

Memorandum

MOU-12-017
June 6, 2011

TO: Huey Battle
Northern Virginia Workforce Investment Board

Nanette Bowler
Fairfax County Department of Family Services


Shelby Robinson
Virginia Employment Commission

James Rothrock
Virginia Department of Rehabilitative Services

James Ginther
Fairfax County Public Schools

Janet Samuelson
Service Source, Inc.

Tao Do
Business Development Assistance Group

FROM: David Hunn 
Executive Director

SUBJECT: Supplemental WIA MOU for SkillSource Centers in Fairfax County

For your review and signature, attached is the Supplemental Workforce Investment Act Memorandum of Understanding of all partner organizations supporting the three (3) **SkillSource** Centers in Fairfax County. This Agreement has been edited and agreed upon by representatives of your organization and the Northern Virginia Workforce Investment Board. This Agreement will be in effect through June 30, 2012.

Thank you for your organization's continued support of the Northern Virginia Workforce System. Please call Paula Gomez at (703) 752-1606 or paula.gomez@myskillsource.org when this document is signed and ready for pick-up.

Attachment

**SUPPLEMENTAL AGREEMENT TO
THE NORTHERN VIRGINIA MEMORANDUM OF UNDERSTANDING FOR THE
IMPLEMENTATION OF THE WORKFORCE INVESTMENT ACT
For the Period July 2010 – June 2012**

MOU-12-07

1. Statement of Purpose: This is a supplemental agreement to the *Northern Virginia Memorandum of Understanding for Implementation of the Workforce Investment Act*, effective date of signature through June 30, 2012, and is subject to all of its terms and conditions. This Supplemental Agreement also incorporates the Agreement between the Northern Virginia Workforce Investment Board and the One-Stop Operators as Exhibit 1. The purpose of this agreement is to establish the terms and conditions under which the parties to this agreement will share the operations and cost of providing shared services at the Falls Church **SkillSource** Center (FCSC), the South County **SkillSource** Center (SCSC), the Reston-Lake Anne **SkillSource** Center (LASC) as Northern Virginia Workforce Investment Board (NVWIB) certified One-Stop Centers. The FCSC is located at 6245 Leesburg Pike Suite 315, Falls Church, Virginia, 22044, the SCSC is located at 8350 Richmond Highway Suite 327, Alexandria, Virginia 22309 and the LASC is located at 11484 Washington Plaza West, Suite 110, Reston, Virginia 20190. All notices regarding this agreement shall be given to the parties listed below:

- a. Fairfax County Department of Family Services
6245 Leesburg Pike, Suite 315
Falls Church, Virginia 22044
Phone: (703) 533-5409 Fax: (703) 241-8413
Contact: Dai Nguyen
- b. Fairfax County Public Schools
Adult and Community Education
6815 Edsall Road
Springfield, VA 22151
Contact: James Ginther, Adult Career and Technical Education
Phone: (703) 658-2780 Fax: (703) 658-2787
Contact: Jane Cruz, Adult Basic Education
Phone: (703) 503-6405 Fax: (703) 425-3792
- c. Virginia Department of Rehabilitative Services
11150 Fairfax Blvd., Suite 300
Fairfax, Virginia 22030
Phone: (703) 359-1124 Fax: (703) 277-3537
Contact: Doug James
- d. Virginia Employment Commission
13370 Minnieville Road
Woodbridge, Virginia 22192
Phone: (703) 897-0421 Fax: (703) 897-0441
Contact: Melvin R. (Rick) Slusher
- e. Northern Virginia Workforce Investment Board
8300 Boone Boulevard, Suite 450
Vienna, Virginia 22182
Phone: (703) 752-1606
Contact: David Hunn

- f. ServiceSource
6295 Edsall Road, Suite 175
Alexandria, Virginia 22312
Phone: (703) 461-6000 Fax: (703) 461-3906
Contact: Bruce Patterson
- g. Business Development Assistance Group, Inc.*
6245 Leesburg Pike, Suite 410
Falls Church, Virginia 22044
Phone: (703) 538-7412
Contact: Toa Do
*Applies only to FCSC

