

NORTHERN VIRGINIA WORKFORCE AREA #11 ONE STOP OPERATORS AGREEMENT

April 2013

The following Operating Agreement (the Agreement) sets forth the terms of agreement for cooperative operation and management of the full service and affiliate one stop centers located within the Northern Virginia Workforce Area #11. This Agreement sets up the operating consortium between the **SkillSource** Group, Inc., (operating as the Fiscal Entity on behalf of the Northern Virginia Workforce Area) and the Northern Virginia Workforce Investment Board, Northern Virginia Community College and the Fairfax County Department of Family Services and the Fairfax County Department of Housing and Community Development (The Agencies).

1. PURPOSE OF AGREEMENT

The purpose of this Agreement is to define the operating partnership between the Northern Virginia Workforce Investment Board's designated One-Stop Operator, designated as the consortia of Northern Virginia Community College and the Fairfax County Department of Family Services and the Fairfax County Department of Housing and Community Development (The Agencies) and inclusive of the NVWIB administrative entity, collectively herein after referred to as the 'One-Stop Operator'. It is further the purpose to set forth the relative duties of each of the operating partners insofar as they pertain to the Centers' operations, planning, and implementation of individual and shared duties, obligations, and responsibilities under the Workforce Investment and Wagner-Peyser Acts.

2. ONE STOP CAREER CENTER COMMITMENTS

For the Centers located within the Northern Virginia Workforce Area #11, each of the agencies party to this agreement supports the following one stop career center operation policies and procedures:

- Promote the further integration of programs through joint planning
- Use of the Center's CQI Team as the onsite continuous improvement and management approach on behalf of the one stop operator
- Utilize the policies and procedures to manage onsite collocated staff
- Utilize the Design Team recommendations for establishment of protocols for the services, processes, and functions that impact the system's ability to operate in a more integrated fashion.
- Utilize the System's current CQI Team as the partners' approach to continuous process improvement of the System's Center operations.
- Operate in accordance with the Northern Virginia Workforce Investment Board's certification quality standards.
- Utilize the Leadership Team's strategic planning/policy recommendations for the System's vision, values, and standards.

These agreements can also be found in the Workforce Investment Board's Memorandum of Understanding for the Implementation of the Workforce Investment Act.

3. MANAGEMENT OF OPERATIONS STRUCTURE

ONE STOP OPERATOR ROLE/FUNCTION. The One Stop Center will be directed by a site Operations Management Team comprised of representatives from the agencies that make up the One Stop Operator as identified in Section 1 of this agreement. It will be comprised of a manager from each partner and a designee will be appointed from each agency. It will be their responsibility to provide operational oversight to Center staff to ensure that the service delivery system at the Center fully integrates the System's goals and policies. Every effort will be made to resolve issues regarding policies and procedures between the consortia partners. Any unresolved issues will be presented to the Operations Committee of the WIB for final resolution. The service design of the respective Centers will make use of the Design Team's products, protocols, and quality standards and employ the CQI methodology embraced by the System. The team will organize themselves to realize the synergistic potential of a good partnership. The team will align, as required, their respective program practices/procedures to provide the best mix of quality, leveraged services at the One Stop System's service centers.

The contact person for all staff with regard to *service issues* is the Center Coordinator. Service issues are items that have to do with scheduling of staff for center functions (e.g., resource room coverage, workshops, etc.), customer flow, and changes to service delivery, etc.

The Executive Director of the NVWIB is the contact person for Workforce Investment Board policy *issues*. The *SkillSource* Group, Inc. Vice President for Operations is the contact person for Workforce Investment Board program issues.

STAFF INTEGRATION. The staff of the One-Stop Operator and all collocated Partners will integrate service functions as required to deliver universal services as envisioned by the existing Memorandum of Understanding and the Workforce Investment Act. This service integration will be defined over time through the work of the Leadership Team, Design Team and the Executive Directors of the Agencies.

LEASEHOLDER. The physical site will have a facilities site manager designated by the leaseholder. It is the responsibility of the facilities site manager to insure that the site is a safe and secure environment for the workers and customers who occupy and use the site. As the building agent, this person will insure that the physical plant is completely operational pursuant to all lease and sub-lease agreements.

