

Not Applicable.

e) Cross Agency Training

Participate in cross agency training designed to provide staff of the one-stop system with jointly agreed upon customer service competencies.

f) Customers

Work to insure that individuals that are eligible for and seek services offered by the Social Services Department are fully served through the one-stop delivery system.

g) Common Technology

- Maximize existing technologies to assist in:
- Integration of services within and across agencies and systems;
- Streamlining resources and programs;
- Information sharing on customers, agency services, and labor market needs;
- Unifying measurement and accountability

V) LOUDOUN COUNTY PUBLIC SCHOOLS

Loudoun County Public Schools shall:

a) Career Services

Through the Adult Education Program provide the following Career services for adult education and family literacy:

- Eligibility determination for adult education and family literacy programs funded by (WIOA funds)
- Outreach, intake, and orientation to adult education and family literacy information and services provided by the local one – stop system
- Initial assessment of skill levels, aptitudes and support service needs of adults eligible for adult education and family literacy programs
- Information on the availability of support services and the referral to such services

For the Period July 2016 – June 2018

- Provisions of workplace education and post employment support for incumbent workers including former welfare recipients and the working poor adults, who need to upgrade their skills to retain or up-grade their employment

Career services will be provided to the extent capacity is available. Support for one-stop will be based on federal guidelines and regulations from the U.S. Department of Education. Loudoun County Public Schools Adult Education will support the development of networks of adult education providers and the connection of the networks to the one-stop to meet the roles and responsibilities for participation in the one-stop delivery system.

b) **Common Referral System**

Participate in a common customer referral system, which includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c) **Common Customer Satisfaction System**

Participate in common data collection or analysis system by agreeing to survey customers through comment cards or random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction.

d) **Workforce Skill Standards**

Not Applicable.

e) **Cross Agency Training**

Participate in cross-agency training designed to provide staff of the one-stop with jointly agreed upon customer service competencies.

f) **Customers**

Work to ensure adults enrolled in adult education and family literacy programs are fully served through the one-stop delivery system. Adult Education customers are: Legally out of school adults, age 18 or older who:

- Lack a high school diploma or the equivalent
- Have a high school credential, including a diploma from a foreign country, but have limited basic skills or English language proficiency; and
- Require work-based education to prepare for secure, retrain, or regain employment

g) **Common Technology**

Maximize existing technologies to assist in:

- Integration of services
- Streamlining resources and programs
- Information sharing on customers, agency services, and labor market needs
- Unifying measurement and accountability

For the Period July 2016 – June 2018**VI) CITY OF MANASSAS DEPARTMENT OF FAMILY SERVICES**

The City of Manassas Department of Social Services will provide Career services for WIOA mandated programs and TANF/VIEW.

a) Career Services

Eligibility services for Individual Training Accounts and financial assistance programs administered by the Department will be available in the following ways:

- Eligibility services may be accessed electronically by visiting any Full Service or Affiliate One-stop Centers during hours of operation, and on a face-to-face basis at Certified, Full Service One-Stop Centers on a pre-determined schedule.
- Staff working at the Department and who may be placed at One-Stop Centers will provide outreach, intake and orientation to information and other services available through the one-stop delivery system
- Staff employed to perform employment-related services will provide initial assessment of skill levels, aptitudes, abilities and support service needs
- The Department will assure that job search and placement assistance and career counseling will be provided by contractors or trained staff
- The Department will maintain and provide labor market information such as job vacancy listings, information of job skills required and information on demand occupations
- The department will provide performance information and program cost information to customers regarding eligible training providers as provided by the Workforce Development Board
- The Department will provide performance information to customers on the one-stop system's performance measures
- Staff will provide information on the availability of support services and referral to such services
- Staff will provide information regarding filing for unemployment compensation
- Departmental staff will provide assistance in establishing eligibility for welfare-to-work and financial assistance
- Employment staff and / or contractors will provide follow-up services for Individual Training Account (ITA) recipients for not less than twelve months after the first day of employment

b) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral in accordance with each Department's regulations. Federal statutes with respect to rights and privacy protection shall apply in all cases.

c) Common Customer Satisfaction System

NVWDB Administrative Offices
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
703-752-1606
www.myskillsource.org

For the Period July 2016 – June 2018

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and/or random survey methods. Agree to use the data to improve service delivery and, therefore, customer satisfaction.

d) **Workforce Skill Standards**

Review and adopt appropriate workforce skill standards in assessment; curriculum design, training and certification of job seekers: in job development activities; in marketing to customers

e) **Cross Agency Training**

Accept the jointly identified competencies (i.e., our industries' skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency and by insuring that individuals attend the training.

f) **Customers**

Commitment to work to insure that its segment of the employer and job seeker (emerging, transitional and incumbent) customer base is fully served through the one-stop delivery system. These Department of Social Services customers may be: Temporary Assistance to Needy Families recipients, Virginia Initiative for Employment not Welfare (VIEW) participants, and Food Stamp clients.

g) **Common Technology**

Participate in the development and use of common technologies to the extent permitted by; Federal, State, and local regulation, and to the extent funding permits. These common technologies will assist in:

- Integrate services within and across agencies and systems through agreed upon technological approaches
- Streamline resources and programs
- Share information on customers, agency services and labor market needs
- Unify measurement and accountability
- Develop common data systems to track progress
- Provide access to information
- Provide access to customers
- Align internal processes to allow technology interface

VII) MANASSAS PARK DEPARTMENT OF SOCIAL SERVICES

Manassas Park Department of Social Services will provide the following core services for WIOA mandated, TANF and VIEW customers:

NVWDB Administrative Offices
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
703-752-1606

www.myskillsource.org

For the Period July 2016 – June 2018**a) Career Services**

Eligibility services for Individual Training Accounts and financial assistance programs administered by the Department will be available in the following ways:

- Eligibility services may be accessed electronically by visiting any full service or Affiliate One-Stop Centers during hours of operation, and on a face-to-face basis at certified, full service One-Stop Centers on a pre-determined schedule.
- Staff working at the Department and out of One-Stop Centers will provide outreach, intake, and orientation to the information and other services available through the one-stop delivery system.
- Staff employed to perform employment-related services will provide initial assessment of skill levels, aptitudes, abilities, and support service needs.
- The Department will assure that job search and placement assistance and career counseling will be provided by or trained staff.
- The Department will maintain and provide labor market information such as job vacancy listings, information of job skills required, and information on demand occupations.
- The Department will provide performance information and program cost information to customers regarding eligible training providers.
- The Department will provide performance information to customers on the one-stop system's performance measures.
- Staff will provide information on the availability of support services and referral to such services.
- Staff will provide information regarding filing for unemployment compensation.
- Departmental staff will provide assistance in establishing eligibility for welfare-to-work and financial aid assistance.
- Employment staff will provide follow-up services for Individual Training Account (ITA) recipients for not less than six months after the first day of employment.

Through the one-stop delivery system.

b) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment, and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral in accordance with each Department's regulations.

c) Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups, and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction.

For the Period July 2016 – June 2018**d) Workforce Skill Standards**

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

e) Cross Agency Training

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

f) Customers

Commitment to work to insure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. Those customers are: Temporary Assistance to Needy Families, Virginia Initiative for Employment not Welfare, and Food Stamps.

g) Common Technology

Participate in the development and use of common technologies to extent permitted by Federal, state, and local regulations that assist in:

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability, and
- Developing common data systems to track progress
- Providing access to information
- Providing access to customers
- Aligning internal processes to allow technology interface.

VIII) NORTHERN VIRGINIA COMMUNITY COLLEGE

Northern Virginia Community College (NOVA) is a comprehensive institution of higher education accredited by the Southern Association of College and Schools. The college offers programs of instruction generally extending not more than two years beyond the high school level. The programs include: Occupational/Technical Education; College Transfer Education; General Education; Developmental Studies to Include English-as-a-Second-Language; Continuing Education; Community Education; Special Training Programs for Entering, Incumbent, and Transitional Employees; and Virginia Works. Comprehensive support services in testing, library/learning resources, counseling and career development are available

Agency commitments in this MOU refer to all programs and resources as appropriate.

NVWDB Administrative Offices
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
703-752-1606

www.myskillsource.org

For the Period July 2016 – June 2018

Northern Virginia Community College (NOVA), through its credit and non-credit education and training programs shall:

a) **Career Services**

Provide the following Career services as part of the one-stop delivery system:

- Eligibility determination for appropriate educational programs.
- Outreach, intake, and orientation to the information and other services available through NOVA and through the one-stop delivery system.
- Initial assessment of skills levels, aptitudes, and abilities.
- Job search and placement assistance, and career counseling.
- Provision of labor market information.
- Provision of performance information and program cost information.
- Provision of information on the availability of support services and referral to such services.
- Assistance in establishing eligibility for financial aid assistance.

b) **Common Referral System**

Participate in a common customer referral system that includes agreeing to accept information previously collected on the customer through the one-stop system. NOVA, in accordance with law, regulation, and agency policy, agrees to provide information back to the referring agency on the status of the referral.

c) **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards or random survey methods. NOVA agrees to use the data to improve services delivery, and, therefore, customer satisfaction.

d) **Workforce Skill Standards**

Accept and use the workforce skill standards, which will be jointly identified/agreed to, in assessment, curriculum design, education and training of job seekers and in job development activities.

e) **Cross Agency Training**

Provide training to the professional staff of partner agencies on basic knowledge of the services and programs of NOVA, and the basic agency policies and procedures as they relate to the provision of these services. NOVA staff will participate in the training provided by other partner agencies to acquire a basic knowledge of their services and programs also.

f) **Customers**

Work to ensure that our customer base is identified and fully served through the one-stop system. NOVA identified is customer base as "anyone having a high school diploma or the equivalent, or is at least 18 years of age and able to benefit from enrollment, is eligible for admission to NOVA".

For the Period July 2016 – June 2018**g) Common Technology**

Participate in the development and use of common technologies to extent permitted by Federal, state, and local regulations that assist in:

- Integration of services within, across agencies, and systems through agreed upon technological approaches.
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs.
- Unifying measurement and accountability, and
- Developing common data systems to track progress
- Providing access to information
- Providing access to customers
- Aligning internal processes to allow technology interface

IX) NATIONAL COUNCIL ON AGING

The National Council on Aging shall provide the following:

a) Career Services

Provide the following Career services, at a minimum, such as:

- eligibility determination for SCSEP program
- outreach, intake and orientation to the information and other services available through the one-stop system
- initial assessment of skill levels, aptitudes, abilities and support service needs as appropriate for the target population we serve
- job search and placement assistance, career counseling and information on training opportunities for eligible SCSEP clients
- provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations)
- provision of performance information and program cost information from eligible training providers provided to SCSEP clients through the one-stop.
- provision of information on the one-stops performance measures
- provision of information on the availability of support services and referral to such services
- provision of information regarding filing for unemployment compensation
- assistance in establishing eligibility for welfare-to-work and financial aid assistance through referrals to appropriate community agencies
- follow-up services for not less than three months after the first day of employment for SCSEP participants and compliance with any other time period for follow-up services required by WIOA regulations for this agency.

b) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information, with the written consent of the customer,(i.e., demographic, assessment and

For the Period July 2016 – June 2018

other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards. Focus groups and random survey methods may also be used when considered feasible and appropriate for SCSEP participants. Agree to use the data to improve service delivery and therefore, customer satisfaction.

d) **Workforce Skill Standards**

Not applicable to Agency's work with SCSEP clients.

e) **Cross Agency Training**

Participate in cross agency training that is applicable to Agency's and one-stop's work with SCSEP clients.

f) **Customers**

Work to insure that its' segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. Customers of the National Council on Aging Senior Community Service Employment Program (SCSEP) are persons age 55 and over, who meet low-income program eligibility guidelines and who are residents of Northern Virginia. Participation in SCSEP is subject to availability of funds. Other residents of the above mentioned jurisdictions who are age 55 and over but who do not meet SCSEP low income guidelines or who are not participating in SCSEP for other reasons may also be provided with information and referral in the areas of employment and training if NCOA has sufficient staff resources to meet those requests.

g) **Common Technology**

Participate in the use of technologies that assist in

Note:

1. NCOA states that fulfillment of this agreement is contingent upon receiving sufficient funding to enable SCSEP staff to perform the additional duties required of a full partner.
2. NCOA requires that the responsibility for the cost of any shared one-stop system expenses incurred through implementation of this agreement, regardless of the cost allocation method selected, be met by in-kind contributions.

X) PRINCE WILLIAM COUNTY DEPARTMENT OF SOCIAL SERVICES

Prince William County Department of Social Services will provide the following core services for WIOA mandated and TANF and VIEW customers:

NVWDB Administrative Offices
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
703-752-1606

www.myskillsource.org

For the Period July 2016 – June 2018**a) Career Services**

- Provide basic information regarding Department programs and referrals to community services by phone and/or in person.
- Staff working at the Department and out of One-stop Centers will provide outreach, intake, and orientation to the information and other services available through the one-stop delivery system.
- Staff employed to perform employment-related services will provide initial assessment of skill levels, aptitudes, abilities, and support service needs.
- The Department will assure that job search and placement assistance and career counseling will be provided by contractors or trained staff.
- The Department will maintain and provide labor market information such as job vacancy listings, information of job skills required, and information on demand occupations.
- The Department will provide performance information and program cost information to customers regarding eligible training providers.
- The Department will provide performance information to customers on the one-stop system's performance measures.
- Staff will provide information on the availability of support services and referral to such services.
- Staff will provide information regarding filing for unemployment compensation.
- Departmental staff will provide assistance in establishing eligibility for welfare-to-work and financial aid assistance.
- Employment staff and/or contractors will provide follow-up services for Individual Training Account (ITA) recipients for not less than twelve months after the first day of employment.

b) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment, and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral in accordance with each Department's regulations.

c) Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups, and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction.

d) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

e) Cross Agency Training

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Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

f) **Customers**

Commitment to work to insure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. Those customers are: Temporary Assistance to Needy Families, Virginia Initiative for Employment not Welfare, Food Stamps.

g) **Common Technology**

Participate in the development and use of common technologies to extent permitted by Federal, state, and local regulations that assist in:

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability, and
- Developing common data systems to track progress
- Providing access to information
- Providing access to customers
- Aligning internal processes to allow technology interface.

XI) PRINCE WILLIAM COUNTY PUBLIC SCHOOLS

Prince William County Public Schools Adult Education Program (including adult education services for Manassas City Public Schools and Manassas Park City Public Schools) as a provider of adult education for Prince William County, Manassas City, and Manassas Park City shall:

a) **Career Services**

Through the Adult Education Program provide the following Career services for adult education:

- assistance in eligibility determination for adult basic education and adult English for speakers of other language (ESOL) programs
- outreach, intake, and orientation to the information and other services available through adult education and the one-stop delivery system
- initial assessment of skill levels, aptitudes and support service needs of adults eligible for adult basic education and ESOL programs
- information on the availability of support services and the referral to such services

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- provisions of workplace education and post employment support for incumbent workers, including former welfare recipients and the working poor adults, who need to upgrade skills to retain or upgrade their employment

Career services will be provided to the extent capacity is available. Support for one-stop will be based on federal guidelines and regulations from the U.S. Department of Education. Prince William County Public Schools Adult Education will support the development of networks of adult education providers and the connection of the networks to the one-stop to meet the roles and responsibilities for participation in the one-stop delivery system.

b) **Common Referral System**

Participate in a common customer referral system, which includes agreeing to accept information previously collected on the customer through the one-stop delivery system and providing information back to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c) **Common Customer Satisfaction System**

Participate in common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards or random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction.

d) **Workforce Skill Standards**

Accept and use the workforce skill standards, which will be jointly identified/agreed to, in curriculum design, education and training as appropriate for job development activities.

e) **Cross Agency Training**

Participate in cross-agency training designed to provide staff of the one-stop with jointly agreed upon customer service competencies.

f) **Customers**

Work to ensure that adults enrolled in adult education and ESOL are fully served through the one-stop delivery system. Adult Education and ESOL customers are legally out of school adults, age 18 or older who:

- lack a high school diploma or the equivalent
- have a high school credential, including a diploma from a foreign country, but have limited basic skills or English language proficiency; and/or
- require work-based education to prepare for, secure, retrain or regain employment.

g) **Common Technology**

Participate in exploration for possible use of common technologies that may assist in:

- integration of services within and across agencies and systems through the One-Stop Operation System

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- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

XII) VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES

The Virginia Department for Aging and Rehabilitative Services (DARS) shall provide the following:

a) Career Services

- DARS agrees to provide technical assistance to the One-Stop Operator(s) as resources are available to ensure appropriate accommodation and access to the One-Stop delivery system for persons with disabilities. If DARS is co-located at the One-Stop Center, DARS staff make itinerant stops at the Center or otherwise meet with consumers at the One-Stop, DARS staff shall have access to office space that protects the confidentiality of consumer personal information.
- VR Services for Consumers Provided Through One-Stop Delivery System

(1) Purpose and Scope of VR Services

- **Purpose:** The purpose of VR services is to assist individuals with disabilities, who meet DARS' eligibility criteria, to obtain, maintain or advance in employment. VR services assist individuals with disabilities, including individuals with significant and most significant disabilities, to pursue meaningful careers by securing gainful employment commensurate with their abilities, interests, capabilities and informed choice. VR services are designed to lessen the impact, or eliminate entirely, the impediment(s) to employment.
- **Scope:** For One-Stop Delivery System consumers determined eligible for the VR Program, the scope of services provided by the DARS may include: (1) assessment for determining vocational rehabilitation needs; (2) vocational rehabilitation counseling and guidance; (3) referral and other services to secure needed services from other agencies; (4) job-related services including job search and placement assistance; job retention services, follow-up services, and follow along services; (5) vocational and other training services, including personal and vocational adjustment services, books, tools, and other training materials, except that training services at an institution of higher education are subject to comparable benefits; (6) physical and mental restoration to the extent that financial support is not readily available from a source (such as through health insurance of the consumer) or through comparable benefits; (7) maintenance for additional costs incurred while participating in the eligibility determination assessment, assessment of VR service needs, or while receiving services under an Employment Plan; (8) transportation to access any other service described in this

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section and needed by the consumer to achieve an employment outcome; (9) on-the-job or other related personal assistance services needed to access any other service described in this section; (10) interpreter services provided by qualified personnel for individuals who are deaf or hard of hearing or reader services for individuals who are determined by a qualified, licensed professional to be blind; (11) occupational licenses, tools, equipment, and initial stocks and supplies; (12) Technical assistance to eligible individuals pursuing self-employment or telecommuting or establishing a small business operation as an employment outcome; (13) rehabilitation technology; (14) transition services for students with disabilities; (15) supported employment services; (16) services to the consumer's family needed to assist the consumer to achieve an employment outcome; (17) specific post-employment services needed to assist the consumer to retain, regain, or advance in employment.