2. **The Parties agree to the following:**

a. The Fairfax County Department of Family Services (DFS) is the program lead for the Falls Church **SkillSource** Center (FCSC), the South County **SkillSource** Center (SCSC) and the Reston-Lake Anne **SkillSource** Center (LASC). As such, DFS is responsible for all financial activities related to the operation of the FCSC, the SCSC and the LASC, including oversight, monitoring, billing and payment of shared costs, and review of the fiscal functions of the FCSC, the SCSC and the LASC. DFS has identified a Center Operations Manager for each center who is responsible for the oversight and review of the funding information and shared costs of the FCSC, the SCSC and the LASC. All notices regarding this Agreement shall be sent to the Center Operations Manager at each of the following locations:

**Falls Church SkillSource Center
Center Operations Manager
6245 Leesburg Pike, Suite 315
Falls Church, Virginia 22044**

**South County SkillSource Center
Center Operations Manager
8350 Richmond Highway, Suite 327
Alexandria, Virginia 22309**

**Reston-Lake Anne SkillSource Center
Center Operations Manager
11464 Washington Plaza West, Suite 110
Reston, Virginia 20190**

b. The parties agree to share the costs associated with providing shared services at the FCSC, the SCSC, and the LASC. If the parties change the cost sharing mechanism, they will negotiate the costs using a mutually agreed upon cost allocation methodology. The methodology to be used may be a proportional share of customers, workstation costs, full time equivalency (FTE), space/square footage, and/or contributions. Contributions must be agreed to by all of the parties and may be used to offset the cost of a party's responsibility for costs under the cost-allocation plan. (Refer to the Cost Allocation Plan for each of the One-Stop Centers, Exhibit 2.) These costs include, but are not limited to, the following:

- 1) Staffing
- 2) Training
- 3) Customer Satisfaction System
- 4) Technology
- 5) Resources
- 6) Facilities
- 7) Communications
- 8) Individual Training Accounts

c. The parties mutually agree upon the billing and payment procedures to be used for the FCSC, the SCSC and the LASC. Payments will be made to DFS as the fiscal lead for all three centers.

3. **Operational Principles:** The parties mutually agree to the following *SkillSource* Center Principles:

- a. Commitment to participating in Continuous Quality Improvement (CQI) efforts.
- b. Following Northern Virginia Workforce Investment Board (NVWIB) policies and procedures to manage onsite co-located staff.
- c. Following NVWIB protocols for operations, customer and staff interactions.
- d. Operating in accordance with the NVWIB and the State certification quality standards.

4. **Hours of Operation:** The parties agree to the following:

The Falls Church *SkillSource* Center will operate Monday, Tuesday, and Thursday 8:30 a.m. to 5:00 p.m., Wednesday 8:30 a.m. to 7:00 p.m., and Friday 10:00 a.m. to 5:00 p.m.

The South County *SkillSource* Center will operate Monday thru Thursday 8:30 a.m. to 5:00 p.m., and Friday 10:00 a.m. to 4:30 p.m.

The Reston-Lake Anne SkillSource Center will operate Monday thru Thursday 8:00 a.m. to 4:30 p.m., and Friday 10:00 a.m. to 4:30 p.m.

5. **Opening and Closing:** The Fairfax County Department of Family Services (DFS) is responsible for the opening and closing of all three *SkillSource* Centers.

6. **Center Staffing:** The parties agree to provide the following:

- a. **Fairfax County Department of Family Services** (DFS) will provide a Center Operations Manager, Business Services Team, staff to support daily operations, and security for the FCSC, the SCSC and the LASC.
- b. **Fairfax County Public Schools** (FCPS) will provide within available resources:
For FCSC: one program specialist, who is co-located full-time at the FCSC. National External Diploma Program will provide assessors on site as needed. As funds allow, adult high school completion Information & Placement workshops, GED[®] practice tests, GED preparation classes, and GED testing will be provided on-site.