CENTER COORDINATOR ROLE/FUNCTION. The Center Coordinator's role is to provide operational oversight to the Center. The Coordinator for the site is responsible for operational management, ensuring that services are being delivered in accordance with the Partnership's products and processes and use of the Continuous Quality Improvement initiatives of the Partnership. The Coordinator has primary responsibility for ensuring the tools and strategies developed by the Design Team and the CQI Team is implemented. The Coordinator is responsible for ensuring that the integrated service delivery system at the Center supports all of the WIB policies related to oversight and implementation of the one-stop delivery system.

The Coordinator provides direction to all collocated staff with regard to day-to-day operational needs. The Coordinator ensures all staff operate within the agreed upon policies and procedures to manage onsite collocated staff; with the agreed upon protocols for operations, customer interactions, and staff interactions, and operate in accordance with the WIB certification quality standards.

4. THE ROLES AND FUNCTIONS OF THE SYSTEM'S TEAMS

LEADERSHIP TEAM (LT). The Leadership Team is an advisory body organized to sustain the System and oversee its ethical stewardship. It is comprised of the leadership of the various formal partners within the workforce system. The LT sets and communicates the vision and values of the System and strives to provide collective leadership toward the shared goals. It accepts or rejects the activities of the Design Team aimed at better service models and advises the managing partners on matters to insure that policies, and the procedures that interpret them, maintain integrity and functionality. All signatories to this agreement will have representation of the organization's leadership on the LT.

DESIGN TEAM (DT). The Design Team is organized to develop approaches to the areas identified in the Integration Project Report and the further establishment of protocols for the services, processes, and functions that impact the system's ability to operate in a more integrated fashion. The DT will forward those recommendations to the Leadership Team for acceptance. Once accepted, these recommendations will be deployed. When the protocols are in place, the DT will hand off responsibility to the CQI Team. This team is made up of collocated and non-collocated partners.

CONTINUOUS QUALITY IMPROVEMENT (CQI) TEAM ROLE/FUNCTION. The CQI Team's primary role is to implement tools and strategies developed by the Design Team to further integration of services and to develop additional tools and strategies and to deploy them within the Center. They provide feedback to the Design Team which will use it to further refine the processes. The CQI Team will also identify ongoing training and skill development needs for professional staff. They will develop and maintain operational policies, procedures, and practices around customer flow, customer services, operations, and insure that a process is in place for continuous quality improvement. The CQI Team works to align all service practices with performance management for WIA and all partners programs. This team is made up of line staff and program supervisors from collocated and non collocated staff.

BUSINESS SERVICES TEAM. The Business Services Team is the system-wide (partnership-wide) process by which the business customer gains access to the full array of HR services available throughout the workforce system. The team is made up of Business Service Account Representatives from within all participating partners that work on behalf of the business customer exclusively. They come together as this team to represent all the products and services of all the organizations that are formally part of the workforce system.

5. DURATION OF AGREEMENT

The Agreement will commence upon the signature of all parties and shall remain in full force and effect until the 30th day of June 2014 or until the Agreement is canceled by any party to this Agreement in accordance with the terms set forth herein.

6. TERM

This Agreement shall take effect when collocation occurs and shall remain in effect until terminated in accordance with this paragraph. Any party may terminate this Agreement by giving advance written notice to each of the other parties on or before January 1 of the year in which termination is to occur. Termination shall be effective June 30, 2014. Termination of this Agreement shall not affect the liabilities incurred prior to the termination date.

7. AMENDMENT

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

8. MEETINGS

Representatives of the parties shall meet regularly and at such times as are deemed necessary by either party. The Operations Management Team shall meet twice monthly and at such other times as are deemed necessary by any member of the Committee, the Center Manager, or the Executive Directors. The Continuous Quality Improvement Team shall set a regular meeting schedule in advance and provide notification to the Agencies.


9. SEVERABILITY

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

10. AUTHORITY

The undersigned officials are authorized to execute this Agreement on behalf of the parties. 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 Investment Board (on behalf of the Workforce Investment Area #11)

By: 
(Name)
(Title)
Date: April 9, 2013

Northern Virginia Community College

By: SD Dimora

(Name)

(Title)

Date: 5/3/2013

Fairfax County Government

(Representing the Fairfax County Department of Family Services and the Fairfax County Department of Housing and Community Development)

By: Edward L. Long Jr

(Name)

(Title)

Date: 4/18/13