(2) **Provision of Services.** The specific service(s) to be provided must be necessary to determine eligibility; assess VR service needs, and to assist the consumer to achieve an appropriate employment outcome and is included in a mutually agreed upon and signed Employment Plan, including any amendments. Furthermore, provision of certain services is subject to a search for comparable benefits or consumer financial participation.

- The parties agree that VR Program decisions will be made only by a DARS qualified VR counselor. These decisions include, but are not limited to: (1) eligibility determination, assessment of rehabilitation service needs; (2) Employment Plan development, approval, implementation, and review, including authorizing services; and (4) case closure.
- Applicants and consumers of the VR Program may appeal VR decisions through DARS' avenues of consumer appeal established in written agency policy and procedures under Title I, Section 102(c) of the Rehabilitation Act as amended in 1998.
- Order of Selection: In the event that the VR program does not have sufficient funds to serve all eligible individuals, federal law requires that it implement an order of selection. Order of selection prioritizes individuals into categories according to the significance of their disabilities and ensures that those with the most significant disabilities are selected first to receive services. Those individuals assigned to a closed category remain on a waiting list for services until there are sufficient resources to open closed categories.

b) **Common Referral System**

- The DARS agrees to refer consumers to the One-Stop Delivery System for services, as appropriate. To insure all One-Stop customers have ready access to DARS services, DARS will at a minimum provide information about the availability of the VR program, using appropriate mode of communication.

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- Where DARS has a physical presence within the One-stop Center (e.g., establishing the One-stop as an itinerant point on a regularly scheduled basis) or where DARS has established a designated staff person as the point of contact, the DARS staff person(s) assigned will establish a referral protocol with the other partners. This protocol may include such things as a written referral form/process, a calendar for other partners to plan refer/schedule customers to DARS when DARS staff are not physically present, etc. Additionally, written information regarding DARS services and other pertinent information such as the local DARS office phone number, DARS web site address, etc., will be made readily available and accessible to One-stop customers.
- VR Program consumers shall have access to the System Core Services and to Individualized Training Accounts under WIOA.
- Personal information regarding DARS applicants and consumers shall be shared consistent with DARS' written policies and procedures that are consistent with federal and state laws and regulations.

c) Common Customer Satisfaction System

- DARS shall actively participate in the One-Stop Delivery System while maintaining the VR system integrity. DARS agrees to work with the partners to establish a system of continuous quality improvement for the access of partner services throughout the one-stop delivery system. This system may include but is not limited to: customer surveys, focus groups, and random survey methods. However, DARS' accountability measures are dictated by the Commissioner of RSA under the authority of Section 106 of the Rehabilitation Act. The LWDB has no role with regard to the DARS' accountability for programs under Title I of the Rehabilitation Act as amended in 1998. The local DARS representative is accountable only to the full-time director of the DARS. The LWDB's accountability measures do not pertain to the measures of the DARS because they measure performance of programs funded under WIOA.
- The DARS agrees to share aggregate data about the One-Stop Delivery System services in a manner that protects the confidentiality of individual DARS consumers, including applicants.
- The Parties agree that DARS' annual employment outcomes for mutual customers shall be included in the performance goals of the One-Stop Center(s). DARS shall share the results of the federally mandated performance indicators governing the VR program.

d) Workforce Skill Standards

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- DARS agrees to work towards the development and use of workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

e) Cross Agency Training

- To enhance the information available to One-Stop customers, the DARS agrees to participate in staff development and training activities among all partners in One-Stop Delivery System. Topics may include, but are not limited to, consumer eligibility criteria for VR Program; referral system; confidentiality and release/sharing of consumer personal information, promoting program accessibility, including reasonable accommodations, to individuals with disabilities among System partners.

f) Customers

- Eligibility determination. The Career Services of the One-Stop Delivery System shall be available to all consumers, including individuals with disabilities. However, most of the individuals who are eligible for Vocational Rehabilitation (VR) Program services will need additional individualized assistance to obtain appropriate employment. To be eligible for the VR Program, the consumer must be determined eligible by a qualified Vocational Rehabilitation counselor.
- Eligibility Criteria. To be eligible for the VR Program, the consumer must meet these criteria: have a physical or mental impairment; the physical or mental impairment constitutes or results in a substantial impediment to employment; and requires VR services to prepare for, enter, engage in, or retain, employment consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, and informed choice (this includes being eligible to work in the U.S.). The VR counselor shall presume that an applicant can benefit in terms of an employment outcome from the provision of vocational rehabilitation services unless the counselor can demonstrate, based on clear and convincing evidence, that the applicant cannot benefit in terms of an employment outcome due to the severity of the individual's disability. The VR counselor shall presume that individuals receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) meet all eligibility criteria and are eligible for the VR program (provided the individual intends to achieve an employment outcome consistent with the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual) unless there is clear and convincing evidence that the individual cannot benefit in terms of an employment outcome due to the severity of the individual's disability. This presumption of eligibility does not create an entitlement to any vocational rehabilitation service.

g) Common Technology

The Virginia Department for Aging and Rehabilitative Services agrees to use its existing technology as appropriate and feasible that assists in:

- integration of services

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- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs (in a manner that protects the confidentiality of individual DARS consumers, including applicants)
- unifying measurement and accountability, and
- providing access to information
- providing access to customers

XIII) THE VIRGINIA DEPARTMENT FOR THE BLIND AND VISION IMPAIRED

Purpose and Scope of VR Services Provided for Consumers through the One-Stop Delivery System:

- Purpose: The purpose of VR services is to assist individuals with disabilities, who meet DBVI's eligibility criteria, to obtain, maintain or advance in employment. VR services assist individuals with severe visual disabilities to pursue meaningful careers by securing gainful employment commensurate with their abilities, interests, capabilities and informed choice. VR services are designed to lessen the impact, or eliminate entirely, the impediment(s) to employment.
- The specific service(s) to be provided must be necessary to assist the consumer to achieve an appropriate employment outcome and is included in a mutually agreed upon and signed Employment Plan, including any amendments. Furthermore, provision of certain services is subject to a search for comparable benefits or consumer financial participation.

The parties agree that VR Program decisions will be made only by a DBVI qualified VR counselor as identified in the Comprehensive System of Personnel Development State Plan Attachment. These decisions include, but are not limited to: (1) eligibility determination, assessment of rehabilitation service needs; (2) Employment Plan development, approval, implementation, and review, including authorizing services; and (4) case closure.

Applicants and consumers of the VR Program may appeal VR decisions through the agency's avenues of consumer appeal established in written agency policy and procedures under Title I, Section 102(c) of the Rehabilitation Act as amended in 1998.

DBVI agrees to provide technical assistance to the One-Stop Operator(s) as resources are available to insure appropriate accommodation and access to the One-Stop delivery system for persons with visual disabilities, but will not fund the cost. The One-Stop Operator(s) shall be responsible for the cost of accommodation. If DBVI is co-located at the One-Stop Center, DBVI staff makes itinerant stops at the Center or otherwise meet with consumers at the One-Stop, DBVI staff shall have access to office space that protects the confidentiality of consumer personal information.

a) Career Services

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Scope: For One-Stop Delivery System consumers determined eligible for the VR Program, the scope of services provided by the DBVI may include: (1) assessment for determining vocational rehabilitation needs; (2) vocational rehabilitation counseling and guidance; (3) referral and other services to secure needed services from other agencies; (4) job-related services including job search and placement assistance; job retention services, follow-up services, and follow along services; (5) vocational and other training services, including personal and vocational adjustment services, books, tools, and other training materials, except that training services are subject to comparable benefits; (6) physical and mental restoration to the extent that financial support is not readily available from a source (such as through health insurance of the consumer) or through comparable benefits; (7) maintenance for additional costs incurred while participating in the eligibility determination assessment, assessment of VR service needs, or while receiving services under an Employment Plan; (8) transportation to access any other service described in this section and needed by the consumer to achieve an employment outcome; (9) on-the-job or other related personal assistance services needed to access any other service described in this section; (10) interpreter services provided by qualified personnel for individuals who are deaf or hard of hearing or reader services for individuals who blind or visually impaired; (11) occupational licenses, tools, equipment, and initial stocks and supplies; (12) Technical assistance to eligible individuals pursuing self-employment or telecommuting or establishing a small business operation as an employment outcome; (13) rehabilitation technology; (14) transition services for students with disabilities; (15) supported employment services; (16) services to the consumer's family needed to assist the consumer to achieve an employment outcome; (17) specific post-employment services needed to assist the consumer to retain, regain, or advance in employment.

b) Common Referral System

The DBVI agrees to participate in a common referral system that includes agreeing to accept information previously collected on the consumer through the one-stop system and providing information back to the referring agency on the status of the referral. Personal information regarding DBVI applicants and consumers shall be shared consistent with DBVI's written policies and procedures that are consistent with federal and state laws and regulations. To insure all One-Stop customers have ready access to DBVI services, DBVI will at a minimum provide information about the availability of the VR program, using appropriate mode of communication.

Where DBVI has a physical presence within the One-stop Center (e.g., establishing the One-stop as an itinerant point on a regularly scheduled basis) or where DBVI has established a designated staff person as the point of contact, the DBVI staff person(s) assigned will establish a referral protocol with the other partners. This protocol may include such things as a written referral form/process, electronic referral, a calendar for other partners to plan refer/schedule customers to the agency when DBVI staff are not physically present, etc. Additionally, written information regarding DBVI services and other pertinent information such as the local office phone number, web site address, etc., will be made readily available and accessible to One-Stop customers.

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VR Program consumers shall have access to the System Core Services and to Individualized Training Accounts under WIOA.

c) **Common Customer Satisfaction System**

DBVI shall actively participate in the One-Stop Delivery System while maintaining the VR system integrity. DBVI agrees to work with the partners to establish a system of continuous quality improvement for the access of partner services throughout the one-stop delivery system. This system may include but is not limited to: customer surveys, focus groups and random survey methods. However, the Commissioner of RSA dictates DBVI's accountability measures under the authority of Section 106 of the Rehabilitation Act. The LWDB has no role with regard to the DBVI's accountability for programs under Title I of the Rehabilitation Act as amended in 1998. The local DBVI representative is accountable only to the full-time director of the DBVI. The LWDB's accountability measures do not pertain to the measures of the DBVI because they measure performance of programs funded under WIOA.

The DBVI agrees to share aggregate data about the One-Stop Delivery System services in a manner that protects the confidentiality of individual DBVI consumers, including applicants.

The Parties agree that DBVI's annual employment outcomes for mutual customers shall be included in the performance goals of the One-Stop Center(s). DBVI shall share the results of the federally mandated performance indicators governing the VR program.

d) **Workforce Skill Standards**

DBVI agrees to work towards the development and use of workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

e) **Cross Agency Training**

To enhance the information available to One-Stop customers, the DHV agrees to participate in staff development and training activities among all partners in One-Stop Delivery System. Topics may include, but are not limited to, consumer eligibility criteria for VR Program; referral system; confidentiality and release/sharing of consumer personal information, promoting program accessibility, including reasonable accommodations, to individuals with disabilities among System partners.

f) **Customers**

Eligibility Determination: The Core Services of the One-Stop Delivery System shall be available to all consumers, including individuals with disabilities. However, most of the individuals who are eligible for Vocational Rehabilitation (VR) Program services will need additional individualized assistance to obtain appropriate employment. To be eligible for the VR Program, the consumer must be determined eligible by a qualified

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Vocational Rehabilitation counselor as identified in the Comprehensive System of Personnel Development State Plan.

Eligibility Criteria: To be eligible for the VR Program, the consumer must meet these criteria: have a severe visual impairment that constitutes or results in a substantial impediment to employment; and requires VR services to prepare for, enter, engage in, or retain, employment consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, and informed choice (this includes being eligible to work in the U.S.). The VR counselor shall presume that an applicant can benefit in terms of an employment outcome from the provision of vocational rehabilitation services unless the counselor can demonstrate, based on clear and convincing evidence that the applicant cannot benefit in terms of an employment outcome due to the severity of the individual's disability. The VR counselor shall presume that individuals receiving Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) meet all eligibility criteria and are eligible for the VR program (provided the individual intends to achieve an employment outcome consistent with the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual) unless there is clear and convincing evidence that the individual cannot benefit in terms of an employment outcome due to the severity of the individual's disability. This presumption of eligibility does not create an entitlement to any vocational rehabilitation service.

g) **Common Technology**

The Virginia Department for the Blind and Vision Impaired agrees to use its existing technology as appropriate and feasible that assists in:

- integration of services
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs (in a manner that protects the confidentiality of individual DBVI consumers, including applicants)
- unifying measurement and accountability
- providing access to information
- providing access to customers

XIV) VIRGINIA EMPLOYMENT COMMISSION

The Virginia Employment Commission shall provide the following:

a) **Career Services**

- Outreach, intake, and orientation to Wagner-Peyser services
- Eligibility determination for appropriate programs
- Initial assessment of skills, aptitudes, abilities, and support service needs
- Job search and placement
- Labor market information
- Information regarding filing for unemployment compensation
- Information on the availability of supportive services and referral to such services

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Through the one-stop delivery system.

b) Common Referral System

Participate in the development of a common customer referral system. Notwithstanding any other provision of this MOU, the VEC's obligations and commitments under the State MIS System shall take priority over and supercede any obligation or commitment under this MOU.

c) Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups, and random survey methods. VEC agrees to use the data to improve service delivery and, therefore, customer satisfaction.

d) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training and certification of job seekers; in job development activities; in marketing to customers.

e) Cross Agency Training

Provide training to the professional staff of partner agencies on basic knowledge of the services and programs of the Virginia Employment Commission, and the basic agency policies and procedures as they relate to the provision of these services. Virginia Employment Commission staff will participate in the training provided by other partner agencies to acquire a basic knowledge of their service and programs.

f) Customers

Work to ensure that the needs of the workforce center customers are identified and fully served through the one-stop system. These customers are job seekers, unemployment insurance claimants, persons impacted by United States trade import/export policies, military veterans, migrant and seasonal farm workers, and employers.

g) Common Technology

Participate in the development of common technology among the partners. The VEC's participation in the State Workforce System may impact the scope and degree of its role in developing and implementing the common customer referral system contemplated by this MOU. Therefore, notwithstanding any other provision of this MOU, the VEC's obligations and commitments shall take priority over and supercede any obligation or commitment under this MOU.