For SCSC: one program specialist, who is collocated part-time at SCSC and an educational counselor, one afternoon per month from 1:00 p.m. to 4:00 p.m. who primarily talks with customers and presents workshops as appropriate. As funds allow, adult high school completion Information & Placement workshops, GED® preparation classes and GED testing will be provided on-site.

- c. **Virginia Department of Rehabilitative Services (DRS)** will provide a Rehabilitation Counselor at a minimum of one-half (1/2) day per week at each center.
 - d. **Virginia Employment Commission (VEC)** will strive to provide:
For FCSC: a Workforce Services Representative one (1) day per week.
For SCSC: a Workforce Services Representative one (1) day per week.
For LASC: a Workforce Services Representative one (1) day per week.
 - e. **Business Development Assistance Group (BDAG)** will provide 2 full-time staff members to deliver all services related to small business startup and expansion at the Falls Church *SkillSource* Center
 - f. **Northern Virginia Workforce Investment Board (NVWIB)** will provide oversight and policy guidance on Workforce Investment Act and other related workforce area issues to all three centers.
 - g. **ServiceSource** will provide an Employment Counselor to work with the mental health population and a Disability Navigator to assist disabled customers in accessing services in the one-stop at all three centers.
7. **Period of Agreement:** This Agreement is effective July 1, 2010 through June 30, 2012.
 8. **Agreement Modification:** All parties shall mutually agree upon modifications to this Agreement. Any modifications to this Agreement, to be valid, must be in writing and signed by all parties. Oral modifications shall have no effect. If any provision of the Agreement is held invalid, the remainder of the Agreement shall not be affected.
 9. **Liability:** Each party to this Agreement shall be responsible for claims of negligence, errors or omissions against itself, its employees, its agents, volunteers or its officers, which 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 Tort 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.
 10. **Disputes:** In the event that a dispute should arise regarding the terms and conditions, the performance, or the administration of this agreement, which cannot be resolved informally, the following dispute resolution procedure will be used before proceeding to any lawsuit or civil action:
 - a. A *Dispute Resolution Panel* shall be formed. Each party to this agreement shall select one individual to represent its interests on the panel.
 - b. The panel members shall select, by a simple majority vote, a person not a party to this agreement to chair the panel. The chairperson's role will be that of a facilitator. The chairperson shall be a non-voting member of the panel unless the decision results in a tie, in which case, the chairperson shall vote to break

the tie.

- c. The panel shall meet and render a decision by simple majority vote of the panel members. In the event that the decision results in a tie, the panel chairperson shall vote to break the tie.

11. **Termination:** The parties mutually agree to follow the *Northern Virginia Memorandum of Understanding for Implementation of the Workforce Investment Act, Section XII, Amendment or Cancellation of Agreement* procedure.


ACCEPTANCE:



ANTHONY GRIFFIN
COUNTY EXECUTIVE
COUNTY OF FAIRFAX

7/12/11


DATE



SHELBY ROBINSON, ASSISTANT
COMMISSIONER, FIELD OPERATIONS
VIRGINIA EMPLOYMENT COMMISSION

9-15-11


DATE



JAMES A. ROTHROCK, M.S., L.P.C.,
COMMISSIONER
DEPARTMENT OF REHABILITATIVE SERVICES
COMMONWEALTH OF VIRGINIA

7.27.11

DATE



DR. JACK D. DALE
SUPERINTENDENT
FAIRFAX COUNTY PUBLIC SCHOOLS

10/18/11

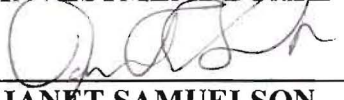
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HUEY BATTLE, CHAIRMAN
NORTHERN VIRGINIA WORKFORCE
INVESTMENT BOARD

6/23/2011

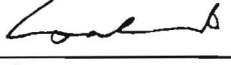
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JANET SAMUELSON,
PRESIDENT AND CEO
SERVICESOURCE, INC.

