



we help northern virginia
WORK!

Business Services Guide

Dear Northern Virginia Business Leader:

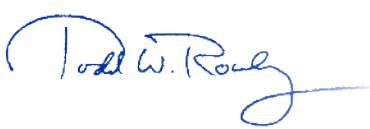
On behalf of the Northern Virginia Workforce Investment Board, we are pleased to share our new and updated Northern Virginia Business Services Guide. This Guide summarizes the multiple business services that your company can utilize through the Northern Virginia **SkillSource** Centers in recruiting, hiring and retaining an exceptional workforce.

The Northern Virginia Workforce System is comprised of multiple **SkillSource** One-Stop Employment Centers and 19 partner organizations and is designed to attract and develop an outstanding workforce to meet your business needs. This Business Services Guide has been specifically designed to orient you to our services and activities that can help enhance your company's operations and profitability. As a public service, all of these programs are available without charge, except where company cost-sharing is mandated.

The Northern Virginia Workforce Investment Board represents more than 20,000 businesses and more than 1.9 million residents within Fairfax, Loudoun and Prince William counties and the cities of Fairfax, Falls Church, Manassas and Manassas Park. More information on the Board is available online at www.myskillsource.org.

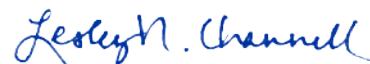
As Northern Virginia business representatives and leaders of the Northern Virginia Workforce System, we want to be a resource for your business success. We welcome your active participation as we continue developing a world-class workforce in Northern Virginia.

Sincerely,

The signature of Todd W. Rowley, written in blue ink.

Todd W. Rowley
NVWIB Chairman

Senior Vice President
Cardinal Bank
McLean, VA

The signature of Lesley N. Channell, written in blue ink.

Lesley N. Channell
NVWIB Vice Chairman

Vice President,
Human Resources
Reston Hospital Center,
HCA Virginia Health System
Reston, VA

Employment Services Support Both Businesses and Job Seekers At No Cost with Satisfaction Guaranteed

The **SkillSource** program is an investment in companies and job seekers – no financial strings are attached. We are building the overall economic well-being of our community. Your continued success is a vital part of that goal.

We guarantee that you will find our staff accessible, courteous, and responsive. Working with us is easy – paperwork, if any, is minimal but when required our staff completes it quickly and efficiently.

Services Provided to Employers

- Recruitment and Placement Assistance
- Business Service Center
- Federal Bonding Program
- Customized Occupational Skills Training
- On-The-Job Training Subsidies
- Transitional Work Experience Program
- Information On Employer Tax Credits (Federal & State)
- Rapid Response Services
- Incumbent Worker Training

Customized Occupational Skills Training for New Hires

*Training is
designed to meet
the employer's
specific hiring
needs and job
requirements*

SkillSource can arrange for customized training of new employees hired through its centers. If an employer agrees to hire an eligible job seeker, the center may pay for the approved cost of occupational skills training on behalf of the employer.

Types of Training Provided

Training can be arranged for a wide range of occupations that include clerical/administrative support, medical assistants, medical coders, paralegals, dental assistants, certified nursing assistants, computer networking specialists and programmers, help desk technicians, construction workers and many, many more.

Customized training differs from On-the-Job Training (OJT) in that it is generally delivered in a classroom setting before or after normal work hours. Training may also occur prior to the official start date of the new employee. Customized training must be requested, approved and arranged prior to the start of employment.

Training Providers

SkillSource Centers can assist an employer with selecting an appropriate trainer from its certified vendor list. **SkillSource** does not conduct the customized training but instead contracts it to a variety of certified training vendors that include the public school system, Northern Virginia Community College, George Mason University and a host of private trainers who provide specialized training in a number of areas. Spending caps do exist and your **SkillSource** representative can provide you with additional information.

Training Highlights

- No-cost training to provide new or enhanced skills to eligible new employees
- Increases the new employee's job performance and satisfaction
- Employers select the trainer of their choice from a certified list
- Choose from a wide range of training that matches an employer's hiring needs

For additional information, contact **James Do at (703) 533-5471 or**
james.do@fairfaxcounty.gov.