**APPENDIX B –PARTICIPATION IN THE EMPLOYER
SOLUTIONS TEAM**

**NVWDB 2016 – 2018
MEMORANDUM OF UNDERSTANDING**

For the Period July 2016 – June 2018**AGREEMENT BETWEEN NORTHERN VIRGINIA PARTNERS TO PARTICIPATE IN THE EMPLOYER SOLUTIONS TEAM****Section I: Purpose**

The purpose of this addendum to the Memorandum of Understanding (MOU) is to identify and coordinate a variety of workforce development resources to create a seamless, integrated system that addresses the needs of employers and businesses by offering a simple system through which businesses will get access to all the MOU partners services by utilizing a single point of contact system. This addendum to the Memorandum of Understanding establishes commitments, joint processes, and procedures that enable partners to integrate and support business services as defined in the Business Services Plan. This document amends the agreements in the current MOU by specifying the agreements required specific to delivering services to businesses. Nothing in this addendum nullifies or voids the agreements in the current MOU. All other conditions and agreements in the existing MOU apply. The Addendum to the Memorandum of Understanding is effective from July 1, 2016 until June 30, 2018.

Section II: Responsibilities of the Agencies Under the Agreement Commitments

The agencies that are party to this addendum commit to the following:

a) Shared Vision

The partners envision consistent, high quality services to business and industry customers.

Our shared vision, among the partners connected by the WDB's Memorandum of Understanding, ensures that the Northern Virginia Workforce System provides business services that connect employers to *SkillSource* resources. Our goal is to strengthen and grow businesses, build the skills of the workforce that are based on industry demands, and meet the hiring needs of employers.

b) Employer Solutions Team

To participate on the Employer Solutions Team and to use the team members as a way to respond to a business's request for services

c) Common Technology

The partners agree to participate in exploration for possible use of common technologies that may assist in:

- ◆ Integration of services within and across agencies and systems through agreed upon technological approaches
- ◆ Streamlining resources and programs
- ◆ Sharing information on customers, agency services, and labor market needs, subject to applicable confidentiality statutes
- ◆ Unifying measurement and accountability, and

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- ◆ Developing common data systems to track progress
- ◆ Providing access to information
- ◆ Providing access to customers
- ◆ Aligning internal processes to allow technology interface, as applicable to the delivery of services to businesses.

d) Methods and Processes

To participate in the development of tools that streamline process for businesses. Once developed, commit to using the streamlined processes.

e) Reporting

To participate in the data collection needed to report outcomes and performance to the Commonwealth of Virginia and to the WDB.

f) Customer Satisfaction

Commit to collecting and using business customer feedback to improve the systems and processes developed.



Northern Virginia Workforce Development Board
Eligible Training Provider Policy
Policy Number: 2016-01
Effective Date: December 7, 2016

Purpose: This policy provides eligibility criteria for providers of training, information and procedures for implementing the Eligible Training Provider (ETP) requirements in the Workforce Innovation and Opportunity Act (WIOA) of 2014. This policy is applicable to providers of occupational skills training services for adults, dislocated workers and other populations as defined by WIOA, Title 1-B.

Background: WIOA established the eligible training provider process as part of the overall strategy to ensure informed customer choice, performance accountability and continuous improvement. WIOA legislation requires that in order to provide occupational skills training supported through an Individual Training Account (ITA), training providers and their specific programs must be included on the state maintained eligible training provider list (ETPL). WIOA sets forth the requirements and general process by which training programs can be included on the state ETPL by validating that all listed providers and their programs have met minimum state standards.

The requirements established by this policy for inclusion on the ETPL only applies to training services funded through issuance of an ITA. A program of training services is defined as one or more courses or classes, or a structured regimen that leads to a recognized post-secondary credential, secondary school diploma or its equivalent, employment or measureable skills gains towards a credential or employment.

Eligible Training Providers serve as approved training providers to individual customers enrolled in the Workforce Innovation and Opportunity Act (WIOA) program. By providing training to these customers, they assist the Northern Virginia Workforce Development Board (NVWDB) and the *SkillSource* Centers in finding qualified individuals so that employers may fill current and future employment opportunities.

Policy:

The NVWDB has the responsibility for receiving, reviewing and approving training providers and their programs within Northern Virginia Workforce Area #11. The NVWDB must also ensure that data elements related to initial application, continued eligibility and performance information regarding approved providers and programs are entered into the supported state system. The NVWDB will use the basic eligibility criteria, information requirements and procedures for local boards established by the Virginia Board of Workforce Development policy 15-02 and 16-06 in order to ensure that programs on the ETPL meet the minimum quality standards and deliver industry-recognized skills and credentials that provide individuals with opportunity for career progression.

State Criteria for Initial Provider/Program Eligibility

There are five categories of providers who may apply for consideration to be included on the state ETPL:

1) A postsecondary educational institution that is eligible to receive federal funds under Title IV of the Higher Education Act of 1965 and that provides a program that leads to certification or license or college certificate, associate degree, or baccalaureate degree.

2) A postsecondary school that offers formal instructional programs with curricula designed primarily for students who have completed the requirements for a high school diploma or its equivalent. Such schools include programs of academic-vocational, vocational and continuing professional education that may lead to a certification or licensure. This category excludes avocational and adult basic education programs.

3) An entity that carries out related instruction under the National Apprenticeship Act that is recognized by the Virginia Department of Labor and Industry (DOLI).

4) A provider of a program of occupational training services that under Section 23-276.2 of the Code of Virginia is exempt from certification as a postsecondary school such as a professional or occupational training program regulated by another state or federal governmental agency other than the State Council of Higher Education for Virginia (SCHEV), any school, institute or course of instruction offered by any trade association or any nonprofit affiliation of a trade association on subjects related to the trade, business or profession represented by such association, or

5) A provider of adult education and literacy activities under Title II of WIOA, if these activities are provided in combination with occupational skills training.

Programs and Providers under categories 1 and 2 must provide evidence of active certification by the appropriate state agency to operate or must have program approval from an applicable state agency in order to be considered for approval by the NVWDB to offer training services to WIOA customers through the ITA method.

Programs and providers under category 3 will be granted approval, if requested, following confirmation by the Virginia Department of Labor and Industry that the sponsoring employer and apprenticeship related instruction have been recognized by the state and are active and in good standing. Virginia Board of Workforce Development Policy 15-03 describes the eligibility criteria and procedures specific to Registered Apprenticeship programs. The NVWDB is responsible for entering the Registered Apprenticeship program information into the Virginia Workforce Connection (VaWC) once the application information is verified with the Virginia Department of Labor and Industry (DOLI) in writing. A recognized registered apprenticeship program may remain on the ETPL as long as it remains registered and recognized by DOLI or until a Registered Apprenticeship program sponsor requests to have a program removed. Registered Apprenticeship programs are not subject to the state performance requirements.

Attachment A describes certain exceptions to the certification requirements of this policy. A list of certifying agencies is provided as Attachment B to this policy.

Distance and Online Training Providers

WIOA funds may be used for programs that are conducted in a completely online format. Online providers may apply and be considered for inclusion on the state ETPL and will be required to meet the same eligibility and performance criteria established for classroom-based instructional providers.

Out-of-State Training Providers

WIOA funds may also be used for approved programs from other states. Approved providers and programs based in other states are not required to complete an application for approval in Virginia. In order for an eligible customer to obtain training through an out-of-state provider, the training provider must be listed on a state maintained eligible training provider list from another state. Eligible training provider lists in other states can be located here:

http://www.servicelocator.org/program_search.asp?prgcat=1&officeType_1=0&frd=true

To receive funding through the NVWDB, all providers and programs recognized by other states must meet Virginia's state criteria established for initial eligibility and performance criteria established by this policy must be met. The Virginia Community College System (VCCS), as the Administrator of Title I funding will establish, maintain and periodically review reciprocity agreements with neighboring (bordering) states.

If the NVWDB chooses to utilize an out-of-state training provider and pay for it with WIOA Title I funds, then the following criteria must be met:

1. The training provider program must be on the host state's approved training provider programs list; and documentation of this fact, including the eligible time period, must be maintained by the NVWDB.
2. The NVWDB must collect sufficient data and add the provider's program to the VaWC system so that the participant can be linked to the program for training service accountability.
3. If a WIOA participant is sent to an out-of-state training provider, a detailed case note must be entered into the VaWC, explaining why the participant went to an out-of-state training program rather than an in-state training program.

Process:

Initial Training Provider/Program Eligibility and Requirements under WIOA

The NVWDB is responsible for reviewing and approving training provider programs and entering the information into the state system of record, the VaWC, as described in VBWD Policy Number 15-02. Only those trainer provider programs listed on the VaWC ETPL are eligible for WIOA Title I funds supporting training services as described in this policy.

Training providers applying for inclusion on the ETPL must provide information using a common, statewide application. The following must be documented.

- Description of each program of training services to be offered;
- Provide information regarding student outcomes, as described in WIOA, Section 116 (b)(2)(A)(i)(I)-(IV);

- Information on cost of attendance, including cost of tuition and fees;
- Whether the training program leads to an industry-recognized certificate or credential, including recognized post-secondary credentials;
- Whether the certificate or credential can be stacked with other credentials over time as part of a sequence to move an individual along a career pathway or up a career ladder;
- Whether the provider has developed the training in partnership with business (a description of the partnership(s) and the name of the business(es));
- Which in-demand industry sectors and occupations best fit with the training program and the average wages for the primary target occupation for which the training prepares the individual, as published by the Virginia Employment Commission, for the state and the local area where they are pursuing application;
- A description of the prerequisites or skills and knowledge required prior to the commencement of training;
- Description of how the provider will ensure access to training services throughout the Commonwealth, including rural areas and through the use of technology; and
- Description of how the training provider will work with the NVWDB to serve individuals with barriers.

VBWD Policy Number 15-02 states that in order to become an ETP, a training provider must submit an application for each training program offered (see Attachment C). Each individual training program must be approved in order to be eligible for WIOA Title I funds through the ITA process per WIOA Department of Labor Final Rules.

Training providers applying for initial program eligibility must submit The State ETPPL Training Provider and Training Program Application (see Attachment A) to the NVWDB. In accordance with WIOA Labor Final Rules and Regulations Subpart D – Eligible Training Providers and VBWD Policy Number 15-02, initial training provider program applications must also provide information addressing factors related to the indicators of performance, as described in WIOA section 116 (b)(2)(A)(i)(I-IV) and Attachment D: WIOA Periods for Reporting Outcomes.

1. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
2. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program; and
4. The percentage of program participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program.

If the training provider is not able to provide program performance information related to the factors listed above, the training provider must submit a plan describing how they will work with the NVWDB to collect and report on this information for continued eligibility. Upon initial eligibility approval, the training provider must work with the NVWDB to develop a plan to begin tracking and reporting these factors.

After initial applications are approved, training provider programs will be placed on the Northern Virginia Area #11 ETPL and the State ETPL by the NVWDB and will remain eligible to receive WIOA Title I funds for one year.

Training provider and program data must be entered by the NVWDB into the state system of record (VaWC) to ensure transparency and support informed customer choice in the evaluation and selection of training providers. The approval or denial data must be entered into the state system of record (VaWC).

Continued Eligibility and Program Performance Reporting

The NVWDB is responsible for reviewing quality and performance information and determining continued eligibility for each training provider program annually, in accordance with federal, state and local policy.

Starting July 1, 2017, following completion of a full year of eligibility, each training provider program will be reviewed by the NVWDB to determine continued program eligibility. As part of the continued eligibility process, approved Eligible Training Providers will be required to annually certify program performance information for participants whose activities were funded through an Individual Training Account (ITA). In the absence of any performance data, the provider must develop methods for collecting the required program performance information to remain on the ETPL and to be considered for continued eligibility.

In support of the NVWDB review process, starting September 2017, the Virginia Community College System (VCCS) will provide the NVWDB with quarterly State Eligible Training Provider Program performance information for the previous program year(s) for training programs approved by the NVWDB. The program performance information provided by VCCS will follow WIASRD/PIRL Reporting Guidelines and will include Training Completion Rate, Credential Attainment Rate, Entered Employment Rates and Post Training Earnings.

To determine continued training provider program eligibility, the NVWDB will consider the State Eligible Training Provider Program Performance Quarterly Report, the program performance data submitted by the eligible training provider as per WIOA, and any additional factors required by state and federal policy that are determined to be appropriate by the NVWDB.

Updated training provider data must be entered by the NVWDB into the state system of record (VaWC) to ensure transparency and support informed customer choice in the evaluation and selection of training providers. The approval or denial data must be entered into the state system of record (VaWC).

If a training provider is not recertified for continued eligibility, participants already enrolled in training may remain in the program until completion.

The continued program eligibility and performance information will be subject to validation during the monitoring process.

State ETPL Performance Requirements

Beginning with Program Year 2017, in order to remain on the ETPL, all eligible training providers and programs who receive funding through an ITA must annually validate performance information (starting with PY16 information) on the following four outcomes for WIOA Title I participants:

1. **Training Completion Rate must meet or exceed 50%** – the number of participants during a Program Year (July 1 through June 30) who were enrolled in a Title I funded training service who successfully met all of the requirements of the training activity.

For calculation purposes:

All participants who received an ITA (Service Code 300-Occupational Skills Training-Approved Training Provider activity):

The number who successfully completed the ITA service during the program year **divided by** the total number of participants who were actively engaged in an ITA during the program year.

The measure will be calculated for Title I Adult and Dislocated Worker program participants separately.

Successful completion means – the participant has met all requirements of the training paid for by an ITA. This will be measured using the Completion Status in the service closure process within the Virginia Workforce Connection (VaWC).

2. **Credential Attainment Rate must meet or exceed 65%**– of those who completed Service Code 300 during the Program Year or within one year after exit from the program, the number who attained Credentials during that same period.

For calculation purposes:

Number of participants who successfully completed a Service Code 300 activity and attained an occupational certificate during the program or within one year after program exit. **Divided by** the number of participants who complete a Service Code 300 activity and exited during the program reporting period.

This measure will be calculated for Title I Adult and Dislocated Worker program participants separately. The denominator is the numerator from the Training Completion Rate.

3. **Entered Employment Rates** – Will be reported as 1) the number of participants who received an ITA and who are employed in the second quarter after the exit quarter and 2) the number of participants who received an ITA and who are employed in the fourth quarter after the exit quarter.

This measure will be calculated for Title I Adult and Dislocated Worker program participants separately.

4. **Post Training Earnings** – Will be reported as the median earnings for those participants who received an ITA and who have earnings during the second quarter after exit.

This measure will be calculated for Title I Adult and Dislocated Worker program participants separately.

Per the Final Rule WIOA Labor Section 680.460 (f)(11)(g) (1-7), additional information required beyond numbers 1-4 of the above such as: (5) Information on recognized postsecondary credentials received by program participants (type of recognized credential); (6) Information on cost of attendance, including costs of tuition and fees, for program participants; and (7) Completion rate; all information (1-7) is available to the public through the public access portion of the state system of record (VaWC).

Per VBWD Policy No. 15-02, outcomes 1 and 2 will be used to evaluate continued inclusion on the ETPL.

If a provider or program failed to meet the criteria established above, they will be removed from the state ETPL. A letter informing them of that removal will be issued by the NVWDB. Training providers who are removed from the state list may appeal.

NVWDB Data Responsibility

The NVWDB will identify staff responsible for receiving, reviewing, and approving training providers and their programs as well as verifying the registration application information with DOLI for Registered Apprenticeship programs. The NVWDB will also ensure that data elements related to initial application, continued eligibility and performance information regarding approved providers and programs are entered into the VaWC, the supported state system of record. Once the Eligible Training Provider and Programs application is completed, reviewed and approved by the NVWDB, the information will be entered into the Virginia Workforce Connection within fourteen (14) business days. This will include providers and programs that are denied WIOA approval.

The NVWDB will maintain all documentation received and reviewed for the minimum required retention period of three years, including applications, continued eligibility and performance information for all providers and programs entered into the VaWC, and records regarding ETP related complaints and actions taken on those complaints.

Accuracy of Information and Appeals Process

The NVWDB has the responsibility for maintaining the statewide ETPL for the training providers and programs that are approved by the NVWDB and as such will have the final responsibility to ensure that the list of providers approved by the NVWDB is accurate and is an honest reflection of the training opportunities available in the region.

1) ACCURACY OF INFORMATION – If after consultation with the NVWDB, it is determined that an eligible provider or individual supplying information on behalf of the provider intentionally supplies inaccurate information, the Commonwealth and NVWDB may terminate the eligibility of the provider or program to receive WIOA funds for any program for a period of time that is not less than two (2) years.

2) NONCOMPLIANCE – If the Commonwealth or the NVWDB determines that an eligible provider substantially violates any requirement under the WIOA legislation, the Commonwealth, or NVWDB, may terminate the eligibility of such provider or individual program to receive WIOA funds for the

program involved or take such other action as the Commonwealth or NVWDB determines to be appropriate.

3) REPAYMENT – A provider whose eligibility is terminated under paragraph (1) or (2) for a program shall be liable for repayment of all WIOA funds received for the program during any period of noncompliance. The NVWDB will make reasonable efforts to collect funds.

