



# VIRGINIA CAREER WORKS

## **One Stop Memorandum of Understanding (MOU)**

Virginia Career Works – Blue Ridge Region  
Western Virginia Workforce Development Board

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## Legal Authority

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The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Local Elected Officials (CLEO), to develop and enter into a Memorandum of Understanding (MOU) between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. **Please note that a MOU is complete only when it's inclusive with the Infrastructure Funding Agreement (IFA).** This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the resource sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), its' implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

## Memorandum of Understanding

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This MOU is executed between the Western Virginia Workforce Development Board, herein referred to as (LWDB), the Virginia Career Works system partners in the Blue Ridge region, herein after referred to as "Partners", and the Chief Local Elected Officials Consortium, hereinafter referred to as "CLEO". These parties are collectively referred to as the "Parties" to this MOU.

This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the regional workforce development system, including the Virginia Career Works Centers in Local Workforce Development Area 3, hereinafter referred to as "LWDA3". The LWDB provides local oversight of workforce programming for LWDA3.

The Resource Sharing Agreement and Infrastructure Funding Agreement establishes a financial plan, including terms and conditions, to fund the services and operating costs of the LWDA3 Virginia Career Works Center(s). The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain LWDA3's high-standard Virginia Career Works system.

The Vision, Mission, System Structure, Terms and Conditions, Resource Sharing Agreement, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker, workers and business customers, as well as to the overall community in LWDA3.

## Introduction

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Changing labor markets and advances in technology have revolutionized how businesses find talent and jobseekers look for work. Social media, online talent platforms, and professional networking sites are evolving rapidly, perpetuating shifts in labor market dynamics. Additionally, rising consumer expectations and global competition have transformed how business is conducted in most industries. Employers must move faster and more efficiently in order to stay ahead of (or at least keep up with) competitors. This makes it imperative for the public workforce system to continuously adapt and reframe strategies and policies designed to support employers and job seekers.

The LWDB seeks to establish a system that stands in stark contrast to the “traditional”/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place to place seeking services. Instead, the goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.

The purpose of this MOU is to define the parameters within which education, workforce, economic development, and other Partner programs and entities operating in LWDA3 create a seamless, customer-focused service delivery system that aligns service delivery across the board and enhances access to program services. By realizing one-stop opportunities together, partners are able to build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burden and costs and increase customer access and performance outcomes.

### Vision

The ideal workforce for our world-class business.

### Mission

We prepare job seekers for in-demand occupations to help our region’s businesses succeed.

See **Attachment A: Definitions** for definitions pertaining to this MOU.

## System Structure

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### Virginia Career Works Centers

LWDA3 has three (3) Virginia Career Works centers, also known as American Job Centers, that are designed to provide a full range of assistance to job seekers, workers and businesses under one roof. Established under the Workforce Investment Act of 1998 (WIA) and continued by the WIOA, the centers offer a comprehensive array of services designed to match talent with opportunities.

❖ **Virginia Career Works – Roanoke Center (Comprehensive)**

Toni McLawhorn, One Stop Coordinator	(540) 613-8220
3601 Thirlane Road NW, Suite 2 Roanoke, VA 24019	<a href="mailto:tmclawhorn@workplace.org">tmclawhorn@workplace.org</a>
M, T, R, F – 8:30 AM – 4:30 PM W – 9:30 AM – 4:30 PM	<a href="http://www.vcwblueridge.com">http://www.vcwblueridge.com</a>

❖ **Virginia Career Works – Franklin Center (Affiliate)**

Toni McLawhorn, One Stop Coordinator	(540) 483-0179
50 Claiborne Avenue Rocky Mount, VA 24151	<a href="mailto:tmclawhorn@workplace.org">tmclawhorn@workplace.org</a>
M-F – 8:30 AM – 5:00 PM	<a href="http://www.vcwblueridge.com">http://www.vcwblueridge.com</a>

❖ **Virginia Career Works – Covington Center (Affiliate)**

Toni McLawhorn, One Stop Coordinator	(540) 962-0983
106 North Maple Avenue Covington, VA 24426	<a href="mailto:tmclawhorn@workplace.org">tmclawhorn@workplace.org</a>
M, T, R, F – 8:30 AM – 4:30 PM W – 9:30 AM – 4:30 PM	<a href="http://www.vcwblueridge.com">http://www.vcwblueridge.com</a>

## One-Stop Operator(s)

The LWDB in consultation with the CLEOs selected the One-Stop Operator, The Workplace, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and local procurement laws and regulations. All documentation for the competitive One-Stop Operator procurement and selection process may be viewed at the LWDB office at 313 Luck Avenue SW, Roanoke, VA 24016. Functional details are outlined in the Roles and Responsibilities of Partners section, under One-Stop Operator.

