



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.

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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.

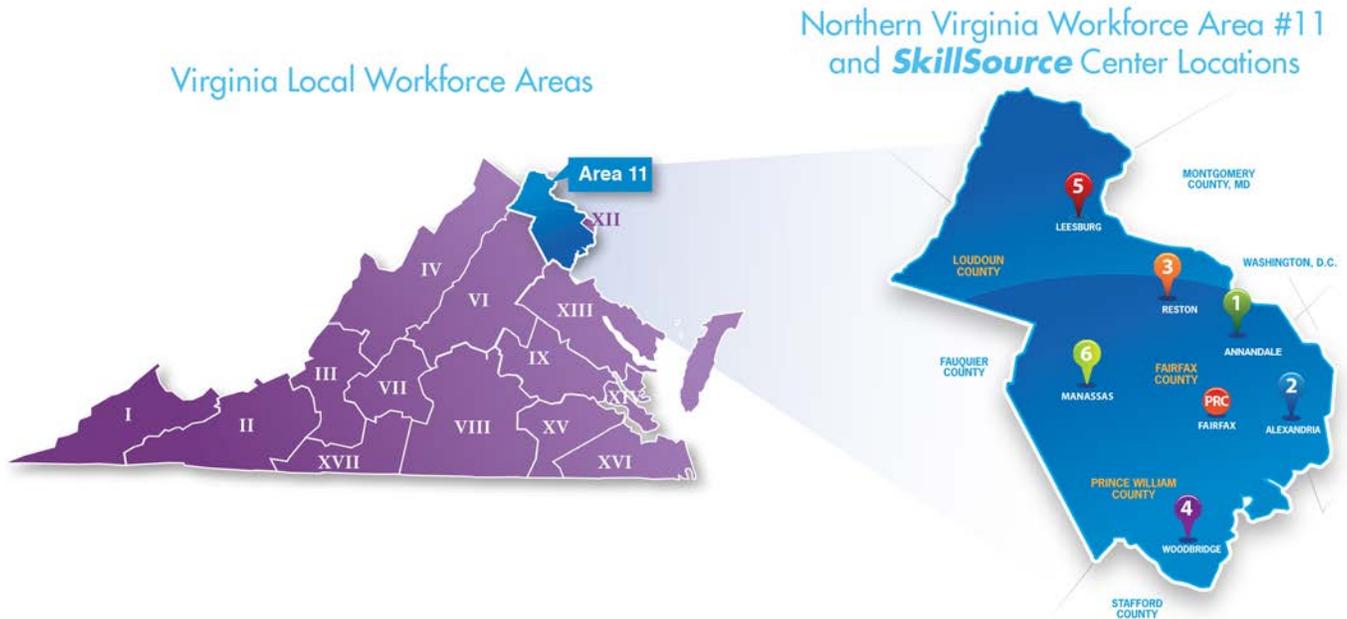
Goal #1 Ensure that the WDB's impact is sustainable over the long term.

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

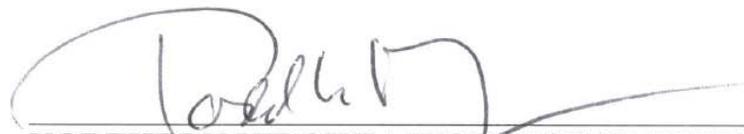
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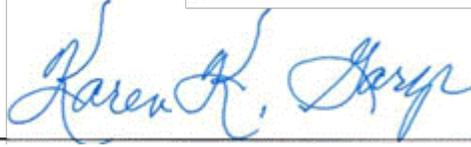
notifying all other Agencies in writing immediately and its part of the Agreement shall terminate upon the delivery of such written notification. When the cancellation is for cause, i.e., a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of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

Gin *[Signature]*

LOUDOUN COUNTY PUBLIC SCHOOLS

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

CPA 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: 2/17/16

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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	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.

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**

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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.

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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.

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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

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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 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

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

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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:

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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.

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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.

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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".

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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

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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
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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**

For the Period July 2016 – June 2018

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**

**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.