4) CONSTRUCTION – These penalties shall be construed to provide remedies and penalties that supplement, but do not supplant, other civil and criminal remedies and penalties.

Appeal Process for Denial of Placement on or Subsequent Removal from an Eligible Training Provider List

A training provider may appeal to the NVWDB if they are denied eligibility for the state ETPL by the NVWDB. The process will, if necessary, include the opportunity for a hearing and the prescription of appropriate time limits to ensure a prompt resolution of the matter. The training provider shall have thirty (30) calendar days from the date the denial notification was provided to file a request for reconsideration to the NVWDB. The appeal request must be submitted in writing and signed. At a minimum, the appeal must identify the training program and location(s) denied and must clearly state the reasoning for the appeal. Within thirty (30) calendar days of receipt of the request for reconsideration, the NVWDB shall review the request and issue a written decision that either upholds or reverses the original decision. Instances for a reversal may include, but shall not be limited to, an administrative error or instances where additional information submitted by the training provider changes the basis on which the original decision was made.

Reversal by the NVWDB

If the NVWDB reverses the prior decision, the NVWDB shall add the training provider/program to the state ETPL list on the state supported system. The appeal will be kept on file for at least three (3) years physically and then documented electronically in an archived file. The NVWDB shall also notify the training provider in writing that it has reversed its original decision and that the list inclusion request has been completed. If the NVWDB fails to act during the 30-day time period described above, the initial decision shall automatically be reversed.

NVWDB Appeal Denial

If the NVWDB affirms its original decision, the provider shall have the option of filing an appeal with the Virginia Board of Workforce Development. Such a filing must be made within thirty (30) calendar days from the date the final denial notification was provided. The appeal request must be submitted in writing and signed. At a minimum, the appeal must identify the provider and training program(s) denied and must clearly state the reasoning for appeal. A representative of the NVWDB may be present at any hearing. The Virginia Board of Workforce Development shall review the request and issue a written decision that either upholds or reverses the original. If the decision is upheld, that program must wait twelve (12) months to reapply.

Attachment A - Training Providers/Program Exempt from Certification

§ 23-276.2 of the Code of Virginia allows the following exemptions from certification:

1. Public institutions of higher education in Virginia
2. Educational offerings or activities that meet the following:
 - a. A nursing education program or curriculum regulated by the Board of Nursing;
 - b. A professional or occupational training program regulated by another other state or federal governmental agency;
 - c. Those courses or programs of instruction given by or approved by any professional body that are principally for continuing or professional education and for which no degree credit is awarded;
 - d. Those courses or programs offered through approved multistate compacts, including, but not limited to, the Southern Regional Education Board's Electronic Campus;
 - e. Those courses offered and delivered by a postsecondary school that is accredited by an entity recognized by the U.S. Department of Education for accrediting purposes, if such courses are provided, solely on a contractual basis for which no individual is charged tuition and for which there is no advertising for open enrollment;
 - f. Any school, institute or course of instruction offered by any trade association or any nonprofit affiliate of a trade association on subjects related to the trade, business or profession represented by such association;
 - g. Any public or private high school accredited or recognized by the Board of Education;
 - h. Tutorial instruction delivered and designed to supplement regular classes for students enrolled in any public or private school or to prepare an individual for an examination for professional practice or higher education;
 - i. Religious Institutions whose primary purpose is to provide religious or theological education.

§ 23-276.4 C of the Code of Virginia states that institutions of higher education are not required to obtain further certification if they (i) were formed, chartered or established in the Commonwealth; (ii) have maintained a main campus continuously in the Commonwealth for at least 20 calendar years under their current ownership; (iii) were continuously approved or authorized to confer or grant academic or professional degrees by the Council during those 20 years; and (iv) are fully accredited by an accrediting agency that is recognized by the United States Department of Education.

Postsecondary institutions that do not meet the requirements of § 23-276.2 or § 23-276.4 (C) above are required to obtain certification in accordance with Attachment B.

Attachment B – List of Certifying State Agencies

The following State agencies can provide approval for Occupational Skills Training programs (please note this is not an all-inclusive list):

- Criminal Justice Services Department
- Department of Health Professions (DHP)
- Department of Medical Assistance Services (DMAS)
- Department of Motor Vehicles
- Department of Professional and Occupational Regulation (DPOR)
 - a) Board for Barbers and Cosmetology
 - b) Board for Contractors
 - c) Fair Housing Board
 - d) Real Estate Board
 - e) Real Estate Appraisers Board
 - f) Tradesmen
 - g) Board for Waste Management Facility Operators
 - h) Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals
- State Council of Higher Education for Virginia (SCHEV)
- Virginia Board of Pharmacy
- Virginia Board of Nursing

Attachment C - Eligible Training Providers and Programs Application

I. Training Provider Application

<http://www.elevatevirginia.org/wp-content/uploads/2016/11/VWL-16-06-Training-ProviderApplication.pdf>

II. Training Program Application

<http://www.elevatevirginia.org/wp-content/uploads/2016/11/ETPL-Training-Program-Application2.pdf>

Attachment D - WIOA Periods for Reporting Outcomes

I. WIOA Periods for Reporting Outcomes – VWL No. 16-06, Eligible Training Providers and Programs List (Attachment B)

<http://www.elevatevirginia.org/wp-content/uploads/2016/11/VWL-16-06-ETPPL-11-11-2016-Final.pdf>

REFERENCES:

- Virginia Board of Workforce Development Policy No. 15-02, Identification of Eligible Providers of Occupational Skills Training
- Virginia Board of Workforce Development Policy No. 15-03, Registered Apprenticeship and Eligible Training Provider List
- Virginia Board of Workforce Development Policy No. 16-06, Eligible Training Provider and Programs List
- Workforce Innovation and Opportunity Act, Sections 116, 122
- Code of Virginia §23-276.1 - §23-276.12, §23-276.14, §23-276.2 and §23-276.4
- Workforce Innovation and Opportunity Act; Employment and Training Administration; Labor; Final Rule, Subpart D—Eligible Training Providers, Subpart D § 680.400 - § 680.530
- Workforce Innovation and Opportunity Act; Employment and Training Administration; Joint Final Rule, Part 677 - Subpart E—Eligible Training Provider Performance for Workforce Innovation and Opportunity Act Title I Programs, § 677.230

Approved:

12-7-2016
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director



Northern Virginia Workforce Development Board Individual Training Account (ITA) Policy

Policy Number: 2016-02

Effective Date: February 23, 2017

Purpose: To describe and establish the ITA policy and guidelines for the provision of WIOA training services at the local level.

Background:

The regulations for the Workforce Innovation and Opportunity Act require that an Individual Training Account (ITA) be established for eligible individuals who are determined to need training services. ITA vouchers are issued using the Training Authorization Form (TAF) and Letter of Authorizations (LOA) funded by the Title I WIOA Adult, Dislocated Worker, and Youth programs. Training services, whether under ITAs or under contract, must be provided in a manner that maximizes informed customer choices in selecting an eligible training provider.

The TAF serves as the LWDB 11's ITA voucher system designed to be flexible and facilitate the purchase of a training program that best meets customers' needs and interest. WIOA funded training activities may only be made available to employed and unemployed adults, dislocated workers, and out-of-school youth who have met the eligibility requirements for WIOA Career Services.

Policy:

The Northern Virginia WIOA One-Stop Operator will be responsible for managing the ITA voucher system. As appropriate, the WIOA Case Manager will assist eligible individuals with the purchase of training programs that meet the individual's training needs as evidenced by supporting documentation in the participant's case file.

WIOA Case Managers (CM) must follow the attached guidelines in the issuance of TAFs, receipt of invoices and validation of the participant's training activities.

Procedure:

I. ITA Eligibility

To be eligible for training services, the individual, also referred to as the WIOA participant, must have participated in the following services:

- a. Completed a comprehensive assessment of skill levels and service needs that may include diagnostic testing.
- b. Participated in an in-depth interview to identify employment barriers and employment goals.
- c. Development of an individual employment plan that identifies the employment goals and appropriate combination of services for the participant to achieve the employment goals. Should occupational skills training be warranted as part of the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS), the IEP/ISS must include evidence that a review of the labor market information has been conducted to determine that the occupation selected is in demand and those employment opportunities exist. If the participant's desired career interest is not a high growth occupation, the participant must demonstrate an intense need of training due to a prior experience of demand and

existence of opportunities that would guarantee employment after completion of the training. Prior approval for this type of training must be obtained.

- d. Individual counseling sessions, which include career planning and case management services, along with short-term pre-vocational services of developing learning skills, communication skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

The WIOA CM is responsible for ensuring the participant's skill levels will result in the successful completion of the training. WIOA CM must carefully review the participant's assessment results and refer participants to the Adult Basic Education or Literacy classes and/or tutoring or basic skills training activity if skill levels in reading or math are 8.5 or below, the participant has limited English proficiency or results of placement tests from school/training provider require attending prerequisite courses. If WIOA funds are used to directly support the Adult Education and/or Literacy activities of a participant (Adult, Dislocated Worker, or Out of School Youth), these activities will be provided concurrently or in combination with one or more training activity.

Once the participant's skill levels and assessment results have been reviewed, the WIOA CM will provide information regarding the availability of training. ITA will be discussed with the participant specifying his/her responsibility regarding the ITA. In consultation with the WIOA CM, the participant will review the Statewide or local list of eligible training providers (ETP) to determine training options. The training provider's requirements for enrollment, performance outcomes, and cost for the training course selected will be discussed with the participant. It will be the responsibility of the WIOA CM AND participant to identify and select a training provider from the state or local list of ETPs approved by the Northern Virginia Workforce Development Board (NVWDB). Training shall be directly linked to occupations that are in demand in the local area or in another area to which an adult, dislocated worker, or out-of-school youth receiving such services is willing to relocate.

II. Training Authorization Form (TAF) and Letter of Authorizations (LOA)

Based on a comprehensive assessment of career interest/aptitude, the skill levels and evaluation of participant's training needs coupled with labor market information on the participant's career interest, the WIOA CM will begin the process for initiating the TAF. The TAF is the *SkillSource* Center's ITA voucher system which provides information regarding the participant's type of training, duration of training, training costs and training provider. The TAF should be submitted at least one (1) week prior to the participant's training start date for LOA processing. An LOA can be expedited with prior approval from the CM Supervisor if there is an immediate need for the participant to begin the training. An email justification sent to the CM Supervisor may be acceptable.

The following procedures must be implemented to initiate the TAF and LOA:

- a. Training needs justified based on IEP, assessments, and labor market information. WIOA CM completes Training Justification Form. (If the WIOA CM completed an Unlikely to Return Analysis statement for dislocated workers whose termination was not a result of a mass lay-off or plant closure, the training justification form does not need to be completed.)
- b. Participant completes Customer Request for Training.
- c. WIOA CM explains Training Agreement to participant. Participant **must read and fully understand the training agreement** and sign the agreement. WIOA CM must reiterate to the participant the importance of immediately informing WIOA CM for any change in training status e.g. withdrawal and cancellation and to strictly adhere to training/school provider's cancellation/withdrawal policies. WIOA CM must inform the participant that fees paid in advance without prior approval are not reimbursable.
- d. Participant selects training provider from Statewide/Local ETP list.
- e. WIOA participant contacts training provider and obtains information on training availability, training costs, curriculum, class schedules, etc. Participant should provide a copy of their Acceptance Letter from school or training provider.

- f. WIOA CM gives Financial Award Analysis (FAA) form to participant to bring to training provider's Financial Award Officer (FAO) for completion and signature to validate the total cost of training and the coordination of training funds or availability of other non-WIA training funds/resources.
- g. TAF and LOA are created and submitted to CM Supervisor for approval.
 - TAF and LOA must have accurate information regarding training type, training costs, duration of training and WIOA training fund to be charged (Adult, Dislocated Worker, Youth, VASAVOR, etc.). Training costs must include all training related costs (tuition fees, books, supplies, uniforms, other miscellaneous fees).
 - One (1) TAF and (1) LOA must be processed for each participant unless it is a group training of individuals under the same WIOA Program attending the same training/class.
 - CM Supervisor reviews TAF and LOA for completeness and accuracy, as well as checks the Virginia Workforce Network Virtual One Stop management information system (VaWC VOS) to ensure participant's WIOA registration and services. The TAF or LOA will not be processed or approved if the training activity information has not been added or entered in the VaWC VOS.
 - CM Supervisor assigns the funding control # to TAF.
 - CM Supervisor sends LOA and TAF via email to WIOA Financial Assistant for processing.
- h. WIOA Financial Assistant processes LOA and submits to E & T Financial Analyst for review. The Financial Analyst reviews LOA and verifies availability of funds before the LOA is submitted to the WIOA Manager for approval and signature.
- i. Upon LOA approval, WIOA Financial Assistant:
 - Assigns the funding control # to LOA.
 - Emails copies of the coded and uncoded LOA to WIOA Case Managers and CM Supervisor.
 - WIOA Financial Assistant coordinates with E & T Financial Analyst and DFS Finance to set aside training funds requested.
- j. WIOA CM sends a copy of the uncoded LOA to participant and training provider to verify approval.

III. WIOA Training Cap Limit

The NVWDB sets the training fund cap limit every program year. Currently, the maximum training fund limit for adults is \$3,000 and \$3,500.00 for dislocated workers. There is no training fund cap for out-of-school youth who access an ITA. The NVWDB has the right to increase or decrease the funding.

The WIOA Manager may allow for an increase in training funds based on client needs. A memo to the WIOA Manager from the WIOA CM must be submitted and approved to allow for an increase in training funds. As necessary, the WIOA Manager shall consult with the Workforce Board Executive Director, on the proposed increase in ITA funding for each client.

IV. WIOA Training Forms and Documentation

The following training forms and documentation must be completed and/or obtained prior to issuing the Training Authorization Form (TAF) and LOA:

- a. Training Justification Form – indicates justification for training need (CM completes this form) (If an Unlikely to Return Analysis statement has been completed for Dislocated Workers (not involved in mass lay off) – there is no need to complete the Training Justification Form)
- b. Customer Request for Training – participant completes this form and indicates purpose of training, choice of training provider, and level of commitment to successfully complete the training.
- c. Training Agreement Form – must be explained to Participant and participant must read and sign the agreement.
- d. Financial Award Analysis (FAA) – this validates coordination of training funds. The participant must present this form to the training provider's Financial Aid Officer (FAO) for completion and evaluation

of other funds/resources that could pay for the participant's training expenses. The form must be signed by the FAO and submitted to the WIOA CM.

- e. Course Curriculum
- f. Information on tuition fees, books, class schedules and other required training related items. This may be provided in written documentation from the school or on the FAA.

One of the following items must be obtained to validate participant's training activities:

- a. Validation from instructor/school regarding participant's training participation. (Email/telephone verification from school or instructor regarding participant's progress is acceptable).
- b. Participant's progress or evaluation from instructor/school.
- c. Grades or official transcripts
- d. Certificates of completion, diplomas, etc. validating completion of training

V. *Invoice Processing*

The CM Supervisor is the school/training provider's Point of Contact in submitting invoices for payments of tuition fees, books or other training related costs in Fairfax and other Northern Virginia cities/counties except Loudoun County. Case Managers in Loudoun are responsible for receiving, reviewing and sending the invoices to the WIOA Financial Assistant along with the WIOA CM Supervisor for payment.

The following procedures must be implemented in submitting invoices:

- a. Upon receipt of invoice from school/training provider:
 - CM Supervisor verifies training activity against the VaWC VOS to ensure that training information has been entered or added in the VaWC VOS.
 - CM Supervisor confirms with WIOA Case Manager that participant has attended training.
- b. Upon review of invoice and related documentation and validation of participant's attendance, CM Supervisor submits invoice and other documentation to WIOA Financial Assistant for payment processing.
- c. WIOA Financial Assistant maintains invoice tracking sheet and contacts CM to follow up on outstanding invoices.
- d. CM is responsible for tracking the participant's training fund balance.
 - CM must follow up with the training provider/school on outstanding invoices or cancellation of remaining balances on the LOA.
 - CM must immediately inform CM Supervisor of cancellation of remaining balances in the LOA.
 - CM Supervisor will notify WIOA Financial Assistant of cancellation of remaining balances.

VI. *LOA Cancellation*

Within the first week of training, it is imperative for the WIOA CM to verify progress or attendance in training from the school/training provider or client as there may be instances where the client decides to withdraw from the class or the school/training provider cancels the training.

The following procedures must be implemented:

- a. WIOA CM MUST ensure that upon immediate notification of the participant's decision to withdraw or cancel, or when the training provider cancels or postpones the training, the WIOA CM must immediately cancel the LOA.
 - Sends the cancelled LOA to the school/training provider and/or notifies the school/training provider regarding the cancellation.