On-The-Job Training

*Wage subsidies
support regional
employers in
hiring and training
local workers*

On-The-Job Training Subsidies for Newly-Hired Employees

Employers can substantially lower their training cost for newly-hired employees by taking advantage of On-The-Job Training (OJT) wage subsidies. These wage subsidies can be used in a number of regional industry clusters (see chart below) and can support up to 50% of a new worker's wages for 3 to 5 months.

The benefits of using OJT subsidies include:

- New employees earn wages while they learn new skills.
- Employers substantially lower their training costs.
- Reimbursement for wages is timely, based on a pre-approved OJT agreement.
- Employers train employees "their way" to assure maximum performance.

After the OJT subsidy period, it is expected that employers will retain workers in permanent employment. New employees must qualify for OJT subsidy services prior to beginning employment. A **SkillSource** center representative can assist you with employees' eligibility for OJT subsidies and the training agreement approval process.

On-The-Job Training Wage Subsidies Authorization Options

Regional Industry Cluster	Total OJT Contract Term	Median Regional Hourly Wage	Minimum Hourly Wage Subsidized*	Maximum Hourly Wage Subsidized Rate
Retail	3 Months	\$10.19	\$9.00/hr.	\$4.50/hr.
Construction	3 Months	\$15.15	\$11.50/hr.	\$5.75/hr.
Business Services/ Administrative Support	5 Months	\$22.92	\$15.00/hr.	\$7.50/hr.
Health Care	5 Months	\$12.21	\$11.00/hr.	\$5.50/hr.
Information Technology	5 Months	\$29.65	\$22.00/hr.	\$11.00/hr.

* On-The-Job training contracts may be initiated with an employer at an hourly subsidized wage rate level lower than the Authorization Level with the specific written approval of the **SkillSource** Group/NVWIB Executive Director.

For additional information on OJT subsidies, please contact **Mouly Aloumouati** at **(703) 303-1140** or at **mouly.aloumouati@fairfaxcounty.gov**.

Rapid Response Services



When called upon by the State Rapid Response Unit, the SkillSource Centers pitch in to provide onsite services both to the employer and affected workers

Rapid Response Services for Employers

The Northern Virginia **SkillSource** Centers, in cooperation with, and through the Virginia Community College System (VCCS), frequently assist with Rapid Response Services available through the State and delivered at the local level.

Rapid Response Services are available in layoffs that involve 25 or more workers, and plant closings or mass layoffs that affect fewer than 25 employees but occur in a business or industry that forms the economic base of a small community (population 50,000 or less). Workers affected by layoffs of under 25 individuals, who do not receive Rapid Response Services through the State, may access Workforce Investment Act (WIA) services directly through their local Workforce Investment Board (WIB).

Services are designed to help employers manage the multiple priorities created by a layoff at no cost. The sooner workers start to manage the job transition, the better the outcome for themselves and the employer. Studies show that change can be smoother once workers know that people are concerned about their transition.

Rapid Response Services can help employers:

- Better manage human resource needs, unemployment insurance costs and workers' compensation insurance costs during the transition.
- Assist affected employees return to work and maintain their standard of living.
- Demonstrate good corporate citizenship in the community.

A Rapid Response Team has been established by the VCCS to provide employment transition information to dislocated workers covered by the Worker Adjustment and Retraining Notification Act (WARN). The information identifies resources and services available for career planning, classroom training opportunities, financial guidance, job placement assistance, unemployment benefits, stress counseling and much more.

For additional information on Rapid Response Services, please contact **Gregory Vaughn at (703) 425-5717 or at gvaughn@nvcc.edu.**

Recruitment and Placement Assistance

Onsite Recruitment and Placement Assistance for Employers

Using **SkillSource** facilities for hiring has many benefits

Our immensely popular onsite recruitment service has been used by numerous employers. This service allows participating employers to use a **SkillSource** Center to interview potential job candidates. It is especially effective when an employer is hiring large numbers for entry-level positions. **SkillSource** Centers are conveniently located in Fairfax, Prince William and Loudoun Counties to attract job seekers from all geographic areas of the region.

A sample of employers who have recently used **SkillSource** facilities for onsite recruitment includes:

- Aramark
- Aerotek
- Asian Pest Control
- Fairfax County Public Schools
- Federal Express
- Gate Gourmet
- HADPRO
- Macy's
- Net100, Ltd.
- United Parcel Service
- U.S. Bureau of the Census
- U.S. Transportation Security Administration

SkillSource facilities are open Monday through Friday with the ability to accommodate a flexible schedule for employers wishing to use this service.