## Partners

Program	Partner Organization	Authorization/Category
Adult Education	Roanoke Valley Alleghany Region 5 Adult Education	WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program
Adult Education	West Piedmont Regional Adult and Career Education	WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program
Careers in Technology	Goodwill Industries of the Valleys	Additional Partner/Program
Carl D. Perkins	Dabney S. Lancaster Community College	Career and technical education (CTE) programs at the post-secondary level, authorized under the Carl. D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)

Carl D. Perkins	Virginia Western Community College	Career and technical education (CTE) programs at the post-secondary level, authorized under the Carl. D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)
Employment & Training	Roanoke Redevelopment and Housing Authority	Employment and training activities carried out by the Department of Housing and Urban Development (HUD)
Fast Forward/FANTIC	Dabney S. Lancaster Community College	Additional Partner/Program
Fast Forward/FANTIC	Virginia Western Community College	Additional Partner/Program
GoodCare	Goodwill Industries of the Valleys	Additional Partner/Program
GoodStart	Goodwill Industries of the Valleys	Additional Partner/Program
Virginia Career Works – Franklin Center – Workforce Services	Franklin County	Additional Partner/Program
Job Corps	Blue Ridge Job Corps Center	Job Corps (WIOA Title I)
Jobs for Veterans State Grants (JVSG)	Virginia Employment Commission	Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of Title 38, U.S.C.
<i>Migrant Seasonal Farmworkers</i>	<i>NOT IN LWDA3</i>	<i>NOT IN LWDA3</i>
<i>Native American Programs</i>	<i>NOT IN LWDA3</i>	<i>NOT IN LWDA3</i>
OnRamp	Total Action for Progress	Additional Partner/Program
RESTORE	Total Action for Progress	Additional Partner/Program
Road to Success in Virginia Program (RSVP)	Virginia Western Community College	Additional Partner/Program
Section 8 and Public Housing Assistance	Covington Redevelopment and Housing Authority	Additional Partner/Program
<i>Section 212 Programs</i>	<i>NOT IN LWDA3</i>	<i>NOT IN LWDA3</i>

Senior Community Service Employment Program (SCSEP)	Goodwill Industries of the Valleys	Senior Community Service Employment Program (SCSEP), authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et. seq.)
SwiftStart	Total Action for Progress	Additional Partner/Program
Temporary Assistance for Needy Families (TANF)	Alleghany County/City of Covington Department of Social Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. seq.)
Temporary Assistance for Needy Families (TANF)	Botetourt County Department of Social Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. seq.)
Temporary Assistance for Needy Families (TANF)	Craig County Department of Social Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. seq.)
Temporary Assistance for Needy Families (TANF)	Franklin County Department of Social Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. seq.)
Temporary Assistance for Needy Families (TANF)	Roanoke City Department of Human Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. seq.)
Temporary Assistance for Needy Families (TANF)	Roanoke County/Salem City Department of Social Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. seq.)
Unemployment Insurance	Virginia Employment Commission	Unemployment Insurance (UI) programs under state unemployment compensation laws
Vocational Rehabilitation	Department for Aging and Rehabilitative Services	WIOA Title IV State Vocational Rehabilitation program, authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et. seq.)
Vocational Rehabilitation	Department for Blind and Vision Impaired	WIOA Title IV State Vocational Rehabilitation program, authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et. seq.)

Wagner-Peyser Employment Services	Virginia Employment Commission	WIOA Title III Wagner-Peyser Employment Services, authorized under the Wagner-Peyser Act (29 U.S.C. 49 et. seq.), also providing the state's public labor exchange
Pathways to the American Dream	Western Virginia Workforce Development Board	Services authorized under the America's Promise Grant initiative released by the U.S. Department of Labor – Employment and Training Administration
WIOA Adult & Dislocated Worker Programs	Western Virginia Workforce Development Board	WIOA Title I Adult and Dislocated Worker Programs
WIOA Youth Programs	The WorkPlace	WIOA Title I Youth Programs
Y.A.L.E.	Total Action for Progress	Additional Partner/Program
YouthBuild	Total Action for Progress	WIOA Sec. 1717, YouthBuild
Youth Services	Solutions That Empower People (STEP)	Additional Partner/Program

## Terms and Conditions

### Partner Services

At a minimum, Parties will make the services listed below available, consistent with Virginia and LWDB policies and Virginia's WIOA Combined State Plan. Program services beyond those required may be provided on a case by case basis, with the approval of the LWDB and the CLEOs, and must be included on the table below. Add as many rows as necessary.

BASIC CAREER SERVICES
Outreach, intake and orientation to the information, services, programs, tools and resources available through the LWDA3 workforce system.
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs.
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment).
Access to employment opportunity and labor market information.
Performance information and programs costs for eligible providers of training, education and workforce services.
Information on performance of the local Workforce system.
Information on the availability of supportive services and referral to such, as appropriate.

Information and meaningful assistance on UI claim filing.
Determination of potential eligibility for workforce Partner services, programs, referrals.
Information and assistance in applying for financial aid for training and education programs not provided under WIOA.
<b>INDIVIDUALIZED CAREER SERVICES</b>
Comprehensive and specialized assessments of skill levels and service needs.
Development of individual employability plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
Referral to training services.
Group counseling.
Literacy activities related to work readiness.
Individual counseling and career planning
Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance.
Work experience, transitional jobs, registered apprenticeships and internships.
Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training.
Post-employment follow-up services and support (Is not an individualized career service but listed here for completeness).
<b>TRAINING SERVICES</b>
Occupational skills training through Individual Training Accounts (ITAs)
Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above.
On the Job Training (OJT)
Incumbent Worker Training
Programs that combine workplace training with related instruction which may include cooperative education.
Training programs operated by the private sector
Skill upgrading and retraining
Entrepreneurial training
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
Other training services as determined by the workforce partner's governing rules

See **Attachment B: Partner Program Services** for details of local services provided by partner agencies.