- CM must work with client in resolving issues or barriers that led to the client's withdrawal from the class. It is recommended that the client's Individual Employment Plan or Individual Service Strategy (IEP/ISS) must be updated to show client's current service status and revised action plan.
- b. A copy of the cancelled LOA must be scanned to the CM Supervisor and WIOA Financial Assistant.
 - c. For classes that have been cancelled or postponed by the training provider:
 - CM must immediately cancel the LOA, scan a copy of the cancelled LOA to CM Supervisor, WIOA Financial Assistant, and training provider.
 - CM must notify client and determine client's interest in pursuing the training on a later date. CM will submit new TAF and LOA for future training.
 - d. WIOA Financial Assistant will cancel LOA from tracking database and notify the DFS Finance Department regarding the cancelled LOA.

Invoices will NOT BE PAID for participants who NEVER ATTENDED the training. In addition, invoices WILL NOT BE PAID for training that was cancelled by the training provider. Supplies or books that were purchased prior to the training start date of participants who failed to attend the training may be paid if the withdrawal or cancellation was due to emergency or medical reasons. Validation for justification to cancel training must be documented via case notes, doctor's notes, etc. The WIOA CM must immediately notify the school/training provider of the participant's emergency situation and cancellation of the LOA. Invoices for the school/training provider's withdrawal or cancellation fees may be paid.

Unnecessary payments of invoices for participants who never attended the training could be avoided by constant follow up with participants and immediate notification of the school/training provider about the LOA cancellation.

VII. Completion of Training Program

The WIOA CM must contact participant at least bi-weekly during the participant's training activity to ensure immediate intervention in addressing participant's training needs. This could be accomplished through emails, phone calls or other forms of correspondence. The WIOA CM is strongly encouraged to contact the school/training provider for additional information concerning participant's progress in training on a regular basis during participant's training activity.

Upon completion of the training, WIOA CM must obtain validation of completion e.g. certificates, diplomas, grades or official transcripts. Copies must be kept in participant's case files.

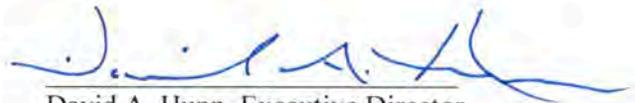
The WIOA CM must be responsible for updating information in VaWC VOS relating to the participant's training activity (completed or not completed) within five (5) business days from date of the change of the participant's training status or progress or receipt of the information.

However, credential information may be entered after participant's exit date up until the 4th quarter after exit.

Approved:

2-23-2017
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director



Northern Virginia Workforce Development Board
On-the-Job Training Policy
Policy Number: 2016-03
Effective Date: December 7, 2016

POLICY: All On-the-Job Training (OJT) agreements written within the Northern Virginia Workforce Development Area (NVWDA) will follow the guidelines as outlined in this policy.

1. OJT Participants

- a. The results of objective assessment, as documented on the Individual Employment Plan (IEP) or Individual Service Strategy (ISS), must indicate the participant is in need of, and can benefit from, the activity of OJT. The IEP/ISS must capture the past work history of the applicant from the official file, assess the test results, capture additional information from the applicant about past work experience, hobbies, volunteer experience, and identify strengths and weaknesses of the applicant. It should include documentation as to the new skills to be acquired during training and how deficiencies will be overcome with the training. *The primary purpose of the IEP/ISS is to determine that there is a need for training and that the applicant is a likely candidate to benefit from the provision of training.*
- b. An individual referred to the WIOA program by an employer may be enrolled in an OJT program with such employer. The referred individual must be determined eligible for WIOA services and may be enrolled only upon completion of the objective assessment and IEP/ISS in which OJT with such employer has been determined to be an appropriate activity **and** the employer has not already hired such an individual.
- c. Employment with a participant's previous employer in the same, similar, or an upgraded job is not permitted.
- d. A person who is related to the OJT Employer, or someone in a managerial, supervisory, or administrative position with the OJT Employer may not be placed in OJT with that employer.
- e. No participant shall be placed with more than one OJT employer. In cases where the participant became displaced due to no fault of his/her own, the Northern Virginia Workforce Development Board (NVWDB) Executive Director may approve placement with a second OJT Employer.
- f. On-the-Job Training must be participant specific with the goal being -- permanent full-time employment.

2. OJT Occupations

- a. Training shall be conducted only in those occupations in which there is a reasonable expectation of continued and permanent full-time employment in the occupation for which training occurred. While the training should be specific to the needs of the OJT Employer, it should not be so unique that the skills are not transferable to other work settings. The focus should be on

occupations where instruction, supervision, and experience can enable a participant to become more competitive in the labor market.

- b. Ineligible occupations include, but are not limited to:
 - 1. Occupations that have not traditionally required specific occupational training as a requirement for employment;
 - 2. Occupations where the primary source of income is tips, commissions, or piecework;
 - 3. Intermittent or seasonal occupations;
 - 4. Occupations with a substantial number of workers currently unemployed in the local labor market (**OJT must be for occupations in demand**);
 - 5. Occupations with above average turnover;
 - 6. Occupations which include religious or political activity; and
 - 7. Occupations in which the employer currently has laid off workers.
- c. Priorities in selecting occupations should include the following:
 - 1. Occupations in which there is a documented current or anticipated demand;
 - 2. Wages of \$13.00 or more per hour for 40 hours per week for Adult and Dislocated Worker clients and \$9.50 or more per hour for 40 hours per week for Youth clients;
 - 3. Low turnover; and
 - 4. Career Advancement Potential.

3. OJT Employers

- a. The employer must provide a Federal Employer Identification number to demonstrate that they are a legitimate employer having full-time employees, and conducting their trade or business at an appropriate worksite.
- b. The NVWDB will not allow an OJT contract to be executed with an employer who has had prior OJT contracts and has exhibited a pattern of failing to provide OJT trainees continued long-term employment as regular employees with wages and working conditions at the same level and to the same extent as other similarly situated employees. The NVWDB defines the term “exhibiting a pattern of failure in providing long-term employment to participants” as meaning two or more OJT contracts that have been completed by an employer without any documented problems with the employee, and the employer fails to retain the employee without good and justifiable cause. Termination for just cause will not impact an employer’s eligibility, that is, the employee quit voluntarily; the employee was fired for documented absenteeism/ tardiness, objectionable behavior or poor performance; or the employee was laid off due to a documented business downturn which was not foreseeable at the time the sub-recipient entered the training agreement with the employer.
- c. OJT participants must be afforded appropriate conditions of employment, adequate supervision, reasonable health and safety standards and wages and benefits equal to those of similarly situated employees.
- d. All OJT Employers must provide verification of worker’s compensation coverage. Employers will be required to provide the case representative with a Certificate of Insurance issued by their insurance carrier.
- e. Wages paid to OJT participants must meet federal minimum wage law regardless if the employer is exempt. OJTs may not be written for positions paying only commission, gratuity, piece rate, or incentive pay.

- f. No training agreement shall be written for a participant until the employer certifies that the participant hired and trained under the OJT contract would not have been hired in the occupation specified in the absence of such a contract.
- g. No training agreement shall be written for a participant who shall be employed and result in the replacement of any worker(s) currently on lay-off.
- h. No currently employed worker shall be displaced by any trainee (including partial displacement such as a reduction in hours of non-overtime work, wages, or employment benefits). No jobs shall be created in a promotional line that will infringe in any way upon the promotional opportunities of currently employed individuals.
- i. The employer must have the necessary equipment, materials, and supervision to perform the training.
- j. Participants may not work in any sectarian activity or be involved directly or indirectly in any religious or anti-religious activity.
- k. Funds may not be utilized to assist employers in relocating business establishments.
- l. OJT contracts cannot be written with employers who are members of, or have representation on, the Northern Virginia Workforce Development Board (NVWDB), without the prior approval of the Executive Director. This limitation is intended to avoid any actual or perceived conflicts of interest.
- m. The OJT Employer is required to rate the skill level of the participant at the beginning of, midway through, and at the completion of the OJT training using the approved evaluation form.
- n. The OJT Employer is required to have and follow a grievance procedure in matters relating to the OJT participant. In the absence of an OJT Employer's grievance procedure, the grievance procedure established by the NVWDB shall be followed.
- o. The OJT Employer will give the Fairfax County Government and the Northern Virginia Workforce Development Board and its designated providers and representative's personnel access to and the right to examine all related records and documents for monitoring and audit purposes and to conduct Employer and Participant interviews. Failure to provide access to or copies of records shall be grounds for immediate termination of the contract.

4. Length of Training

- a. On-the-Job Training opportunities will be developed with the length of time being determined by the complexity of the job and the capabilities of the participant as identified through the objective assessment. The training hours may be reduced and negotiated with the employer based on the participant's acquired skills and abilities.
- b. The maximum number of training hours should only be used when the participant has had no prior experience in the occupational area, is entering the labor force for the first time, is reentering the labor force after a substantial number of years absence, or has a handicap which limits his/her ability to perform at a normal rate.

5. Employer Reimbursement Rates

The employer reimbursement rates of the regular wages earned for OJTs range from a minimum of 50 percent to a maximum of 75 percent. The reimbursement rate is based on the size of the employer as follows:

- a. A maximum of 50 percent for large employers defined as having a 100 or more employees
- b. A maximum of 65 percent for medium size employers defined as having 20-99 employees and
- c. A maximum of 75 percent for small employers with a workforce of 1-19 employees.

6. Cost per Participant

- a. Subject to funding availability and the OJT Trainee's needs, training costs may be limited to \$5,000.00.
- b. Regardless of the hourly wage, training duration is limited to not less than four weeks and not more than 26 weeks.
- c. Training duration must be in line with Specific Vocational Preparation (SVP) estimates.
- d. WIOA participants who have utilized the maximum funds allowed under their most current ITA Policy may also qualify for an OJT with training cost and duration limits.

7. Case Management and Monitoring

- a. The WIOA Case Manager (CM) and/or WIOA Job Developer (JD) shall make contact with the participant and OJT Employer at a minimum of once each month and shall complete reports to be kept in the participant's file concerning the progress of training and achievement of the training objectives as defined in the contract. Concerns and corrective action necessary to accomplish the objectives shall be recorded and appropriate action and follow-up shall be documented. This contact may be in person or by telephone.
- b. A minimum of one on-site monitoring visit must be made during the time of active training of a participant at the worksite.
- c. Monthly time/attendance records must be submitted with each request for reimbursement.
- d. The employer will maintain and make available, time and attendance, payroll, and other records to support amounts reimbursed under OJT contracts.

8. Elements of OJT Employer Contracts

Within the Northern Virginia Workforce Development Area, OJT contracts between the Service Provider and the OJT Employer must contain the following elements:

- a. Name, address, Federal Employer Identification Number, and telephone number of the employer's firm;
- b. Name of the contract administrator for the employer;
- c. Number of participant's to be trained, specifying for each trainee or position: a) number of hours of training; b) wage rate (including scheduled adjustments); and c) reimbursement rate;
- e. A job description for each training occupation;
- f. A training plan for each slot or category indicating the occupational skills and knowledge to be learned in an orderly progression of training sequences;

- g. A description of any additional services to be provided beyond training and any training provided by other than the OJT Employer, with any subcontractors identified and their specific responsibilities clearly defined;
- h. Total maximum dollar amount of the agreement;
- i. Beginning and ending dates of agreement;
- j. Personnel responsible for supervision of the training;
- k. Terms of agreement for job retention;
- l. Record-keeping requirements, including participant time and attendance documentation and payroll records;
- m. Invoicing procedures, including frequency of billing and required supporting documentation;
- n. Workers compensation, or, if not applicable, alternative insurance for injuries to participants;
- o. Confirmation of no displacement of currently employed workers or infringement on promotional opportunities; and
- p. General provisions and assurances.
- q. The OJT Training Plan should address for each occupation:
 - a. Skills and activities in which participants will be trained;
 - b. Length of training time in each activity; and
 - c. How the progress of the trainee is measured (i.e., observation of lead worker or supervisor, demonstration of specific competencies, observation of specific tasks, etc.)

Approved:

12-7-2016
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director

Customized Training Policy

Not applicable.



Northern Virginia Workforce Development Board
WIOA Priority of Service Policy
Policy Number: 2016-04A
Effective Date: December 7, 2016

Purpose: To create a Priority of Service Policy that establishes a process and priority ranking system which gives priority for services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient served with WIOA adult funds.

Background:

Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, *SkillSource* Center staff responsible for these funds must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services and training services. Under WIA, priority was required to be given to public assistance recipients and low-income individuals when States and local areas determined that allocated funds were limited. Under WIOA, priority must be provided regardless of the level of funds. WIOA also expanded the priority to include individuals who are basic skills deficient. WIOA provides a focus on serving individuals with barriers to employment, and the intent of this priority in the law is to ensure access to these populations on a priority basis. Priority of Service does not apply to the dislocated worker or youth programs.

Policy:

Priority of service means that individuals in the targeted groups (public assistance recipients, other low-income individuals, and individuals who are basic skills deficient) are given priority over other individuals for receipt of individualized career services and training services funded by the WIOA Title I Adult program. Veterans within these groups receive priority over non-veterans. Adult priority is determined for the targeted groups during eligibility and enrollment

Priority for receipt of individualized career services and training services will be given to customers in the following order:

1. Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or basic skills deficient will receive first priority for services provided with WIOA adult funds.
2. Non-covered persons (individuals who are not veterans or eligible spouses) who are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
3. To veterans and eligible spouses who are not recipients of public assistance, not low income individuals, or who are not basic skills deficient.
4. Lastly, to all others not meeting the above criteria that have barriers to employment such as
 - a. Obsolete individual skills that need upgrading;
 - b. High school drop outs without a diploma or GED;
 - c. Offenders;
 - d. Limited English proficiency (LEP); or
 - e. Poor employability skills.

Priority of service cannot be waived. (20 CFR 1010.250) Priority of service does not guarantee that by virtue of his/her status an individual will always receive service. The individual must be eligible and able to benefit from

the services. (20 CFR 680.600(b)) Once another participant is enrolled in a WIOA individualized career or training service, that participant may not be displaced by an individual who qualifies for priority of service.

For those not meeting income eligibility, approval from David Hunn, Executive Director, NVWDB, is required.

Definitions:

The term “Priority of Service” means, with respect to any qualified job training program, that a *covered person* shall be given priority over *non-covered person* for the receipt of employment, training and placement services provided under that program, notwithstanding any other provisions of the law.

“*Covered Person*” – as defined in section 2(a) of the Jobs for Veterans Act (JVA) of 2008 means a veteran or eligible spouse. A veteran is defined as a person who served at least one day in the active military, naval, or air service and who was discharged under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

“*Eligible Spouse*” - as defined in section 2(a) of the JVA means the spouse of any of the following individuals:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for service under this section, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (I) missing in action; (II) captured in the line of duty by a hostile force or (III) forcibly detained or interned in line of duty by a foreign government or power;
3. Any veteran who has a total disability resulting from a service-connected disability as evaluated by the Department of Veterans Affairs;
4. Any veteran who died while having a disability, as indicated in bullet (3) of this definition was in existence.¹ A spouse whose eligibility is derived from a living veteran or service member (i.e., category 2 or 3 above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

A “*low-income individual*” is an individual who:

1. Receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;
2. Received an income, or is a member of a family that received a total family income, for the six-month period prior to application for the program that, in relation to family size, does not exceed
 - a. The Federal Poverty Line for an equivalent period; or
 - b. 70 percent of the Lower Living Standard Income Level (LLSIL).
3. Is a member of a household that receives food stamps;
4. Qualifies as a homeless individual;
5. Is a foster child;
6. Receives, or is eligible to receive a free or reduced price lunch; or
7. Is an individual with a disability whose own income meets the requirements of this clause, but who is a member of a family whose income does not meet requirements.

An individual who is “*basic skills deficient*” is an individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society. An adult may be assessed as basic skills deficient through case manager observations and documented in case notes. For example, the career planner may observe that the adult is not able to read or fill out an application form, or does not have basic computer literacy. A case manager may also document basic skills deficiency using any one of the following:

1. Basic skills assessment questions or test results (e.g. CASAS, TABE)
2. School records
3. Referral or records from a title II Adult Basic Education program
4. Referral or records from an English Language Learner program

If a standardized test is used to assess basic skills, the test should include reading, writing, or computing skills. Lacking soft skills or specific skills needed for a particular job may not be used to determine an otherwise high-functioning individual as basic skills deficient.

Requirements:

Individuals eligible for priority of service at the time of WIOA application will be notified of:

- Priority of Service entitlement
- The full array of employment training and placement services available
- Applicable eligibility requirements for programs and services.

WIOA Case Managers will include the determination of priority of service in the customer's file with appropriate case notes.

