



APPENDIX A – SPECIFIC AGENCY COMMITMENTS

NVWIB 2010 – 2012 MEMORANDUM OF UNDERSTANDING

For the Period July 2010 – June 2012

I) FAIRFAX COUNTY DEPARTMENT OF FAMILY SERVICES

Fairfax County Department of Family Services shall provide the following:

a) Core Services

Provide the core services identified in the following chart:

<u>MANDATED PARTNERS</u> <i>(WIA Title I)</i>							VOLUNTARY PARTNERS	
Core 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	X
Performance Info & Program Cost from Eligible Training Providers	X	X	X	X	X		X	X
One-stop System Performance Measures	X	X	X	X	X		X	X
Support Services Info	X	X	X	X	X		X	X
Unemployment Compensation Info	X	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					

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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.

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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:

Core Services:

- Provide the following core 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 WIB 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 PUBLIC SCHOOLS

Fairfax County Public Schools shall:

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

a) Core Services

Provide the following **core 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 English as a second language programs
- 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

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

g) **Common Technology**

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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 Adult and Community Education**, career development programs including Apprenticeship Related Instruction,

a) **Core 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**

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**

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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 Adult and Community Education**, regional Education for Independence Program for Single Parents and Displaced Homemakers:

a) **Core Services**

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

- assistance in establishing eligibility determination
- 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

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- 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 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

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- 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 Adult and Community Education, Onsite Training and Education (Group Contract Training) Program:**

a) **Core Services**

Provide the following **core 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.

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

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- 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) Core Services

The Loudoun County Department of Family Services agrees to provide the following Core 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.

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.

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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 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) Core Services

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

- Eligibility determination for adult education and family literacy programs funded by (WIA 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
- 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

Core 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

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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

VI) **CITY OF MANASSAS DEPARTMENT OF FAMILY SERVICES**

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

a) **Core 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 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, and on a face-to-face basis at Certified, Full Service One-Stop Centers on a pre-determined schedule. If Manassas DSS becomes an Affiliate One-stop, the hours will be 8:30 a.m. - 5:00 p.m.

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- 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 Investment 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**

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**

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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 to 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 WIA mandated, TANF and VIEW customers:

a) **Core 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 between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, and on a face-to-face basis at certified, full service One-Stop Centers on a pre-determined schedule.

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- 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.

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

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

a) **Core Services**

Provide the following core 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.

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- 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 its 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".

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

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- 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) Core Services

Provide the following core 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-stop=s 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 WIA regulations for this agency.

Through the one-stop delivery system

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 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.

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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 WIA mandated and TANF and VIEW customers:

a) **Core 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.

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- 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.

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.

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.

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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) **Core Services**

Through the Adult Education Program provide the following core 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
- 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

Core 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.

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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
- 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 OF REHABILITATIVE SERVICES**

The Virginia Department of Rehabilitative Services shall provide the following:

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

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a) Core Services

- DRS 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 disabilities. If DRS is co-located at the One-Stop Center, DRS staff make itinerant stops at the Center or otherwise meet with consumers at the One-Stop, DRS 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 DRS' 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 DRS 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 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)

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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 DRS 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 DRS' 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 DRS agrees to refer consumers to the One-Stop Delivery System for services, as appropriate. To insure all One-Stop customers have ready access to DRS services, DRS will at a minimum provide information about the availability of the VR program, using appropriate mode of communication.
- Where DRS 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 DRS has established a designated staff person as the point of contact, the DRS 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 DRS when DRS staff are not physically present, etc. Additionally, written information regarding DRS services and other pertinent information such as the local DRS office phone number, DRS 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 Title I of WIA.
- Personal information regarding DRS applicants and consumers shall be shared consistent with DRS' written policies and procedures that are consistent with federal and state laws and regulations.

c) **Common Customer Satisfaction System**

- DRS shall actively participate in the One-Stop Delivery System while maintaining the VR system integrity. DRS 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, DRS' accountability measures are dictated by the Commissioner of RSA under the authority of Section 106 of the Rehabilitation Act. The LWIB has no role with regard to the DRS' accountability for programs under Title I of the Rehabilitation Act as amended in 1998. The local DRS representative is accountable only to the full-time director of the DRS. The LWIB's accountability measures do not pertain to the measures of the DRS because they measure performance of programs funded under Title I of WIA.
- The DRS agrees to share aggregate data about the One-Stop Delivery System services in a manner that protects the confidentiality of individual DRS consumers, including applicants.
- The Parties agree that DRS' annual employment outcomes for mutual customers shall be included in the performance goals of the One-Stop Center(s). DRS shall share the results of the federally mandated performance indicators governing the VR program.

d) **Workforce Skill Standards**

- DRS 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 DRS 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

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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 of Rehabilitative Services 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 DRS 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

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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) Core Services

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

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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.

VR Program consumers shall have access to the System Core Services and to Individualized Training Accounts under Title I of WIA.

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 LWIB 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 LWIB's accountability measures do not pertain to the measures of the DBVI because they measure performance of programs funded under Title I of WIA.

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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 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

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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) Core 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

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.

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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.