6/20/11

DATE



TOA DO
BUSINESS DEVELOPMENT
ASSISTANCE GROUP*

6/12/2011

DATE

*Applies only to FCSC

EXHIBIT 1

AGREEMENT BETWEEN THE NORTHERN VIRGINIA WORKFORCE INVESTMENT BOARD AND ONE-STOP OPERATORS

The Northern Virginia Workforce Investment Board hereby designates the Consortium identified in the Falls Church, South County and Reston-Lake Anne Center applications for certification as one-stop operators with the Fairfax County Department of Family Services identified by the Consortium as the managing partner.

For the *SkillSource* Center located at 6245 Leesburg Pike Suite 315 Falls Church, Virginia 22044, the *SkillSource* Center located at 8350 Richmond Highway Suite 327 Alexandria, VA, and the *SkillSource* Center located at 11464 Washington Plaza West, Suite 110, Reston, VA 20190, each of the agencies party to this agreement support the following one-stop career center operation policies and procedures:

- agreement with the NVWIB's designated One-Stop Operators
- agreement with the use of the Continuous Quality Improvement (CQI) Team as the onsite management approach on behalf of the Partnership
- agreement with the policies and procedures to manage onsite collocated staff
- agreement with the protocols for operations, customer interactions, and staff interactions
- agreement to operate in accordance with the WIB and State certification quality standards.

The agreements above are part of the Memorandum of Understanding.

ONE STOP OPERATOR ROLE/FUNCTION. The One-Stop Operators identify issues that need to be addressed that have to do with service delivery. The managing partner, identified by the Consortium of Partners, works with collocated partners to form a solution, but is empowered to make the final call when a decision cannot be reached or when timing requires an immediate decision.

The One-Stop Operators are responsible for ensuring that the integrated service delivery system at the *SkillSource* Centers supports all of the NVWIB and State policies related to oversight and implementation of the one-stop delivery system. The Operators act as a liaison between the WIB and the Centers and ensures adherence to the provisions of the MOU. Additionally, the One-Stop Operators are responsible for ensuring the service delivery system at the Centers fully integrate the NVWIB's and State's products, protocols, and quality standards.

The Operators also maintain and oversee the implementation of the business plan submitted as part of the application. Other responsibilities of each *SkillSource* Center Operator include recruiting additional partners as opportunities and needs arise, marketing *SkillSource* services, and generally promoting knowledge of the NVWIB's one-stop system in the community. Through the partnership structures of the Design and CQI teams, the Operators facilitate the sharing and maintenance of data and support the continuous quality improvement methodology.

CENTER OPERATIONS MANAGER ROLE/FUNCTION. Each *SkillSource* Center Operations Manager's role is to provide operational oversight to their respective Center. The Center Operations Manager maintains the focus on continuously improving quality customer service. The

Center Operations Manager for each 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. Each Center Operations Manager has primary responsibility for ensuring the tools and strategies developed by the CQI Team are implemented.

The Center Operations Managers provide direction to collocated staff with regard to day-to-day operational needs. The Center Operations Managers ensure 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 and State certification quality standards. The Center Operations Managers are responsible for center performance and outcome reporting to the Operator through the managing partner.

CQI TEAM ROLE / FUNCTION. The CQI Team's primary role is to develop tools and strategies and to deploy them within the *SkillSource* Centers, and to identify training and skill development needs for Workforce Development Specialists. They develop and maintain operational policies, procedures and practices around customer flow, customer services, operations, and continuous quality improvement. The CQI Team works to align all service practices with performance management for WIA and all Partners' programs.

The CQI Team is responsible for ensuring that the integrated service delivery system at each Center supports all of the WIB and State policies related to oversight and implementation of the one-stop delivery system.