### **Roles and Responsibilities of Parties**

The Parties to this agreement will work closely together to ensure that all Virginia Career Works centers in LWDA3 are high-performing workplaces with staff that will ensure quality of service.

All Parties to this agreement shall comply with:

- ❖ Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- ❖ Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- ❖ Section 504 of the Rehabilitation Act of 1973, as amended,
- ❖ The Americans with Disabilities Act of 1990 (Public Law 101-336),
- ❖ The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- ❖ Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- ❖ The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- ❖ Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
- ❖ The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- ❖ All amendments to each, and
- ❖ All requirements imposed by the regulations issued pursuant to these acts.

The previously listed provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

- ❖ Additionally, all Parties shall:
- ❖ Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- ❖ Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
- ❖ Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

#### *Chief Local Elected Officials (CLEO) Consortium*

The CLEO Consortium for LWDA3 is made up one (1) representative from each of the eight (8) localities in LWDA3. This includes the Counties of Alleghany, Botetourt, Craig, Franklin and Roanoke and the Cities of Covington, Roanoke and Salem. The Grant Recipient for the region is Roanoke City.

The CLEO Consortium will, at a minimum:

- ❖ Approve the LWDB budget and workforce center cost allocation plan
- ❖ Approve the selection of the One-Stop Operator following the competitive procurement process, and
- ❖ Coordinate with the LWDB to oversee the operations of LWDA3's Virginia Career Works system.

#### *Local Workforce Development Board*

The LWDB ensures the workforce-related needs of employers, workers, and job seekers in LWDA3 are met, to the maximum extent possible with available resources. The LWDB will, at a minimum:

- ❖ In partnership with the CLEO Consortium and other applicable partners within LWDA3, develop and submit a plan for LWDA3 that includes a description of the activities that shall be undertaken by the LWDB and its partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies to the regional plan and economy,
- ❖ In cooperation with the CLEO Consortium, design and approve the Virginia Career Works system structure. This includes, but is not limited to:
  - Adequate, sufficient, and accessible One-Stop center locations and facilities,
  - Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
  - A holistic system of supporting services, and
  - One or more competitively procured One-Stop Operators.
  - In collaboration with the CLEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the One-Stop Operator(s),
  - Determine the role and day-to-day duties of the One-Stop Operator(s),
  - Approve annual budget allocations for operation of the Virginia Career Works system,
  - Help the One-Stop Operator(s) recruit operational partners and negotiate MOUs with new Partners,
  - Leverage additional funding for the Virginia Career Works system to operate and expand One-Stop customer activities and resources, and
  - Review and evaluate performance of LWDA3 and the One-Stop Operator(s).

#### *Local Workforce Development Board Staff*

Specific responsibilities include, at a minimum:

- ❖ Assist the CLEO and the LWDB with the development and submission of a plan for LWDA3;
- ❖ Support the LWDB with the implementation and execution of LWDA3's vision, goals, objectives, and workforce-related policies, including all duties outlined above;
- ❖ Oversee the Virginia Career Works system to ensure effective operations and partner contributions;
- ❖ Provide operational and grant-specific guidance to the One-Stop Operator;

- ❖ Investigate and resolve elevated customer complaints and grievance issues;
- ❖ Prepare regular reports and recommendations to the LWDB; and
- ❖ Oversee negotiations and maintenance of MOUs with One-Stop Partners.

### *One-Stop Operator(s)*

The WorkPlace will oversee one (1) One Stop Coordinator who will act as a “functional leader”. As such, they will have the authority to organize partner staff, in order to optimize and streamline service delivery efforts. Formal leadership, supervision, and performance responsibilities will remain with each staff member’s employer of record. The One-Stop Operator, through the One Stop Coordinator, will, at a minimum:

- ❖ Manage daily operations, including but not limited to:
  - Managing and coordinating partner responsibilities, as defined in this MOU;
  - Managing hours of operation, including the once weekly extended hours of operation;
  - Coordinating daily work schedules and workflow based upon operational needs; and
  - Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by center staff;
  - Adhere to the following guidelines of operations of the Virginia Career Works Centers in the region:
    - Franklin Center – The Virginia Career Works – Franklin Center is owned and operated by the County of Franklin as the workforce development hub for the County. The County of Franklin employs an Executive Director of the Virginia Career Works – Franklin Center who manages the day-to-day logistics and operations of the Center.
    - Covington Center – The Virginia Career Works – Covington Center is located in a building owned and operated by the Virginia Employment Commission. The Manager of the Covington office of the Virginia Employment Commission is the Facilities Manager for the Covington Center, and therefore handles all facilities questions and logistics.
    - Roanoke Center – The Virginia Career Works – Roanoke Center is leased by the Western Virginia Workforce Development Board. The One Stop Coordinator that is employed by the One-Stop Operator manages the Roanoke Center on a day-to-day basis and coordinates partnerships, services, customer flow, intake, and assessment.
- ❖ Assist the LWDB in establishing and maintaining the Virginia Career Works system structure. This includes but is not limited to:
  - Ensuring that State requirements for center certification are met and maintained;
  - Ensuring that career services such the ones outlined in WIOA sec. 134(c)(2) are available and accessible;
  - Ensuring that LWDB policies are implemented and adhered to;
  - Adhering to the provisions outlined in the contract with the LWDB and the LWDB Business Plan;
  - Reinforcing strategic objectives of the LWDB to the Parties; and