WIOA Case Managers must ensure that individuals who qualify for priority of service receive career and training services before other non-covered individuals and receive first priority on any waiting lists that are maintained for training slots. However, once a participant is enrolled in a workshop, training, or service, he or she may not be displaced by an individual qualified for priority of service.

References:

- WIOA Section 134(b)(3)(E);
- Jobs for Veterans Act (JVA) of 2008;
- TEGL 3-15 (Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA) and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services);
- 20 CFR Parts 676, 677, and 678 - Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule

Approved:

11-7-2016
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director



Northern Virginia Workforce Development Board
WIOA Priority of Service for Veteran and Eligible Spouses Policy
Policy Number: 2016-04B
Effective Date: February 23, 2017

Purpose: To create a Priority of Service Policy that establishes a process and priority ranking system which gives priority for services to veterans and eligible spouses for Workforce Innovation and Opportunity Act (WIOA) services.

Background:

The Jobs for Veterans Act (JVA) of 2008 and the Veterans’ Benefits, Health Care, and Information Technology Act of 2006 provides that covered Veterans and eligible spouses receive “Priority of Service.” The purpose of Priority of Service is to give first consideration for program participation to covered Veterans and eligible spouses who also meet the eligibility criteria of a USDOL training, employment, or placement service in any workforce preparation program. To receive Veterans Priority of Service for a specific program, a Veteran or eligible spouse must meet the statutory definition of a “covered person” and also must meet any other statutory eligibility requirement applicable to the program.

If the veterans’ priority competes with existing statutory priorities that favor certain population groups (see below – Interaction of Adult Priority and Veterans Priority). Local Boards must ensure that veterans are afforded priority for DOL-funded employment and training services, if they meet the existing eligibility requirements. Veterans’ priority is required under federal law; however, it is not intended to displace existing eligibility requirements for WIOA. An individual must first qualify for WIOA before a priority of service can be applied. Local boards must use the following guidelines when determining priority for DOL-funded services:

- If the existing provisions are mandatory, a veteran must meet both the existing provisions and the veterans’ provisions to receive priority. A non-veteran receives priority over a veteran who does not meet the mandatory provisions.
- If the existing provisions are optional, a veteran receives priority.

TEGL 3-15 provides specific guidance on (a) the interaction of the veteran’s priority with existing program requirements that target specific groups, and (b) makes note of the fact that local programs are not required to change their allocations among services to reserve funds for veterans but (c) are required to ensure that eligible veteran workers are given priority over non-veterans for all available services.

Policy:

Priority of service for veterans and eligible spouses applies across all qualified employment and training programs. The priority of service for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient is a statutory priority that applies only to the receipt of individualized career services and training services in the WIOA title I Adult program. With regard to the priority of service for veterans and eligible spouses, priority of service for the WIOA title I Adult program will be applied in the order specified below.

Depending on the type of service or resource being provided, Priority of Service may mean:

- Covered person gains access to services or resources earlier than the non-covered persons;

- Covered person receives service or resources instead of a non-covered person when resources are limited.

Veterans Priority of Service should take precedence before applying WIOA Priority of Service for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Based on specific eligibility criteria for the WIOA Title I Adult program, covered persons must first meet all statutory eligibility requirements for the program to receive Priority of Service. For programs that target specific populations without statutory mandate, covered persons must receive the highest priority for enrollment, similarly to the Priority of Service applied to universal access programs.

When past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority, in accordance with 38 U.S.C. 4213.

Definitions:

The term “Priority of Service” means, with respect to any qualified job training program, that a *covered person* shall be given priority over *non-covered person* for the receipt of employment, training and placement services provided under that program, notwithstanding any other provisions of the law.

“*Covered Person*” – as defined in section 2(a) of the Jobs for Veterans Act (JVA) of 2008 means a veteran or eligible spouse. A veteran is defined as a person who served at least one day in the active military, naval, or air service and who was discharged under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

“*Eligible Spouse*” - as defined in section 2(a) of the JVA means the spouse of any of the following individuals:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for service under this section, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (I) missing in action; (II) captured in the line of duty by a hostile force or (III) forcibly detained or interned in line of duty by a foreign government or power;
3. Any veteran who has a total disability resulting from a service-connected disability as evaluated by the Department of Veterans Affairs;
4. Any veteran who died while having a disability, as indicated in bullet (3) of this definition was in existence.¹ A spouse whose eligibility is derived from a living veteran or service member (i.e., category 2 or 3 above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Requirements:

Identifying Veteran Status

SkillSource Centers will enable Veterans and eligible spouses to identify themselves as Veterans at the point of entry to the system or program so that covered persons take full advantage of Priority of Service. ***SkillSource*** Center staff will ensure that covered Veterans and eligible spouses are made aware of:

- Priority of Service entitlement
- The full array of employment training and placement services available
- Applicable eligibility requirements for programs and services.

Verifying Veteran Status

Any individual self-identifying as a covered person should be provided immediate priority in the delivery of basic career services. No covered person should be denied access on a priority basis to any basic career services provided by program staff in order to verify covered person status.

To be enrolled in a WIOA Title I programs, eligible veteran status must be verified through review of actual documentation, such as a DD Form 214 and a military ID.

Serving Separating Service Members and Military Spouses with Dislocated Worker Funds

Under TEGL 22-04, service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex-Military members (UCX), generally qualify as dislocated workers. Dislocated Worker funds under Title I can help separating service members to enter or reenter the civilian labor force. Generally, a separating service member needs a notice of separation, either a DD-214 from the Department of Defense or other appropriate documentation that shows a separation or imminent separation from the Armed Forces qualifies as the notice of termination or layoff to meet the required dislocated worker definition.

Additionally, in most instances an individual will have to be eligible for or has exhausted entitlement to unemployment compensation in order to receive dislocated worker services. In the case of separating service members, because they may be on a terminal leave from the military, it may make sense to begin providing career services while the service member may still be part of the Active Duty military, but has an imminent separation date. It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable.

U.S. DOL policy generally dictates that a separating service member meets the dislocated worker requirement that an individual is unlikely to return to his or her previous industry or occupation. Regarding military spouses, WIOA expands the definition of dislocated workers to include military spouses who have lost employment as a direct result of a relocation to accommodate a permanent change in duty station of the spouse. Military spouses may also qualify if they are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the service member. Military spouses also can qualify if they are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment (WIOA sections 3(15)(E) and 3(16)(A) and (B)).

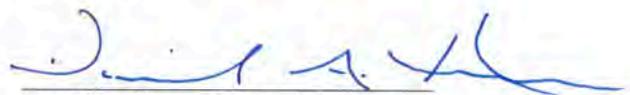
References:

- Workforce Innovation and Opportunity Act of 2014 (WIOA or Opportunity Act), Public Law (Pub. L.) 113-128, enacted July 22, 2014
- Jobs for Veterans Act (JVA) of 2008;
- TEGL 3-15 (Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA) and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services);
- TEGL 22-04 (Serving Military Spouses as Dislocated Workers under the Workforce Investment Act Dislocated Worker Formula Grant)
- 20 CFR Parts 676, 677, and 678 - Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule

Approved:

02-23-2017
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director



Northern Virginia Workforce Development Board

Monitoring Policy

Policy Number: 2016-05

Effective Date: December 7, 2016

Purpose: The purpose of this policy is to outline the process and procedure for monitoring recipients of Workforce Innovation and Opportunity Act Formula Funds and for ensuring accountability and compliance with the Workforce Innovation and Opportunity Act (WIOA) of 2014, Federal and State laws and regulations, Uniform Grant Guidance and Department of Labor Employment and Training Administration (DOL-ETA) guidance.

Background: The WIOA Law Sections 107 (d)(8), 184 – 185, and the Office of Management and Budget’s Uniform Guidance 2 CFR Section 200.330 requires that the Local Workforce Development Board shall conduct oversight of the WIOA programs and the One-Stop delivery system in the local area.

Policy:

A. It is the policy of Northern Virginia Workforce Development Board that each service provider contract will be monitored on-site at least twice during the program year for programmatic compliance through monitoring of WIOA case files and each *SkillSource* and Affiliate site.

B. Monitoring shall assure fiscal integrity through quarterly financial reviews. Such monitoring shall verify that WIOA Title I funds are being utilized for allowable activities, the adequacy of internal controls, and that proper fiscal records are being maintained.

C. Centers shall be monitored to assure that the environment is safe and healthful for participants and staff, and to observe customer flow and resource area usage. NVWDB staff will conduct interviews with customers and staff, and will administer customer and staff satisfaction surveys. NVWDB staff will review documents and data with the Center Manager.

D. Programs shall be monitored to assure that an effective system is in place to handle non-discrimination and equal employment opportunity issues.

E. Monitoring shall follow a standardized review methodology that will result in written reports that will be submitted to the Center Manager.

F. Written reports will record the outcomes of each monitoring visit, including areas of concern and any findings which require corrective action, and the due dates for accomplishment of the corrective actions.

- Concerns are issues, policies or practices observed during the review that are negatively impacting the contractor’s ability to effectively manage the Center or provide services to

participants. These areas of concern may be considered “red flags” or “risk areas” that, if not corrected, could lead to an area of non-compliance in future monitoring reviews. Each area of concern will have a corresponding suggestion for improving the issue/practice. The contractor is requested, but not required to address these concerns.

- Findings are identified issues, policies, or practices that are non-compliant with program standards, other Federal regulations and policy, or the terms of the grant agreement. Findings are required to be responded to with a corrective action plan by the due date.

G. Written reports and other documentation pertaining to monitoring and other oversight activities must be made available for review by Federal and State officials.

H. Reports and other records of monitoring activities must be retained for three years from the date of submission of the final expenditure reports regarding the funding sources monitored. If any litigation, claim, audit or other action involving the records has been started before the expiration of the three year period, the records must be retained until completion and resolution of all such actions or until the end of the three year period, whichever is later.

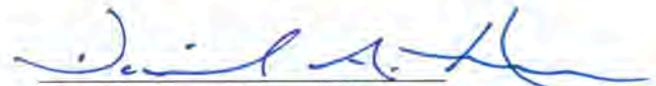
REFERENCES:

- WIOA Law Sections 107 (d)(8), 184 – 185
- OMB Uniform Guidance, 2 CFR Part 200

Approved:

12-7-2016
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director

Area 11/Northern Virginia Workforce Development Board
Monitoring Protocol for *SkillSource* Centers and Affiliates

PURPOSE OF THE MONITORING VISIT:

- To ensure uniform compliance with the administrative requirements of the ***Workforce Innovation and Opportunity Act (WIOA)***
- To observe the quality of services provided to customers
- To follow Center progress along CQI Plan
- To ensure that quality standards are upheld
- To provide feedback as part of the Board's commitment to continuous quality improvement

MONITORING ACTIVITIES DURING THE VISIT:

- Observe center environment, customer flow, and resource area usage
- Conduct interviews with customers, staff, and center manager
- Administer customer and staff satisfaction surveys
- Review documents and data with the Center team

ON THE DAY OF THE VISIT, CENTERS HAVE:

- Meeting room to accommodate your team and a minimum of 3 **NVWDB** monitoring team members for at least 2 hours
- 3 copies of the completed ***monitoring visit summary and report*** and supporting documentation

AFTER THE VISIT:

- Email copy of your reports, customer surveys and staff surveys to monitoring team.

PROCEDURE FOR THE MONITORING VISIT:

- Conducted by **NVWDB** staff member/s and/or one Consortium Partner picked at random from pool of volunteers
- Each ***SkillSource*** and Affiliate site will be evaluated twice annually on scheduled visits
- Results will be reported to Center Directors within thirty days of the close of the monitoring period
- Comprehensive reports will be issued to Center Directors, **NVWDB** Director, the Administrative Entity, and Quality Assurance Committee on a bi-annual basis

Area 11/Northern Virginia Workforce Development Board
Monitoring Protocol for *SkillSource* Centers and Affiliates

Monitoring Visit Summary

Center Name:

Full Service Center Affiliate

Date of Visit:

Monitors:

Center Manager/Staff complete Summary Section

Summary of changes and improvements since the last monitoring visit:

Examples of best practices:

Center-specific changes/improvements:

WIOA changes:

Center certification report follow up actions (if applicable):

Overall impression of the job market in the last six months:

Improving-more jobs are being offered and posted, we can place more candidates

No change

Not improving or worse-fewer jobs are being offered and we cannot place many candidates

What can the NVWIB/*SkillSource* do to assist your center's continuous quality improvement?

Completed by:

Date:

Area 11/Northern Virginia Workforce Development Board
Monitoring Protocol for *SkillSource* Centers and Affiliates

Monitoring Visit Report

Section I. *SkillSource* Center and Affiliate Requirements
Center Manager/Staff complete Section I

A. Improvements

- Implemented in the last 6 month cycle:

B. Partners

- Changes in participation of Consortium Partners:

C. Services

Basic Services

- Changes to team providing services:
- WIOA-specific changes implemented:

Individualized Services

- Changes to team providing services:
- WIOA-specific changes implemented:

Training Services

- Successes or challenges with Eligible Training Providers:
- Report of in house training surveys and ETPs (attach)

Business Services

- Changes to team providing services:
- Increase or decrease in employer use of services:
- List of current employer customers (attach)
- Business customer surveys (attach)

D. Facility

Accessibility for Disabled Customers

- Changes in ADA compliance/accessibility in center:

Office Equipment for Customer Use

- Improvements or concerns in last 6 month cycle:

Non-Traditional Hours of Operation

- Changes to hours of operation:
- Alternate locations you are using to deliver services outside of hours of operation:

Signage

- NVWDB/*SkillSource* signage posted – inside, outside building and center:

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Monitoring Protocol for *SkillSource* Centers and Affiliates

- Signs in center clear and easy for customers to navigate:

Staffing of Information Area

- Changes to team providing services:
- Status of implementation of the new flow and script to move customers forward:

E. Process Management

Established Referral Process

- Changes to the referral process:
- Improvements to tracking referrals after hand off:

Grievance Procedures

- Where are Equal Opportunity posters in center:
- Process for filing EO claim/grievance:

Case Management and ITA Procedures

- Changes to case management in last 6 mo cycle:
- New VWLs impacting case management:

Follow-Up Procedures

- Changes to follow-up procedures in last 6 mo cycle:

Performance Reporting

- Performance reports (attach), location in center:
- New trends in center performance:

Electronic Sign In/Tracking System for Customers

- Unique and duplicate visit report:
- New trends in numbers:

Customer Comment Collection

- Customer comment report (attach):
- % from non-English speakers:
- Improvements as a result of customer input:

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Monitoring Protocol for *SkillSource* Centers and Affiliates

Section II. Requirements for *SkillSource* Centers Only (N/A for Affiliates)
Center Manager/Staff complete Section II

Resource Sharing Agreement

- Changes to agreement:

Interagency Training Plan

- List of staff training and certifications completed in last 6 month cycle:
- Impact of joint Career Services staff meetings:

CQI Team

- Changes to CQI Team:
- Improvements implemented as a result of CQI:

Strategic Action Plan

- Changes to the plan in last 6 month cycle:

Section III. On-Site Surveys

SkillSource monitoring staff complete Section III

Customer Satisfaction Survey

- Number administered:
- Comments:

Staff Satisfaction Survey

- Number administered:
- Comments:

Publications for Distribution

- List missing forms needed:

Note: Case management is reported separately.