COST ALLOCATION FOR THE FALLS CHURCH SKILLSOURCE CENTER

Fiscal Years 2011 & 2012 (July 2010--June 2012)

As of June 2, 2011


Cost Categories	DFS 1/	BDAG	VEC	ACE 4/	DRS	² ServiceSource	NVWIB 3/
Staffing	\$885,656	\$113,000	\$6,292	\$0	\$102,968	\$26,000	\$2,179,630
Individual Training Accounts	\$5,000	\$1,200			\$400	\$333	\$1,507,855
On the Job Training							\$406,432
Other training and services							\$813,018
Technology Support	\$10,000	\$500			\$0		
One-Stop Operating Costs	\$10,000	\$41,250					\$138,619
Facilities	\$127,000	\$0					
Communications	\$20,000	\$600			\$1,600	\$500	
Subtotal In-Kind	\$1,057,656	\$156,550	\$6,292	\$0	\$104,968	\$26,833	\$5,045,554
Subtotal Cash	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL CONTRIBUTION	\$1,057,656	\$156,550	\$6,292	\$0	\$104,968	\$26,833	\$5,045,554

COST ALLOCATION FOR THE SOUTH COUNTY SKILLSOURCE CENTER

Fiscal Years 2011 & 2012 (July 2010--June 2012)

As of June 2, 2011

Cost Categories	DFS 1/	BDAG	VEC	ACE 4/	DRS	² ServiceSource	NVWIB 3/
Staffing	\$356,545		\$6,292	\$18,073	\$110,418	\$26,000	\$2,179,630
Individual Training Accounts	\$5,500				\$400	\$333	\$1,507,855
On the Job Training							\$406,432
Other training and services							\$813,018
Technology Support	\$11,000				\$0		
One-Stop Operating Costs	\$11,000						\$138,619
Facilities	\$146,108						
Communications	\$20,000				\$1,600	\$500	
Subtotal In-Kind	\$550,153		\$6,292	\$18,073	\$112,418	\$26,833	\$5,045,554
Subtotal Cash	\$0		\$0	\$0	\$0	\$0	\$0
TOTAL CONTRIBUTION	\$550,153		\$6,292	\$18,073	\$112,418	\$26,833	\$5,045,554



A. Rothrock, Commissioner

COST ALLOCATION FOR THE RESTON/LAKE ANNE SKILLSOURCE CENTER**Fiscal Years 2011 & 2012 (July 2010--June 2012)****As of June 2, 2011**

Cost Categories	DFS 1/	BDAG	VEC	ACE 4/	DRS	² ServiceSource	NVWIB 3/
Staffing	\$356,545		\$6,292	\$0	\$110,418	\$26,000	\$2,179,630
Individual Training Accounts	\$5,500				\$400	\$334	\$1,507,855
On the Job Training							\$406,432
Other training and services							\$813,018
Technology Support	\$11,000						
One-Stop Operating Costs	\$11,000						\$138,619
Facilities	\$146,108						
Communications	\$20,000				\$1,600	\$500	
Subtotal In-Kind	\$550,153		\$6,292	\$0	\$112,418	\$26,834	\$5,045,554
Subtotal Cash	\$0		\$0	\$0	\$0	\$0	\$0
TOTAL CONTRIBUTION	\$550,153		\$6,292	\$0	\$112,418	\$26,834	\$5,045,554

1. DFS staffing costs includes both grant and general funded staff assigned to these locations.

2. Disability Navigator (DPN) is a ServiceSource employee and the funding is passed through from US Department of Labor to the Virginia Department of Rehabilitative Services (DRS) to ServiceSource.

3. The funding allocation for the Northern Virginia Workforce Investment Board reflects the revised full year (FY 2011) allocation of available funding streams to the Fairfax County Department of Family Services. The One Stop Operator later determines the level of funding support for each particular Center based on workload and service needs.

4/ The Fairfax County Public Schools Office of Adult and Community Education may be required to reduce this in-kind funding commitment depending upon economic conditions.