- Ensuring staff are properly trained by their formal leadership organizations and provided technical assistance, as needed;
- ❖ Ensuring integration of systems and services coordination for the Virginia Career Works Centers and its partners, placing priority on customer service (Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program's authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, and training efforts);
- ❖ Ensuring functional alignment includes having One-Stop center staff who perform similar tasks serve on relevant functional teams, e.g. Skills Development Team or Business Solutions Team(s);
- ❖ Ensuring service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program;
- ❖ Ensuring services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is a smooth customer flow to access the array of services available in the workforce center;
- ❖ Oversee and coordinate partner, program, and Virginia Career Works system performance. This includes but is not limited to:
  - Providing and/or contributing to reports of center activities, as requested by the LWDB;
  - Providing input to the formal leader (partner program official) on the work performance of staff under their purview;
  - Notifying the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status;
  - Identifying and facilitating the timely resolution of complaints, problems, and other issues;
  - Collaborating with the LWDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603);
  - Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations;
  - Evaluating customer satisfaction data and propose service strategy changes to the LWDB based on findings; and
  - Manage fiscal responsibilities and records for the center. This includes assisting the LWDB with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

The One-Stop Operator will not assist in the development, preparation and submission of Local plans. They cannot manage or assist in future competitive processes for selecting Operators or select or terminate One-Stop Operators, Career Services Providers, or Youth Providers. The

Operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the LWDB. The LWDB is responsible for the negotiated performance measures, strategic planning, budgets, and One-Stop Operator oversight (including monitoring).

### *Partners*

Each Party commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement.

Parties will further promote system integration to the maximum extent feasible through:

- ❖ Effective communication, information sharing, and collaboration with the One-Stop Operator,
- ❖ Joint planning, policy development, and system design processes,
- ❖ Commitment to the joint mission, vision, goals, strategies, and performance measures as delineated in the local plan,
- ❖ The design and use of common intake, assessment, referral, and case management processes;
- ❖ The use of the common, statewide brand, Virginia Career Works, in all marketing, outreach, and communications with customers (job seekers and/or businesses) to reduce confusion and encourage integration;
- ❖ The use of common and/or linked data management systems and data sharing methods, as appropriate,
- ❖ Leveraging of resources, including other public agency and non-profit organization services,
- ❖ Participation in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and
- ❖ Participation in regularly scheduled partner meetings to exchange information in support of the above and encourage program and staff integration.

### **Data Sharing**

The Parties agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

The Parties further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Parties will be subject to the following:

- ❖ Customer PII will be properly secured in accordance with the LWDB's policies and procedures regarding the safeguarding of PII.

- ❖ The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- ❖ All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603.
- ❖ All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- ❖ Customer data may be shared with other programs, for those programs' purposes, within the Virginia Career Works system only after the informed written consent of the individual has been obtained, where required.
- ❖ Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
- ❖ All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

All one-stop center and partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

## **Confidentiality**

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect the confidentiality policies and legal requirements of all of the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but

not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

## **Referrals**

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Parties agree to:

- ❖ Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the partners' programs represented in the Virginia Career Works – Blue Ridge regional workforce system;
- ❖ Develop materials summarizing their program requirements and making them available for partners and customers;
- ❖ Develop and utilize common intake, eligibility determination, assessment, and registration forms;
- ❖ Provide substantive referrals – in accordance with the LWDA3 referral process – to customers who are eligible for supplemental and complementary services and benefits under partner programs;
- ❖ Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys;
- ❖ Commit to robust and ongoing communication required for an effective referral process; and
- ❖ Commit to actively follow up on the results of referrals and assuring that partner resources are being leveraged at an optimal level.

## **Accessibility**

Accessibility to the services provided by the Virginia Career Works Centers and the Parties is essential to meeting the requirements and goals of the local service delivery system. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

### *Physical Accessibility*

One-Stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account

reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

### *Virtual Accessibility*

The LWDB will work with the Virginia Board of Workforce Development (VBWD) to ensure that job seekers, workers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.

The Parties should either have their own web presence via a website and/or the use of social media or work out a separate agreement with the LWDB to post content through its website.

### *Communication Accessibility*

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Parties agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

### *Programmatic Accessibility*

All Parties agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran’s status, or on the basis of any other classification protected under state or federal law. Parties must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Parties further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

All Parties will cooperate with compliance monitoring that is conducted at the local level to ensure that all Virginia Career Works programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the local service delivery system.

## **Outreach**

The LWDB and the Parties will develop and implement a strategic outreach plan that will include, at a minimum:

- ❖ Specific steps to be taken by each Party;
- ❖ An outreach plan to the region's human resources professionals;
- ❖ An outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at-risk or most in need;
- ❖ An outreach and recruitment plan for out-of-school youth;
- ❖ Sector strategies and career pathways;
- ❖ Connections to registered apprenticeship;
- ❖ A plan for messaging to internal audiences;
- ❖ An outreach tool kit for Parties to this MOU and additional partners;
- ❖ Regular use of social media;
- ❖ Clear objectives and expected outcomes; and
- ❖ Leveraging of any statewide outreach materials relevant to the region.

### **Non-Discrimination and Equal Opportunity**

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

### **Responsibilities of the Parties**

All Parties to this MOU recognize the partnership consists of various levels of government, not-for-profit, and for-profit entities. Each Party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Party assumes any responsibility for any other Party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the LWDB and the One-Stop Operator have no responsibility and/or liability for any actions of the One-Stop Center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the LWDB or the One-Stop Operator. Nothing herein will be construed as a waiver of the sovereign immunity of the Commonwealth of Virginia.