The benefits of using **SkillSource** facilities for hiring include:

- Referrals of prescreened job candidates who voluntarily express an interest to work for the participating employer.
- Access to online job applications and assessments using our computers.
- A comfortable and neutral environment to meet and interview job seekers who are generally available for work immediately.
- The ability to personalize your hiring efforts and lower the cost of extended hiring campaigns.

Employers may rely on the **SkillSource** Center staff to refer job seekers or may also post advertisements directing job seekers from the general public to our centers on a specified date and time. This approach has been especially valuable to employers opening new business locations and hiring large numbers of new employees.

Whether your hiring needs are ongoing or seasonal in nature, our onsite recruitment service is very popular with many employers and has proven to be an effective way to hire the right people for the job in a timely and cost-effective manner.

Job fairs occur once or twice a week in the center. They vary in size depending on which employers are participating. They are typically customized or targeted to better meet the needs of both employers and job seekers.

If space permits, multiple employers may use a **SkillSource** facility on the same day creating a high-energy job fair environment.

For more information on this beneficial service, please contact **James Do at (703) 533-5471 or by e-mail at james.do@fairfaxcounty.gov.**

Federal Bonding Program

Federal Bonding Program for Employers

The Federal Bonding Program (FBP) provides individual fidelity bonds to employers for job applicants who may be denied coverage by commercial carriers because of:

- Record of arrest, conviction or imprisonment
- History of drug or alcohol abuse
- Lack of employment history
- Poor credit history
- Dishonorable military discharge

*Since the program's
inception in 1966,
over 44,000 bonds
have been issued*

Each bond is for \$5,000 of coverage for a six-month period beginning the first day of employment. FBP coverage is provided at no cost to the employer or job applicant. Self-employed individuals do not qualify. If a bond continues to remain a condition of employment after the first six-month period, employers may request a renewal for an additional six months. Only one renewal per bond is allowed. After the renewal, the employer may purchase the bond through the contracted insurance company at current commercial rates.

The benefits of the Federal Bonding Program for employers include:

- Bond coverage is provided at no cost to the employer.
- Coverage is effective the first day of employment.
- The employer gets a skilled worker without the risk of potential theft or dishonesty.
- There are no documents to sign or paperwork to complete.
- The bond has no deductible and reimburses the employer for any loss due to theft within the specified six-month period.

To receive a federal bond, the employer must provide a firm job offer with a start date of employment. The job must be full-time, steady work with a reasonable expectation of permanence. Either the employer or the job seeker may request the issuance of a bond. The request should be made to your local **SkillSource** Center. A staff person will complete and transmit your application for a bond.

For additional information on the Federal Bonding Program, please contact
Kellan Graves at (571) 722-3461 or at kellan.graves@fairfaxcounty.gov.

Employer Federal Tax Credits Information

Filing for tax credits is an easy process that can provide substantial savings off the bottom line

Work Opportunity Tax Credit Program

The Small Business and Work Opportunity Act of 2007 reauthorized the Work Opportunity Tax Credit (WOTC) for employers who hire individuals consistently facing significant barriers to employment. Employers can earn as much as \$2,400 for each new adult hire, \$1,200 for each summer youth hire, \$4,800 for each new disabled veteran hire, and \$9,000 for each new long-term TANF recipient hired over a 2-yr. period. The number of new hires who can qualify employers for these credits is unlimited. For specific details about the benefits of this program, and the requirements for eligible employees, contact the Virginia Employment Commission (VEC) at (804) 786-2887.

Employers must apply for and receive certification from the VEC that their new hire belongs to a designated group of job seekers eligible for the WOTC program before claiming it on their federal income tax return. These groups include:

- Qualified Temporary Assistance for Needy Families (TANF) Recipients
- Qualified Veterans
- Food stamps (SNAP) Recipients
- Summer Youth Employees
- Vocational Rehabilitation Referrals
- Ex-Felons
- Supplemental Security Income (SSI) Recipients
- Disconnected Youth

Full details of qualifications are listed on the IRS Instructions for Form 8850 and can be viewed online and downloaded from www.irs.gov/pub/irs-pdf/f18850.pdf.