File Review Tool REV 1.2015DISLOCATED WORKER

Rev File Review Tool - Dislocated Worker (DW)	State ID		
NEW (Files dated after 7/1/14)	Case Manager		
Center/Date:	Reviewer/s		
1 Intake/documentation to support eligibility -VOS activity screen			
Date the application was signed and dated?			
Does participant identify limited English proficiency on application?			
Does participant identify a disability on application?			
ALL VOS CODES from Activity Screens (printed in file-most common listed):			
<i>REVIEWING IN VOS: Customer ID-Staff Profile, Case Mgt Profile, Programs tab</i>			
<i>-in General Profile-Case Notes</i>			
<i>-in Programs-Workforce Investment Act Program-goes to service screen, codes</i>			
<i>Note: VOS can show Unsuccessful Completion in Actual End Date; CLOSE means code is still active</i>			
Participation Date			
Eligibility Date (within 14 days of VOS Participation Date)			
101 Orientation (NTE 30 calendar days) NOTE: WIA Ticket can replace 101 code.			
102 Initial Assessment Code/s (NTE 30 calendar days)			
107 labor market research			
153 Job Search/Placement Assistance (NTE 30 calendar days) <i>In VOS: click into code, then click View Activity History to see all updates to code and check 30 day windows</i> *(Job search must be clearly described as to what activities occur in case notes, if not, close 153; when extend 153, look for corresponding case note to describe-ex.c In program 10 months, see 153 code extended 9 months)			
180-185 Supportive Services (Title 1B participants only)			
202 Career Guidance/Planning (NTE 30 calendar days)			
203 Objective Assessment (NTE 30 calendar days)			
205 IEP Develop Service Strategies (NTE 30 calendar days)			
239-242 CRC Attempt or Completion Level			
Other 200 level codes - Adult Intensive Services?			
300 OST Occupational Skills Training (NTE 90 calendar days)			
Other 300 level codes - Training Services			

File Review Tool REV 1.2015DISLOCATED WORKER

Is the Training Provider listed in VOS (for OST) or does it just say WIA One Stop Training Provider			
If training is complete has the Credential been entered?			
F codes for cases in follow up? (Required only if services are provided - such as exam fees or a gas card - after case has been closed)			
Have any codes been extended? Is there a corresponding case note? <i>(IN VOS, click into each service link for details; go back to Case Notes page for corresponding detail (we CANNOT see all detail in printed case note)</i>			
REVIEW printed Case Note Summary - Date of last VOS Case Note - does it meet NTE 30 day/entered within 14 days of contact criteria?			
Are VOS activity codes open for long periods of time for no reason, for example they are not in training and have no reason to have a long projected open activity?			
<i>REVIEW EACH VOS CODE FOR CORRESPONDING CASE NOTES (Look for last edit date on codes)</i>			
Date of WIA case closure			
Has quarterly follow-up been entered into the VOS follow-up section? <i>(VOS Exited=grid with 4 quarters, drill down into links for employment and credential information)</i>			
Intake Documentation			
Consent to Exchange Information Form			
EEO /Grievance Form-Complaint and Discrimination Reporting Procedure			
DEI self-attestation form-"DEI Data Elements"			
Self Attestation of employment status, if applicable (eff 12/1/13)			
Right to Work verification-U.S. Passport or INS document/s OR driver's license or photo id WITH SSN card, birth certificate, INS document/s			
Copy of eVerify self check-work authorization confirmed form (eff 12/1/13) optional			
Is there Age verification-one of above with birth date			
Selective Service Verification (male, n/a if born after 1960)			
Dislocated Worker Eligibility			
Check the criteria that applies (only verify criteria section that applies to participant)			
Criteria 1 - Terminated/laid-off (ALL of the following documents must be used for verification)			
Employer notice/list/letter, TAA certification or Case Manager verbal verification in file?			

File Review Tool REV 1.2015DISLOCATED WORKER

	VEC wage/claim detail		
UI status or current benefit year records in file?			
Unlikely to return LMI in file?			
<i>Note: Must have separation documentation to prove recent separation reason is accurate. UI documents alone do not prove last employer or last separation reason.</i>			
Criteria 2- Perm closure of plant/mass layoff (ALL of the following documents must be used for verification)			
Employer notice/list/letter, or TAA certification in file?			
UI status or records in file?			
unlikely to return LMI in file?			
Criteria 3- Prev self-employed (which of the following documents was used for verification)			
Business License/permit			
IRS forms			
Bankruptcy processing/ court docs			
Financial statements			
profit and loss statement			
Local LMI			
Criteria 4-Displaced homemaker (which of the following documents was used for verification)			
Self-attestation			
VEC Wage Look-up			
Legal docs to support			
2 Comprehensive objective assessment and individual employment plans/individual service strategies -case notes, assessment info and scores			
Case notes meet policy			
Basic Skills- TABE, WorkKeys, other (if basic skills deficient, have successive TABEs been completed to show progress) (Within 60 days of participant registration)			
Career Interest-Careerscope, other			
Assessment scores recorded			
Date the IEP is completed and signed			
Participant goals listed and do they reference the assessments			
Did participant obtain goals within projected timeframe?			
Has IEP been periodically updated to reflect progress?			
Do services concur with the IEP? Will they help participant get employed? Look for rational in IEP and/or case notes			

File Review Tool REV 1.2015DISLOCATED WORKER

3 – Referrals and correspondence-certificates for assessment and training	<i>referrals are always made, not documented with a form</i>		
Referral documents			
Were any referrals made? Based on notes and review, should a referral have been made? If so, note referral process and if a referral form in the file?			
CRC or other certificate of assessment			
Certificate of training completion			
4 – Employment, training, and credential info			
Is the Training on the WIB High Demand Occ. List or is LMI data used and in the file?			
Is training on Certified Training Provider List? (sometimes on LWIA website)			
Completed Financial Award Analysis Form (<i>not viewable in VOS</i>)			
Completed ITA and LOA			
Schedule and curriculum in file? Are courses taken in curriculum?			
Grade reports, are grades satisfactory? If not , notes?			
Is training supported by IEP, assessments and then documented by case notes?			
Is Self-Sufficiency listed or is there a form? Need to make sure new occupation will make them self-sufficient and needs to be part of training field analysis			
Credential attained? Is there a copy in file to prove? (if applicable) See Section 3			
Is there a time limitation and/or max amount allowed?			
Does the dollar amount of the ITA exceed local policy maximums?			
Invoice or ITA payment tracker in file? Or documented in case notes?			
5 – Supportive services			
Is there a SS payment tracker in file? Or documented in case notes?			
Is there a Support service determination in file? (Form, IEP, Case Notes, etc)			
Does it meet LWIA policy? (Check for individual caps, rounding, etc)			

File Review Tool REV 1.2015DISLOCATED WORKER

Is there supporting documentation in file? Need mileage and/or costs proof with signature and date. Ensure reimbursement calculation is correct (mapquest mileage, participant address, check semester schedule to match mileage, etc.)			
Was it necessary, reasonable and allowable and not available from other sources?			
Does the activity date in VOS agree to when the supportive service was provided			
6 – Exit from participation, employment verification, and follow-up			
If there was a Case Closure due to Employment, verification from employer in file?			
<i>If Case Closure to Employment, employer must be in VOS to get credit for "Entered Employment". Check that case is closed after verification.</i>			
If exited with a Global Exclusion, must have documentation			
Is there a signed Follow-up agreement in file? (Placement follow up form)			
Is follow-up done as required per LWIA policy?			
If follow-up activities have been provided, are appropriate VOS F(1-19) codes used? (See Section 1)			
Is there sufficient documentation in file to support follow-up activities/services?			
ADDITIONAL NOTES:			
Other (Non-Typical Program) Sections			
TRADE (DUAL ENROLLMENT)			
Is there a VOS activity code for the Trade? (Before 9/2010 Trade specific codes did not exist). Previously 300/ OST code used and Trade was referenced as partner provider.			
Are trade documents in the file?			
Agree with local policy?			
Does the file have Unlikely to Return and LMI data anyalsis?			
Case Notes on WIA involvement during Trade paid training			
WORK EXPERIENCE/INTERNSHIP/JOB PLACEMENT			
Is there a VOS activity code for the appropriate activity?			
Does the Work Experience Agreement include the following:			
statement of work?			
description of job duties?			
tools and safety equipment used ?			

File Review Tool REV 1.2015DISLOCATED WORKER

Duration of work experience?			
signed and dated?			
Does the Work Experience agree to the IEP and the list of competencies that must be mastered?			
Are Timesheets in file (showing participants attended)?			
Was a Performance evaluation completed?			
Is the ITA and support documentation in the file (if paid work experience)?			
Does the Work Experience agree to the IEP and the list of competencies that must be mastered?			
ON-THE-JOB TRAINING			
Is there a VOS activity code for the OJT?			
OJT contract/agreement with employer/participant includes the following:			
statement of work?			
budget information sheet?			
time limitations/duration?			
how are reimbursements made?			
Is WIB paying 50% of employee wages? (WIB can only pay between 10 and 50%)			
trainee information summary/ Training Plan?			
Does it comply with local area policies on OJT?			
Are Timesheets in file (showing participants attended)?			
Were Performance evaluations conducted and placed in file?			
Is a Completion/Termination notice in file?			
Did participant gain employment? with OJT=retention notice			
Does the OJT agree to the IEP and the list of competencies that must be mastered?			
APPRENTICESHIP			
Is there a VOS activity code for the appropriate activity?			

DRAFT File Review Tool 1.2015ADULT

Rev File Review Tool - Adult	State ID	
NEW (Files dated after 7/1/14)	Case Manager	
Center/Date:	Reviewer	
1 Intake/documentation to support eligibility -VOS activity screen		
Date the application was signed and dated?		
Does participant identify limited English proficiency on application?		
Does participant identify a disability on application?		
ALL VOS CODES from Activity Screens (printed in file-most common listed):	in Sec 3	
<i>REVIEWING IN VOS: Customer ID-Staff Profile, Case Mgt Profile, Programs tab</i>		
<i>-in General Profile-Case Notes</i>		
<i>-in Programs-Workforce Investment Act Program-goes to service screen, codes</i>		
<i>Note: VOS can show Unsuccessful Completion in Actual End Date; CLOSE means code is still active</i>		
Participation Date		
Eligibility Date (within 14 days of VOS Participation Date)		
101 Orientation (NTE 30 calendar days) NOTE: WIA Ticket can replace 101 code.		
102 Initial Assessment Code/s (NTE 30 calendar days)		
107 labor market research		
153 Job Search/Placement Assistance (NTE 30 calendar days) <i>In VOS: click into code, then click View Activity History to see all updates to code and check 30 day windows</i> *(Job search must be clearly described as to what activities occur in case notes, if not, close 153; when extend 153, look for corresponding case note to describe-ex.c In program 10 months, see 153 code extended 9 months)		
180-185 Supportive Services (Title 1B participants only)		
202 Career Guidance/Planning (NTE 30 calendar days)		
203 Objective Assessment (NTE 30 calendar days)		
205 IEP Develop Service Strategies (NTE 30 calendar days)		
239-242 CRC Attempt or Completion Level		
Other 200 level codes - Adult Intensive Services?		

DRAFT File Review Tool 1.2015ADULT

300 OST Occupational Skills Training (NTE 90 calendar days)		
Other 300 level codes - Training Services		
Is the Training Provider listed in VOS (for OST) or does it just say WIA One Stop Training Provider		
If training is complete has the Credential been entered?		
F codes for cases in follow up?		
Have any codes been extended? Is there a corresponding case note? <i>(IN VOS, click into each service link for details; go back to Case Notes page for corresponding detail (we CANNOT see all detail in printed case note)</i>		
REVIEW printed Case Note Summary - Date of last VOS Case Note - does it meet NTE 30 day/entered within 14 days of contact criteria? Are VOS activity codes open for long periods of time for no reason, for example they are not in training and have no reason to have a long projected open activity?		
<i>REVIEW EACH VOS CODE FOR CORRESPONDING CASE NOTES (Look for last edit date on codes)</i>		
Date of WIA case closure		
Has quarterly follow-up been entered into the VOS follow-up section? <i>(VOS Exited=grid with 4 quarters, drill down into links for employment and credential information)</i>		
Intake Documentation		
Consent to Exchange Information Form		
EEO /Grievance Form		
DEI self-attestation form (Virginia DEI Data Elements)		
Self Attestation of employment status, if applicable (eff 12/1/13)		
Right to Work verification-U.S. Passport or INS document/s OR driver's license or photo id WITH SSN card, birth certificate, INS document/s		
Copy of eVerify self check-work authorization confirmed form (eff 12/1/13) optional		
Is there Age verification-one of above with birth date		
Selective Service Verification (male, n/a if born after 1960)		
Income Eligibility		
Low Income Verification-TANF, other cash public assistance, family income, food stamps, homeless individual, foster child, OR disabled individual		
Family Size verification-(if receiving public assistance, not applicable)		
If Applicant is employed, has Self-sufficiency been determined (per local policy) - Self Sufficiency Worksheet, Income verification		

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2 Comprehensive objective assessment and individual employment plans/individual service strategies -case notes, assessment info and scores		
Basic Skills- TABE, WorkKeys, other (if basic skills deficient, have successive TABEs been completed to show progress) (Within 60 days of participant registration)		
Career Interest-Careerscope, other		
Assessment scores recorded		
Date the IEP is completed and signed		
Participant goals listed and do they reference the assessments		
Did participant obtain goals within projected timeframe?		
Has IEP been periodically updated to reflect progress?		
Do services concur with the IEP? Will they help participant get employed? Look for rational in IEP and/or case notes		
3 – Referrals and correspondence-certificates for assessment and training		
Referral documents		
Were any referrals made? Based on notes and review, should a referral have been made? If so, note referral process and if a referral form in		
CRC or other certificate of assessment		
Certificate of training completion		
4 – Employment, training, and credential info		
Is the Training on the WIB High Demand Occ. List or is LMI data used and in the file?		
Is training on Certified Training Provider List? (sometimes on LWIA website)		
Completed Financial Award Analysis Form (<i>not viewable in VOS</i>)		
Completed ITA and LOA		
Schedule and curriculum in file? Are courses taken in curriculum?		
Grade reports, are grades satisfactory? If not , explanation notes?		
Is training supported by IEP, assessments and then documented by case notes?		
Is Self-Sufficiency listed or is there a form? Need to make sure new occupation will make them self-sufficient and needs to be part of training field analysis		
Credential attained? Is there a copy in file to prove?		
Is there a time limitation and/or max amount allowed?		
Does the dollar amount of the ITA exceed local policy maximums?		
Invoice or ITA payment tracker in file? Or documented in case notes?		

DRAFT File Review Tool 1.2015ADULT

5 – Supportive services		
Is there a SS payment tracker in file? Or documented in case notes?		
Is there a Support service determination in file? (Form, IEP, Case Notes, etc)		
Does it meet LWIA policy? (Check for individual caps, rounding, etc)		
Is there supporting documentation in file? Need mileage and/or costs proof with signature and date. Ensure reimbursement calculation is correct (mapquest mileage, participant address, check semester schedule to match mileage, etc.)		
Was it necessary, reasonable and allowable and not available from other sources?		
Does the activity date in VOS agree to when the supportive service was provided?		
6 – Exit from participation, employment verification, and follow-up		
If there was a Case Closure due to Employment, verification from employer in file?		
<i>If Case Closure to Employment, employer must be in VOS to get credit for "Entered Employment". Check that case is closed after verification.</i>		
If exited with a Global Exclusion, must have documentation		
Is there a signed Follow-up agreement in file? (Placement follow up form)		
Is follow-up done as required per LWIA policy?		
If follow-up activities have been provided, are appropriate VOS F(1-19) codes used? (See Section 1)		
Is there sufficient documentation in file to support follow-up activities/services?		
ADDITIONAL NOTES:		
Other (Non-Typical Program) Sections		
TRADE (DUAL ENROLLMENT)		
Is there a VOS activity code for the Trade? (Before 9/2010 Trade specific codes did not exist). Previously 300/ OST code used and Trade was referenced as partner provider.		
Are trade documents in the file?		
Agree with local policy?		
Does the file have Unlikely to Return and LMI data analysis?		
Case Notes on WIA involvement during Trade paid training		
WORK EXPERIENCE/INTERNSHIP/JOB PLACEMENT		

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Is there a VOS activity code for the appropriate activity?		
Does the Work Experience Agreement include the following:		
statement of work?		
description of job duties?		
tools and safety equipment used ?		
Duration of work experience?		
signed and dated?		
Does the Work Experience agree to the IEP and the list of competencies that must be mastered?		
Are Timesheets in file (showing participants attended)?		
Was a Performance evaluation completed?		
Is the ITA and support documentation in the file (if paid work experience)?		
Does the Work Experience agree to the IEP and the list of competencies that must be mastered?		
ON-THE-JOB TRAINING		
Is there a VOS activity code for the OJT?		
following:		
statement of work?		
budget information sheet?		
time limitations/duration?		
how are reimbursements made?		
Is WIB paying 50% of employee wages? (WIB can only pay between 10 and 50%)		
trainee information summary/ Training Plan?		
Does it comply with local area policies on OJT?		
Are Timesheets in file (showing participants attended)?		
Were Performance evaluations conducted and placed in file?		
Is a Completion/Termination notice in file?		
Did participant gain employment? with OJT=retention notice		
be mastered?		
APPRENTICESHIP		
Is there a VOS activity code for the appropriate activity?		