### **Severability**

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

## **Drug and Alcohol-free Workplace**

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

## **Certification Regarding Lobbying**

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

## **Debarment and Suspension**

All Parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

## **Priority of Service**

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA Title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. The Parties will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

## **Buy American Provision**

Each Party that receives funds made available under Title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the "Buy American Act.") and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

## **Salary Compensation and Bonus Limitations**

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, and Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

## **Non-Assignment**

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

## **Governing Law**

This MOU will be construed, interpreted, and enforced according to the laws of the Commonwealth of Virginia. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

## **Dispute Resolution**

The following section details the dispute resolution process designed for use by the partners when unable to successfully reach an agreement necessary to execute the MOU. (Note: This is separate from the LWDB's Customer Grievance and Complaint Management Policy.) A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the LWDB Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any Party to the MOU may seek resolution under this process.

- ❖ All Parties are advised to actively participate in local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
- ❖ Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the LWDB Chair (or designee) and all parties to the MOU regarding the conflict within seven (7) business days.
- ❖ The LWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the LWDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present.
- ❖ The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the partner agencies.
- ❖ The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
- ❖ The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.
- ❖ The LWDB Chair (or designee) will contact the petitioner and the appropriate parties to verify that all are in agreement with the proposed resolution.

## **Modification Process**

### *Notification of Partners*

When a Party wishes to modify the MOU, the Party must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).

### *Discussion/Negotiation*

Upon notification, the LWDB Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Parties in a timely manner and as appropriate.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the LWDB Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.

If the modification involves substitution of a Party that will not impact any of the terms of the agreement, it can be accomplished by the original Party and the new Party entering into an MOU that includes the LWDB, wherein the new Party assumes all of the rights and obligations of the original Party. Upon execution, the LWDB Chair (or designee) presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.

If determined that a Party is unwilling to agree to the MOU modification, the LWDB Chair (or designee) must ensure that the process in the Dispute Resolution section as outline above is followed.

### *Signatures*

The LWDB Chair (or designee) must immediately circulate the MOU modification and secure Party signatures. The modified MOU will be considered fully executed once all signatories have reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the LWDB Chair (or designee) acquires signatures of each Party and provides a complete copy of the modification with each Party's signature to all the other Parties.

## **Effective Period**

This MOU is entered into as of July 1, 2019 and shall expire no later than June 30, 2022, unless any of the reasons in the Termination section apply.

## **Termination**

This MOU will remain in effect until the end date specified in the Effective Period section, unless:

- ❖ All Parties mutually agree to terminate this MOU prior to the end date.
- ❖ Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any

Party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the Party has knowledge that funds may be unavailable for the continuation of activities under this MOU.

- ❖ WIOA is repealed or superseded by subsequent federal law.
- ❖ Local area designation is changed under WIOA.
- ❖ A Party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the LWDB Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching Party(s) shall have the right to terminate this MOU by giving written notice thereof to the Party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.

Any Party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

All Parties agree that this MOU shall be reviewed not less than once every year to ensure appropriate funding and delivery of services.

## **Resource Sharing Agreement**

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The purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of LWDA3's Virginia Career Works Centers. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the Resource Sharing Agreement (RSA) is to develop the overarching parameters in establishing a funding mechanism that:

- ❖ Establishes and maintains the local workforce delivery system at a level that meets the needs of the job seekers and businesses in the local area;
- ❖ Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among partners (thereby improving each program's effectiveness);
- ❖ Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs;
- ❖ Ensures that costs are appropriately shared by Virginia Career Works partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received, and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance;
- ❖ Outlines and describes infrastructure costs; and
- ❖ Describes additional costs (career services and shared services – see WIOA Section 121(i)(1) and/or Final Rule 678.760)

The Parties consider this RSA the master budget that is necessary to maintain LWDA3's high-standard Virginia Career Works system. Furthermore, the Resource Sharing Agreement (RSA) will be the actual document that reflects each Parties' shared cost, or contribution, of funding LWDA3's Virginia Career Works Center(s) pursuant to the provisions of this MOU and its subparts.

LWDB and Parties must complete the Virginia LWDA One-Stop Center Budget and Cost Allocation Template for each Center. Once completed, this document(s) will be accepted by all Parties as the RSA, or per federal grant language, the Infrastructure Funding Agreement (IFA). These two acronyms (RSA & IFA) are interchangeable. RSA will be reviewed on an annual basis, recognized as a separate agreement to this MOU and that all parties may announce their consensus of the RSA through the exchange of correspondence between the LWDB and the Parties or by some other agreed upon procedure.

All costs will be allocated according to Parties' proportionate use and relative benefits received and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The Virginia Career Works RSA for each Center is expected to be transparent and negotiated among partners on an equitable basis to ensure costs are shared appropriately. All Parties must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

### **Cost Allocation Methodology**

Within the One-Stop system, a variety of allocation methods may be used as agreed upon by the Parties, which reflect the best measure of benefit received by the partners and/or programs. The Virginia LWDA One-Stop Center Budget and Cost Allocation template only provides the following three options: (1) number of partner **program positions** dedicated to the one-stop center services; (2) **square feet occupied** by partner program staff; and/or (3) **number of one-stop center customers** served by partner program.