To apply, employers need only complete two simple forms:

- IRS form 8850, (Rev. 8-2009). This form must be mailed to the VEC no later than the 21st day after the job applicant begins work. A copy may be found at http://www.doleta.gov/business/Incentives/opptax/PDF/WOTC_IRS_Form_8850.pdf
- U.S. Department of Labor ETA form 9061, (Rev. 8-2009). A copy and instructions may be found at http://www.doleta.gov/business/Incentives/opptax/PDF/WOTC_ETA_Form_9061.pdf

For specific details about job seeker eligibility and the application process for these tax credit programs, please contact **Mouly Aloumouati at (703) 303-1140 or at mouly.aloumouati@fairfaxcounty.gov.**

Business Service Center

Your resource for
building business
as an entrepreneur

Center for Business Planning and Development

The Center for Business Planning and Development is located in Annandale and is a partnership among the Northern Virginia Workforce Investment Board, the Business Development Assistance Group (www.bdag.org) and the Fairfax County Department of Family Services. The mission of the center is to provide resources and technical assistance to emerging entrepreneurs and existing businesses throughout Northern Virginia.

The center offers a state-of-the-art conference room equipped with video projection services and a computer lab with five high-speed computers, all of which are available for use at no charge. The center also offers extensive labor market information, business print publications, reference materials and other resources in a variety of languages. Workshops are conducted on a wide range of topics including:

- How to Start a Business
- Writing a Business Plan
- Business Licensing, Permit and Certification Assistance
- Business Training Workshops

One-on-one counseling services are also available to assist prospective entrepreneurs in identifying the steps that are needed to start a business and to provide technical assistance in essential operational and legal procedures.

Online information is available at www.myskillsource.org.

For more information, please visit:

Center for Business Planning and Development

7611 Little River Turnpike, Suite 335W
Annandale, VA 22003
(703) 538-7412

Virginia Worker Retraining Tax Credit

To Qualify

This credit allows an employer to claim a tax credit for the training costs of providing eligible worker retraining to qualified employees for taxable years beginning on or after January 1, 1999.

The credit may be applied against individual income tax, estate and trust tax, corporate income tax, bank franchise tax, and taxes imposed on insurance companies and utility companies.

Eligible Worker Retraining

Eligible worker retraining includes approved non-credit courses provided by any of the Commonwealth's community colleges or a private school. It also includes credit or non-credit retraining courses undertaken through an apprenticeship agreement approved by the Virginia Apprenticeship Council.

How Much is the Credit?

Generally, the credit is 30% of all classroom training costs but is limited to up to \$100 annual credit per student if the course work is incurred at a private school. The Department of Taxation is authorized to issue up to \$2,500,000 of retraining credits annually. If total requested credits exceed this amount, the Department of Taxation will prorate the authorized credits.

Credits taken may not exceed your tax liability in any one taxable year. Unused credits may be carried forward for three years.

Employer Certification

Employers must apply for certification of the amount of allowable credit using Form WRC. All WRC applications requiring course approval must be sent to the Virginia Department of Business Assistance, 707 East Main Street, Suite 300, Richmond, VA 23219 by April 1 following the year that the expenditures were paid or incurred. Applications requesting apprenticeship retraining credit must be sent to the Virginia Department of Taxation, Tax Credit Unit, P.O. Box 715, Richmond, VA 23218-0715 by the same April 1 deadline.

The Department of Taxation will notify WRC applicants of their allowable credit by June 30.

Other Information

For information on pre-approved apprenticeship programs, contact your Virginia Department of Labor and Industry apprenticeship representative. For information on non-credit course approval, contact the Virginia Department of Business Assistance.

To Claim the Credit

Individual filers complete Schedule CR, Part XVI, and corporate filers complete Form 500CR, Part XVII, to claim this credit.

Reference: Virginia Code 58.1 - 439.6.

Incumbent Worker Training/Layoff Aversion

Incumbent Worker/Layoff Aversion Training Policy

This updated local workforce policy reflects Federal and State policy and administrative updates, most recently issued on 12/13/2010.

Implementation of an Incumbent Worker/Layoff Aversion Training Policy

It shall be the policy of the Northern Virginia Workforce Investment Board to benefit regional businesses and industry by assisting in skill development of existing employees and increasing productivity as part of a broader layoff aversion strategy. For purposes of this policy, a lay-off is averted when 1) a worker's job is saved with an existing employer that is at risk of downsizing or closing; or 2) a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences no or a minimal spell of unemployment.