Rev File Review Tool - Youth	State ID	
NEW (Files dated after 7/1/14)	Case Manager	
Center/Date:	Reviewer	
1 Intake/documentation to support eligibility -VOS activity screen		
Date the application was signed and dated? (parent/guardian signatures needed for under 18)		
Does participant identify limited English proficiency on application?		
Does participant identify a disability on application?		
ALL VOS CODES from Activity Screens (printed in file-most common listed):		
<i>REVIEWING IN VOS: Customer ID-Staff Profile, Case Mgt Profile, Programs tab</i>		
<i>-in General Profile-Case Notes</i>		
<i>-in Programs-Workforce Investment Act Program-goes to service screen, codes</i>		
<i>Note: VOS can show Unsuccessful Completion in Actual End Date; CLOSE means code is still active</i>		
Participation Date		
Eligibility Date (within 14 days of VOS Participation Date)		
101 Orientation (NTE 30 calendar days) NOTE: WIA Ticket can replace 101 code.		
Initial Assessment Code/s (NTE 30 calendar days) Is there a VOS activity code for assessments? (initial assessment only for youth)		
407 LMI		
153 Job Search/Placement Assistance (NTE 30 calendar days) <i>In VOS: click into code, then click View Activity History to see all updates to code and check 30 day windows</i> *(Job search must be clearly described as to what activities occur in case notes, if not, close 153; when extend 153, look for corresponding case note to describe-ex.c In program 10 months, see 153 code extended 9 months)		
180-185 Supportive Services (Title 1B participants only)		
202 Career Guidance/Planning (NTE 30 calendar days)		
203 Objective Assessment (NTE 30 calendar days)		
413 ISS Develop Service Strategies (NTE 30 calendar days)		
Assessment-Basic Skills-TABE, Careerscope		
Other 200 level codes - Adult Intensive Services?		
300 OST Occupational Skills Training (NTE 90 calendar days)		

Other 300 level codes - Training Services		
Is the Training Provider listed in VOS (for OST) or does it just say WIA One Stop Training Provider		
If training is complete has the Credential been entered?		
F codes for cases in follow up?		
Have any codes been extended? is there a corresponding case note? <i>(IN VOS, click into each service link for details; go back to Case Notes page for corresponding detail (we CANNOT see all detail in printed case note)</i>		
REVIEW printed Case Note Summary - Date of last VOS Case Note - does it meet NTE 30 day/entered within 14 days of contact criteria?		
Are VOS activity codes open for long periods of time for no reason, for example they are not in training and have no reason to have a long projected open activity?		
<i>REVIEW EACH VOS CODE FOR CORRESPONDING CASE NOTES (Look for last edit date on codes)</i>		
Date of WIA case closure		
Was the post-test administered before the exit?		
Has quarterly follow-up been entered into the VOS follow-up section? <i>(VOS Exited=grid with 4 quarters, drill down into links for employment and credential information)</i>		
Intake Documentation		
At risk Youth Assessment form in file? (if applicable)		
In-School Verification in file?		
Consent to Exchange Information Form		
EEO /Grievance Form		
DEI self-attestation form		
Self Attestation of employment status, if applicable (eff 12/1/13)		
Right to Work verification-U.S. Passport or INS document/s OR driver's license or photo id WITH SSN card, birth certificate, INS document/s		
Copy of eVerify self check-work authorization confirmed form (eff 12/1/13)		
Is there Age verification-one of above with birth date		
Selective Service Verification (male, n/a if born after 1960)		
Income Eligibility		
Low Income Verification-TANF, other cash public assistance, family income, food stamps, homeless individual, foster child, OR disabled individual		
Family Size verification-(if receiving public assistance, not applicable)		

If Applicant is employed, has Self-sufficiency been determined (per local policy) - Self Sufficiency Worksheet, Income verification		
Is there documentation that Youth 5% income been used? (if applicable)5% of total caseload can be over income		
YOUTH BARRIER		
Is there verification of at least one Youth Barrier in file? on application		
10 ELEMENTS (all that are applicable, just need one element)		
Is there proper documentation in the file to support the provision of at least one of the 10 Elements? If more than one element is provided, then documentation must support all elements provided.		
2 Comprehensive objective assessment and individual employment plans/individual service strategies -case notes, assessment info and scores		
Basic Skills- TABE, WorkKeys, other (if basic skills deficient, have successive TABEs been completed to show progress) (Within 60 days of participant registration)		
Career Interest-Careerscope, other		
Assessment scores recorded		
Date the ISS is completed and signed (parent/guardian signatures for under 18)		
Does the ISS identify age appropriate education/career goals?		
Do the goals reference the assessments?		
Are at least one of the 10 Elements addressed in plan?		
Do services provided concur with the ISS? Will they help participant get employed? Look for rational in ISS and/or case notes		
Has ISS been periodically updated to reflect progress?		
3 – Referrals and correspondence-certificates for assessment and training		
Referral documents		
Were any referrals made? Based on notes and review, should a referral have been made? If so, note referral process and if a referral form in the file?		
CRC or other certificate of assessment		
Certificate of training completion		
4 – Employment, training, and credential info		
Is the Training on the WIB High Demand Occ. List or is LMI data used and in the file?		
Is training on Certified Training Provider List? (sometimes on LWIA website)		

Completed Financial Award Analysis Form <i>(not viewable in VOS)</i>		
Completed ITA and LOA		
Schedule and curriculum in file? Are courses taken in curriculum?		
Grade reports, are grades satisfactory? If not , explanation notes?		
Is training supported by IEP, assessments and then documented by case notes?		
Is Self-Sufficiency listed or is there a form? Need to make sure new occupation will make them self-sufficient and needs to be part of training field analysis		
Credential attained? Is there a copy in file to prove?		
Is there a time limitation and/or max amount allowed?		
Does the dollar amount of the ITA exceed local policy maximums?		
Invoice or ITA payment tracker in file? Or documented in case notes?		
WORK READINESS (if in a Work Experience or Internship)		
Is there a VOS activity code for Work Experience?		
Work readiness pre/post assessments?		
Is information on the work readiness training in the file?		
Are attendance sheets in the file (showing the participant attended training)?		
Was a performance evaluation econducted and put in file?		
WORK EXPERIENCE/Internship/Job Placement (if applicable)		
Does the Work Experience Agreement include the following:		
statement of work?		
description of job duties?		
tools and safety equipment used?		
signed and dated?		
Does the work experience agree to the ISS and the list of competencies that must be mastered?		
Are number of hours worked allowable for that age?		
Are timesheets in file?		
Was a performance evaluation completed and in the file?		
Is there a Participant sign-off sheet (for incentive payments received) in file or elsewhere?		
5 – Supportive services		
Is there a SS payment tracker in file? Or documented in case notes?		

Is there a Support service determination in file? (Form, IEP, Case Notes, etc)		
Does it meet LWIA policy? (Check for individual caps, rounding, etc)		
Is there supporting documentation in file? Need mileage and/or costs proof with signature and date. Ensure reimbursement calculation is correct (mapquest mileage, participant address, check semester schedule to match mileage, etc.)		
Was it necessary, reasonable and allowable and not available from other sources?		
Does the activity date in VOS agree to when the supportive service was provided		
6 – Exit from participation, employment verification, and follow-up		
If there was a Case Closure due to Employment, verification from employer in file?		
<i>If Case Closure to Employment, employer must be in VOS to get credit for "Entered Employment". Check that case is closed after verification.</i>		
If exited with a Global Exclusion, must have documentation		
Is there a signed Follow-up agreement in file? (Placement follow up form)		
Is follow-up done as required per LWIA policy?		
If follow-up activities have been provided, are appropriate VOS F(1-19) codes used? (See Section 1)		
Is there sufficient documentation in file to support follow-up activities/services?		
ADDITIONAL NOTES:		
Other (Non-Typical Program) Sections		
ARRA SUMMER YOUTH		
Is the Agreement to Participate Form signed and dated?		
Is there a Disclosure and Release Form in file?		
Is the ISS in file and signed and dated?		
Are timesheets and performance reports signed and dated by both participants and worksite/work readiness supervisors?		
Check that summer youth incentives were \$6.55 per hour before 7/24/09 and \$7.25 per hour afterwards.		
Is there a Worksite Agreement in file? Must have job duties, equipment and description of the job.		
Check youth's age and child labor laws. Reference 17 Harzardous Occupations if under 18. Are worksites and jobs age appropriate?		

Are Pre and Post tests in the file? Were they scored? If not how was progress evaluated?		
Was the ISS updated to reflect progress or a lack of progress towards goals?		
Is the Work Readiness Goal unique to the participant?		
Was the Work Readiness Goal completed? If so, WRG or Successful Completion Form in file to prove?		
Must have WRG in VOS as Attained and have a completion date to count towards performance measures		
For SYEP the activity code 400 must be closed on September 30th, 2010 if the participant is not in the year long program		
Activity code 400 under ARRA Funding stream must be closed September 30th, 2010		

2017					
NVWDB Center Monitoring Schedule					
	Q1/2 Schedule	Q1/2 Schedule			
Center	Center Monitoring	File Review	POC	Certification Due Date	Type
Fairfax SkillSource Center-Annandale	Exempt-center certification cycle	Wed, April 5, 10a-2p	Myra Mobley	Q4 2018	Full Service Tier II
Fairfax SkillSource Center - Alexandria	Exempt-center certification cycle	Wed, April 19, 11a-1p	Myra Mobley	Q4 2018	Full Service Tier II
Fairfax SkillSource Center-Reston	Exempt-center certification cycle	Wed, March 15, 1-3p	Myra Mobley	Q4 2018	Full Service Tier II
Loudoun Workforce Resource Center	Thu, April 6 between 10a-2p	Wed, March 22, 10a-12p	Shelly Rodriguez	Q2 2017	Affiliate
Virginia Workforce Center-Prince William	Thu, April 20 between 11a-3p	Thu, April 13, 10a-2p	Rebecca Bennett	Q1 2018	Full Service Tier II
		<i>Ssg VOS desk reviews March-June; additional dates scheduled if needed</i>			



Northern Virginia Workforce Development Board EQUAL OPPORTUNITY (EO) POLICY

Policy Number: 2016-06

Effective Date: December 7, 2016

Purpose: To set forth a written policy and procedure that assures compliance with state and federal policies and regulations related to Equal Opportunity (EO) and non-discrimination.

Background: Programs and activities funded by the United States Department of Labor under the Workforce Innovation and Opportunity Act (WIOA) are subject to federal equal opportunity laws and regulation. The Northern Virginia Workforce Development Board is obligated by WIOA to comply with its nondiscrimination and equal opportunity provisions.

Policy:

It shall be the policy of the Northern Virginia Workforce Development Board to adhere to the requirements of Section 188 of WIOA that all recipients are prohibited from discriminating on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief in the recruitment and hiring of staff, and for beneficiaries only, citizenship or participation in programs funded under the Workforce Innovation and Opportunity Act (WIOA) in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any WIOA-funded program or activity.

A recipient means any entity to which federal financial assistance under any title of WIOA is extended either directly or through the Governor or through another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the WIOA-funded program or activity and the Governor. Recipient includes, but is not limited to: Job Corps Centers and Center operators (excluding federally-operated Job Corps Centers), State Employment Security Agencies, State-level agencies that administer WIOA funds, WIOA grant recipients, Sub state grant recipients and service providers, as well as National Program recipients.

The NVWDB will ensure that its programs and activities are physically as well as programmatically accessible to individuals with disabilities. WIOA-funded and non-funded programs will be administered in the most integrated setting appropriate to the qualified individual with a disability. The NVWDB must prominently post initial and continuing notice on equal opportunity and nondiscrimination in reasonable places, such as in all *SkillSource* Center locations, written and electronic materials, employee handbooks or manuals, and made available to each participant, and made part of each participant's file. Employees of the NVWDB, applicants for employment, vendors, potential vendors and customers or beneficiaries and partners with whom the NVWDB establishes Memoranda of Understandings shall be notified of this policy.

If a WIOA participant feels they have been subjected to discrimination under a Northern Virginia WIOA funded program or activity, the WIOA participant may file a complaint within 180 days from the date of the alleged violation with the recipient's **Equal Opportunity Officer**: David Hunn, Executive Director, Northern Virginia Workforce Development Board, 8300 Boone Avenue, Suite 450 Vienna, VA 22182 or they may file a complaint directly with the Director, Directorate of Civil Rights (DCR), U.S. Department of Labor, 200 Constitution Avenue, NW Room N-4123, Washington, DC 20219. If a participant elects to file a complaint with the recipient's EO Officer, the participant must wait for the EO Officer to issue a decision or until 60 days have passed, whichever is sooner, before filing with DCR (see address above). If the recipient has not provided the participant with a written decision within 60 days of the filing of the complaint, the participant need not wait for a decision to be issued, but may file a complaint with DCR within 30 days of the expiration of the 60 day period. If the participant is dissatisfied with the recipient's resolution of the complaint, the participant may file a complaint with the DCR. Such complaint must be filed within 20 days of the date the participant received notice of the recipient's proposed resolution.

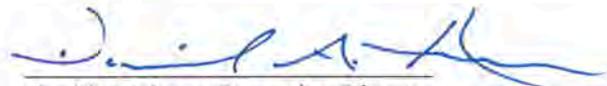
References:

Section 181(c) Workforce Innovation and Opportunity Act

Approved:

12-7-2016
Date of NVWDB Approval

Signed by:


David A. Hunn, Executive Director



Northern Virginia Workforce Development Board GRIEVANCE POLICY

**Policy Number: 2016-07
Effective Date: December 7, 2016**

Purpose: To set forth the procedure to be used by participants and other interested or affected parties to file grievances or complaints alleging violations of the Workforce Innovation Opportunity Act (WIOA).

Background: The Workforce Innovation Opportunity Act requires that each state and local area receiving funds under the Act establish and maintain a grievance and complaint procedure for participants and other interested parties alleging violations of the Act.

Policy:

All participants, employees, vendors, and other parties have the right to comment about the quality of service they receive or if they believe an unfair determination was made about eligibility services. It is the policy of the Northern Virginia Workforce Development Board (NVWDB) to provide for the settlement of problems and differences through an orderly complaint procedure. Every customer, employer, partner or staff has the right to present his/her complaint in accordance with this established procedure free from interference, coercion, restraint, discrimination or reprisal (Section 181(c) Workforce Innovation and Opportunity Act: NPRM 683.600 Subpart F). It must be filed within one (1) year of the date the incident occurred.

Steps of the Procedure

Step 1: Contact the Center Manager

The customer, employer, partner or staff shall present their complaint either verbally or in writing to the Center Manager. Please include the full name, address, and telephone number of the party/parties filing the complaint, the full name and location of the party against whom the complaint is made, a clear and concise statement of the facts, pertinent dates and time and the resolution requested. The Manager will consult with all individuals necessary to reach a correct, impartial and fair determination and shall provide the individual with an answer as soon as possible, but within two working days.

Step 2: Contact the WIOA Program Supervisor

If the resolution from Step 1 is not satisfactory to the individual or if the Manager fails to respond within the designated time period, the individual may file the complaint in writing to the Program Supervisor for the Northern Virginia Workforce Innovation and Opportunity Act (WIOA) Programs: Trang Montgomery, Fairfax County Department of Family Services, 7611 Little River Turnpike, Heritage Building, Suite 300W, Annandale, VA 22003. The WIOA Program Supervisor will hear the complaint and render a decision in writing within ten working days.

Step 3: Contact Workforce Development Board

If the resolution from Step 2 is not satisfactory to the individual or if the Supervisor fails to respond within the designated time period, the individual may file the complaint in writing to the Executive Director of the Northern Virginia Workforce Development Board: David Hunn, Executive Director, Northern Virginia Workforce Development Board, 8300 Boone Boulevard, Suite 450, Vienna, VA 22182.

References:

Section 181(c) Workforce Innovation and Opportunity Act: NPRM 683.600 Subpart F

Approved:

Signed by:

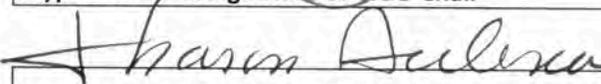
12-7-2016
Date of NVWDB Approval


David A. Hunn, Executive Director

Statement of Compliance, Plan Signatures & Fiscal Agent Designation

We hereby certify that this local plan was developed in accordance with the State guidelines, and that local board activities will be conducted in accordance with this plan and the provisions of the Workforce Innovation and Opportunity Act of 2014, its attendant regulations and the applicable state laws and policies. We further certify that the plan was developed by the local workforce development board in partnership with the local elected officials, and with the benefit of an open and inclusive plan development process and the required public comment period.

Local Area Name / #	The Northern Virginia Workforce Development Board, Local Area #11
Local Plan Point of Contact:	David A. Hunn, Executive Director
Address:	8300 Boone Boulevard, Suite 450, Vienna, VA 22182
Phone/e-mail:	Phone: 703-752-1606; E-mail: david.hunn@myskillssource.org

Todd Rowley, Chairman, Northern Virginia Workforce Development Board	
	2/24/17
Typed Name & Signature of WDB Chair	Date
	2/28/17
Sharon Bulova, Chairman, Fairfax County Board of Supervisors	
Typed Name & Signature of CLEO Consortium Chair	Date

The Chief Local Elected Official(s) designate(s) the following entity as the fiscal agent:

Entity: The SkillSource Group, Inc.

Contact: David A. Hunn, President & CEO

Address: 8300 Boone Boulevard, Suite 450, Vienna, VA 22182

Phone/Email: Phone: 703-752-1606; E-mail: david.hunn@myskillssource.org