### **Cost Reconciliation and Allocation Base Update**

All Parties agree that a quarterly reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

- ❖ Partners will provide the LWDB with the following information no later than thirty (30) days after the end of each quarter, as applicable:
  - Quarterly cost information and documentation of the actual costs,
  - Updated staffing information (per the 1<sup>st</sup> day of a new program year and the 1<sup>st</sup> day of each subsequent quarter), and
  - Updated square feet occupied, and
  - Actual customer participation numbers (per the last day of the last month of each quarter).
- ❖ Upon receipt of the above information, the LWDB will provide a RSA – Financial Status Report on or before sixty (60) days after the end of the quarter.

# Infrastructure Funding

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Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the Virginia Career Works Center(s) including, but not limited to:

- ❖ Rental of the facilities;
- ❖ Utilities and maintenance;
- ❖ Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
- ❖ Technology to facilitate access to the American Job Center, including technology used for the center's planning and outreach activities.

All Parties to this MOU and separate RSAs for the Center(s) recognize that infrastructure costs are applicable to all required Parties, whether they are physically located in the center or not. Each partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Guidance.

## Partners

Parties funding the costs of infrastructure according to the RSA are the same as identified in the RSA separate agreement for the Center(s).

## Cost Allocation Methodology

All Parties agree that the cost allocation methodology for the costs of one-stop infrastructure will be the same as described in the [Cost Allocation Methodology](#) section of the MOU, subpart Resource Sharing Agreement.

## Cost Reconciliation and Allocation Base Update

All Parties agree that the cost reconciliation and allocation base update for the infrastructure costs will be the same as described in the [Cost Reconciliation and Allocation Base Update](#) section of the MOU, subpart Resource Sharing Agreement.

## Modification Authority and Signature

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By signing my name below, I, Lea DeCosta, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

- ❖ This Modification as outlined/described below:
  - Revision of One Stop Operator contact at each Virginia Career Works Center in the Blue Ridge region on page 5;
  - Addition of the Blue Ridge Job Corps Center, representing Job Corps (WIOA Title I), to the Partner table on page 6;
  - Revision provider of WIOA Title I Adult and Dislocated Worker Programs in the Partner table on page 8 from Ross Innovative Employment Solutions to the Western Virginia Workforce Development Board; and
  - Revisions to Attachment B, including:
    - Addition of page reflecting services provided by the Blue Ridge Job Corps Center through Job Corps (WIOA Title I);
    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



Signature



Date

Lea DeCosta, Regional Manager

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Print Name and Title

Roanoke Valley Alleghany Region 5 Adult Education

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Agency Name

# Modification Authority and Signature

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By signing my name below, I, Stacey Wright, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



**Signature**



**Date**

Stacey Wright, Regional Manager

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**Print Name and Title**

West Piedmont Regional Adult and Career Education

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**Agency Name**

# Modification Authority and Signature

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By signing my name below, I, Neal Randol, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

*Neal Randol*

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**Signature**

Neal Randol, Executive Director

9/29/2020

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**Date**

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**Print Name and Title**

Blue Ridge Job Corps Center

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**Agency Name**

## Modification Authority and Signature

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By signing my name below, I, Dawn Riddle, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

Dawn Riddle  
Signature

9/14/2020  
Date

Dawn Riddle, Director

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Print Name and Title

Alleghany County/Covington City Department of Social Services

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Agency Name

# Modification Authority and Signature

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By signing my name below, I, Susan Goad, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



Signature



Date

Susan Goad, Director

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Print Name and Title

Botetourt County Department of Social Services

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Agency Name

## Modification Authority and Signature

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By signing my name below, I, Martha Hooker, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

<small>DocuSigned by:</small> <i>Martha Hooker</i>	10/29/2020
<b>Signature</b>	<b>Date</b>

Martha Hooker, Chair

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**Print Name and Title**

LWDA CLEO Consortium

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**Agency Name**

# Modification Authority and Signature

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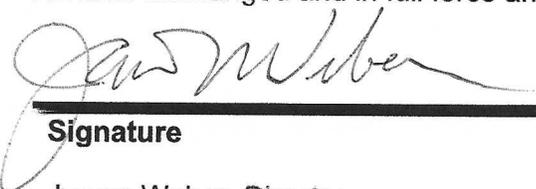
By signing my name below, I, James Weber, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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  - Addition of the Blue Ridge Job Corps Center, representing Job Corps (WIOA Title I), to the Partner table on page 6;
  - Revision provider of WIOA Title I Adult and Dislocated Worker Programs in the Partner table on page 8 from Ross Innovative Employment Solutions to the Western Virginia Workforce Development Board; and
  - Revisions to Attachment B, including:
    - Addition of page reflecting services provided by the Blue Ridge Job Corps Center through Job Corps (WIOA Title I);
    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

  
\_\_\_\_\_  
**Signature**

James Weber, Director

10/5/20  
\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Print Name and Title**

Craig County Department of Social Services

\_\_\_\_\_  
**Agency Name**

# Modification Authority and Signature

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By signing my name below, I, Kimberly Byrd, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

  
\_\_\_\_\_  
**Signature**

9-30-2020  
\_\_\_\_\_  
**Date**

Kimberly Byrd, Executive Director

\_\_\_\_\_  
**Print Name and Title**

Covington Redevelopment Housing Authority

\_\_\_\_\_  
**Agency Name**

## Modification Authority and Signature

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By signing my name below, I, Raymond Hopkins, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