Eligible employers must be:

- Private for profit or non-profit businesses
- Operating in Virginia for entire twelve month period prior to application date
- Current on all Virginia tax obligations
- Proposing training for employees in a Virginia facility

Non-eligible employers are:

- Business with history of failing to provide WIA participants with continued employment
- Recently relocated business that has resulted in employee separations

Eligible workers must be:

- Existing workers at least 18 years old, a U.S. citizen or non-U.S. citizen eligible to work in the United States
- Existing worker must be currently employed full-time with participating employer
- Existing worker needs skills upgrading or retraining, completion of GED or High School Degree, basic skills upgrade, to retain or be successful in current employment.

Participating businesses must provide a minimum of a 50% matching contribution to the Incumbent worker training project. These match funds may include in-kind services.

This policy shall be in effect as long as the State policy waiver with the U.S. Department of Labor is in effect, but will not expire earlier than June 30, 2014.

For more information, contact the Northern Virginia Workforce Investment Board Executive Director, **David Hunn, at (703) 752-1606 or email at david.hunn@myskillsource.org.**

Transitional Work Experience Program

Support a
motivated adult
to earn, learn
and succeed at
NO RISK to your
bottom line!

Transitional Work Experience Program

The Northern Virginia Transitional Work Experience Program connects pre-screened job seekers with local employers for an opportunity to transition into new employment and to gain invaluable hands-on experience.

These 12-week practical work experiences are key for job seekers to directly apply, refine and expand their skills, gain knowledge of different occupations and industries, and transition into employment. **These training assignments are available at no cost to the participating business.**

The benefits of the Transitional Work Experience Program include:

- **Up to 12 weeks of training stipends for job seekers' work site placements.**
Our job seekers are pre-screened and immediately available for a short-term work experience. Best of all, their stipend is at absolutely no cost to you.
- **Simple process and minimal paperwork.** Because our job seekers are not employees of your organization, there is none of the usual paperwork to complete.
- **No financial outlay for workers compensation, medical, or liability insurance.** Transitional Work Experience is a practical training program. Workers' liability insurance and medical insurance are already provided.
- **Optional bonding program, up to \$5,000.** Optional bonding coverage is available upon request at no cost to employers.
- **Potential significant savings in conjunction with an OJT wage subsidy.**
The Transitional Work Experience Program could just be the first step. The second step could be an On-the-Job Training (OJT) wage subsidy on behalf of the worker that can support up to 50% of a worker's wages for 3 to 5 months.

For additional information on the Transitional Work Experience Program, please contact **Kimberly Carr at (703) 324-8530; TTY 711 VA Relay or at kimberly.carr@fairfaxcounty.gov.**

Instant Access to a Wide Variety of Resources for Employers and Job Seekers Alike

The site provides a wealth of information as well as links to other resources. Job seekers can search for job openings, learn about training opportunities and find out more about unemployment benefits and other support services. Employers will find links and information about the local and state labor market, tax credits, training, HR issues and assistance, and key organizations and data bases that provide important business solutions.

www.myskillsource.org



The Centers were developed to bring together employment and training services that work with all people in one place and make it easier for job seekers and employers to use these services. The 1998 Workforce Investment Act required the establishment of One-Stop Centers in every state. Services available through the One-Stop system include: information about job vacancies, career options, and relevant employment trends; instruction on how to conduct a job search, write a resume, or interview with an employer; and referral to training programs. The One-Stop system is designed and required to meet the needs of employers and all job seekers who want to use the system, including people with disabilities.

Northern Virginia SkillSource Center Locations

① Fairfax SkillSource Center – Annandale

Heritage Center
7611 Little River Turnpike (West Wing), Suite 300W
Annandale, VA 22003
(703) 533-5400
TTY: 711 VA Relay

② Fairfax SkillSource Center – Alexandria

South County Center
8350 Richmond Highway, Suite 327
Alexandria, VA 22309
(703) 704-6286
TTY: 711 VA Relay

③ Fairfax SkillSource Center – Reston

Lake Anne Professional Building
11484 Washington Plaza West, Suite 110
Reston, VA 20190
(703) 787-4974
TTY: 711 VA Relay

④ Loudoun Workforce Resource Center

Shenandoah Building
102 Heritage Way, N.E.
1st Floor, Rear Entrance
Leesburg, VA 20176
(703) 777-0150
TTY: 711 VA Relay

⑤ Prince William SkillSource Center

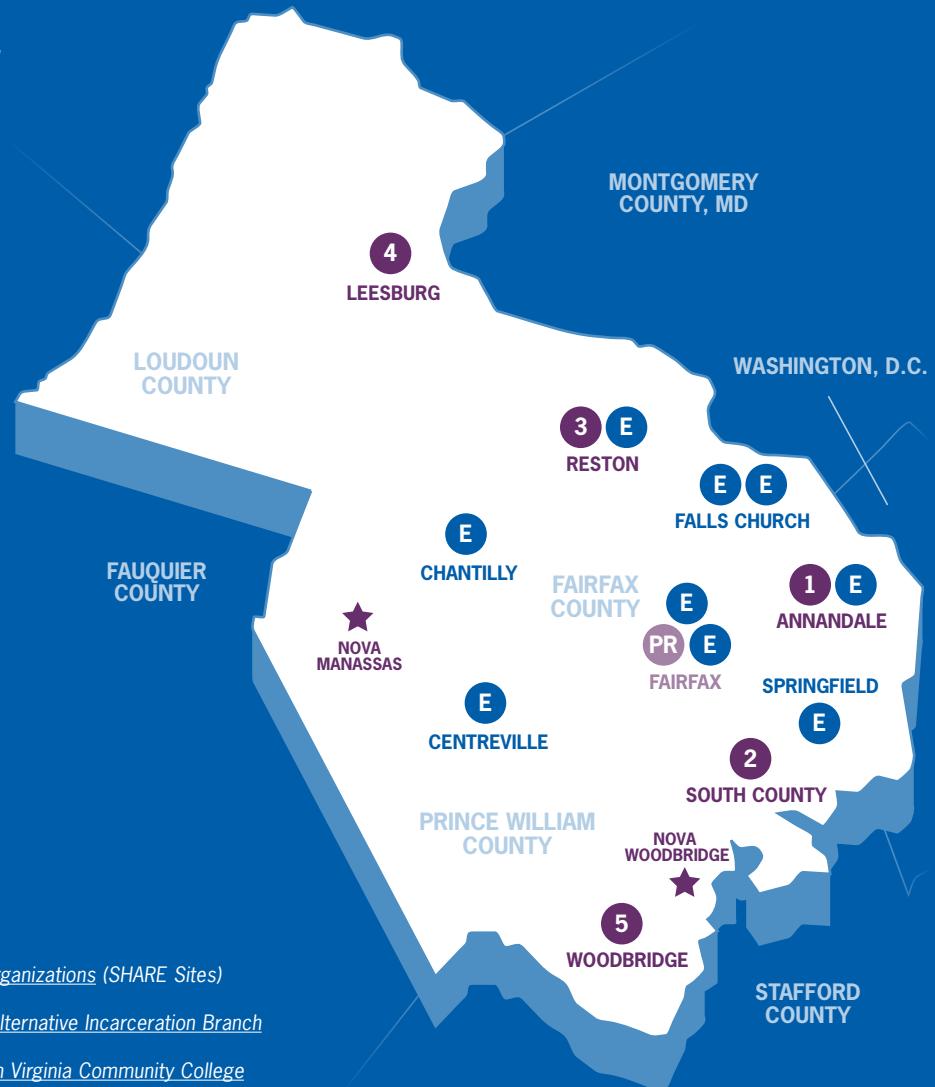
13370 Minnieville Road
Woodbridge, VA 22192
(703) 586-6800
TTY: 711 VA Relay

E Emerging Centers within Faith and Community-Based Organizations (SHARE Sites)

PR Satellite Employment Center within the Fairfax County Alternative Incarceration Branch

★ SkillSource Center at Woodbridge Campus of Northern Virginia Community College
15200 Neabsco Mills Road, Room 254
Woodbridge, VA 22191
(703) 878-5873

★ SkillSource Center at Manassas Campus of Northern Virginia Community College
6901 Sudley Road, MS Building
Manassas, VA 20109
(703) 530-3073



@myskillsource

8300 Boone Blvd., Suite 450 • Vienna, VA 22182
Phone: (703) 752-1606 • (877) 545-1462 • Fax: (703) 752-1609 • TTY: 711 VA Relay

www.myskillsource.org



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