9/30/2020

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**Signature**

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**Date**

Raymond Hopkins, Commissioner

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**Print Name and Title**

Department for Blind and Vision Impaired

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**Agency Name**

## Modification Authority and Signature

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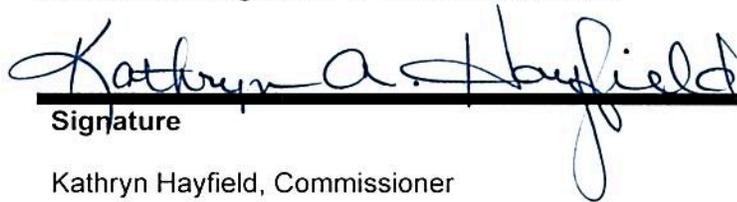
By signing my name below, I, Kathryn Hayfield, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



Signature

Kathryn Hayfield, Commissioner



Date

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Print Name and Title

Department for Aging and Rehabilitative Services

---

Agency Name

## Modification Authority and Signature

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By signing my name below, I, Dr. John Rainone, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

*John J. Rainone*

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**Signature**

September 11, 2020

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**Date**

Dr. John Rainone, President

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**Print Name and Title**

Dabney S. Lancaster Community College

---

**Agency Name**

# Modification Authority and Signature

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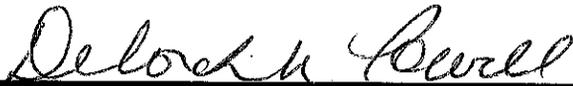
By signing my name below, I, Deborah Powell, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



**Signature**



**Date**

Deborah Powell, Director

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**Print Name and Title**

Franklin County Department of Social Services

---

**Agency Name**

## Modification Authority and Signature

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By signing my name below, I, Christopher Whitlow, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

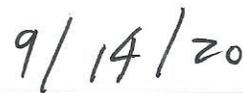
Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



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**Signature**

Christopher Whitlow, County Administrator



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**Date**

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**Print Name and Title**

Franklin County

---

**Agency Name**

## Modification Authority and Signature

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By signing my name below, I, Mary Ann Gilmer, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

  
\_\_\_\_\_  
**Signature**

9-15-2020  
\_\_\_\_\_  
**Date**

Mary Ann Gilmer, Vice President, Mission Services

\_\_\_\_\_  
**Print Name and Title**

Goodwill Industries of the Valleys

\_\_\_\_\_  
**Agency Name**

# Modification Authority and Signature

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By signing my name below, I, Steven Martin, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

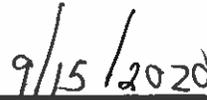
Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



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**Signature**

Steven Martin, Director



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**Date**

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**Print Name and Title**

Roanoke City Department of Human and Social Services

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**Agency Name**

# Modification Authority and Signature

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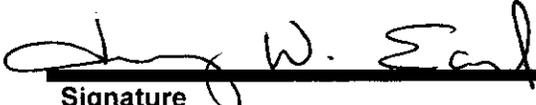
By signing my name below, I, Joyce Earl, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and in agreement with the terms of this Modification. I also certify that I have the legal authority to bind my agency (outlined below) to the terms of this Modification.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

  
\_\_\_\_\_  
Signature

9/14/20  
\_\_\_\_\_  
Date

Joyce Earl, Director

\_\_\_\_\_  
Print Name and Title

Roanoke County/City of Salem Department of Social Services

\_\_\_\_\_  
Agency Name

# **Modification Authority and Signature**

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By signing my name below, I, David Bustamante, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

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**Signature**

David Bustamante, Executive Director

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**Date**

9/11/20

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**Print Name and Title**

Roanoke Redevelopment Housing Authority

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**Agency Name**

# Modification Authority and Signature

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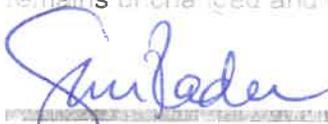
By signing my name below, I, Sammi Rader, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

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\_\_\_\_\_  
Signature

9/21/20  
\_\_\_\_\_  
Date

Sammi Rader, Executive Director

\_\_\_\_\_  
Print Name and Title

Solutions That Empower People (STEP)

\_\_\_\_\_  
Agency Name

## Modification Authority and Signature

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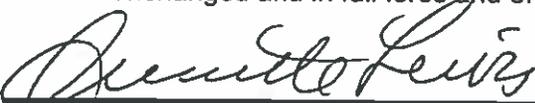
By signing my name below, I, Annette Lewis, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



Signature



Date

Annette Lewis, President & CEO

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Print Name and Title

Total Action for Progress

---

Agency Name

# Modification Authority and Signature

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By signing my name below, I, Joseph Carbone, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.



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**Signature**

Joseph Carbone, President & CEO

9/22/2020

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**Date**

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**Print Name and Title**

The WorkPlace

---

**Agency Name**

## Modification Authority and Signature

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By signing my name below, I, Ellen Marie Hess, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

Ellen Marie Hess

Signature

09/29/2020

Date

Ellen Marie Hess, Commissioner

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Print Name and Title

Virginia Employment Commission

---

Agency Name

## Modification Authority and Signature

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By signing my name below, I, Dr. Robert Sandel, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

*Robert H. Sandel*

10/9/2020

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**Signature**

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**Date**

Dr. Robert Sandel, President

---

**Print Name and Title**

Virginia Western Community College

---

**Agency Name**

## Modification Authority and Signature

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By signing my name below, I, Casey Nicely, certify that I have read the information contained in this Modification to the MOU originally dated June 28, 2019. The Modification to the MOU will take effect as of July 1, 2020. All of my questions have been discussed and answered satisfactorily.

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  - Revision of One Stop Operator contact at each Virginia Career Works Center in the Blue Ridge region on page 5;
  - Addition of the Blue Ridge Job Corps Center, representing Job Corps (WIOA Title I), to the Partner table on page 6;
  - Revision provider of WIOA Title I Adult and Dislocated Worker Programs in the Partner table on page 8 from Ross Innovative Employment Solutions to the Western Virginia Workforce Development Board; and
  - Revisions to Attachment B, including:
    - Addition of page reflecting services provided by the Blue Ridge Job Corps Center through Job Corps (WIOA Title I);
    - Revision of page reflecting services provided by the Western Virginia Workforce Development Board to include services through the WIOA Title I Adult and Dislocated Worker Programs; and
    - Removal of page for Ross Innovative Employment Solutions.

I understand that this Modification may be executed in counterparts, each being considered an original, and that this Modification shall expire with the terms of the MOU.

Except as provided herein, all terms and conditions of the original MOU dated June 28, 2019, remains unchanged and in full force and effect.

DocuSigned by:  
*Casey Nicely*

9/30/2020

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**Signature**

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**Date**

Casey Nicely, Chair

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**Print Name and Title**

Western Virginia Workforce Development Board

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**Agency Name**

# Attachment A: Definitions

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## One-Stop Delivery System

The one-stop delivery system (herein also referred to as the VA Career Works Service Delivery System) brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to customers.

[20 CFR 678.300(a); 34 CFR 361.300(a); and 34 CFR 463.300(a)]

## Infrastructure Costs

Non-personnel costs that are necessary for the general operation of the one-stop center, including but not limited to applicable facility costs (such as rent), costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities. Common identifier costs may be considered as costs of one-stop infrastructure.

[WIOA sec. 121(h)(4); 20 CFR 678.700(a)-(b); 34 CFR 361.700(a)-(b); and 34 CFR 463.700(a)-(b)]

## Additional Costs

Shared operating costs and shared services costs may include costs of shared services that are authorized for and may be commonly provided through the one-stop Partner programs, including initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other one-stop Partners, and business services.

[WIOA sec. 121(i)(2); 20 CFR 678.760(b); 34CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

## Resource Sharing Agreement (RSA)

The resource sharing agreement (RSA) of VA Career Works Center(s) is the financial plan that the one-stop partners, the CEO, and the Local WDB have agreed to in the MOU that will be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the one-stop system and the operating costs of such system will be funded, including the infrastructure costs for the one-stop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b)).

The RSA may be considered the master budget that contains a set of resource sharing agreement budgets (RSA) or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the one-stop delivery system and do not constitute infrastructure costs. These additional costs are described in WIOA sec. 121(i). The resource sharing agreement must be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation helps to ensure that the budget reflect a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the one-stop center and relative benefit received. The one-stop operating budget may be further refined by the one-stop partners, as needed, to assist in tracking their contributions. It may be necessary at times to separate the budget of a comprehensive one-stop center from a specialized one-stop center or an affiliate one-stop center.

One-Stop operating costs include infrastructure costs and additional costs, which are made up of applicable career service, shared operating costs and shared services.

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 3-4)]

## **Funding Types**

### *Cash*

- ❖ Cash funds provided to the Local WDB or its designee by one-stop Partners, either directly or by an interagency transfer, or by a third party.

### *Non-Cash<sup>1</sup>*

- ❖ Expenditures incurred by one-stop Partners on behalf of the one-stop center; and
- ❖ Non-cash contributions or goods or services contributed by a Partner program and used by the one-stop center.

### *Third-Party In-Kind*

- ❖ Contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with one-stop operations, by a non-one-stop Partner to:
- ❖ Support the one-stop center in general; or
- ❖ Support the proportionate share of one-stop infrastructure costs of a specific partner.

[20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.720; 34 CFR 361.760; 34 CFR 463.720; and 34 CFR 463.760]

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<sup>1</sup> The value of non-cash and third-party in-kind contributions must be fairly evaluated in accordance with the Uniform Guidance at 2 CFR 200.306.

## **Allocation**

Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or other equitable relationship. The process may entail assigning a cost(s) directly to a final cost objective or through one or more intermediate cost objectives.

[2 CFR 200.4]

## **Cost Objectives**

Cost objective means a program, function, activity, award, organizational subdivision, contract, or work unit for which cost data are desired and for which provision is made to accumulate and measure the cost of processes, products, jobs, capital projects, etc. A cost objective may be a major function of the non-federal entity, a particular service or project, a federal award, or an indirect (Facilities & Administrative (F&A)) cost activity, as described in Subpart E—Cost Principles of this Part. See also 2 CFR §§ 200.44 Final cost objective and 200.60 Intermediate cost objective.

[2 CFR 200.28]

## Attachment B: Partner Program Services

<b>Partner:</b>	Roanoke Valley-Alleghany Region 5 Adult Education
<b>Programs:</b>	GED® Preparation & Adult Basic Education Skills classes
<b>Website:</b>	<a href="http://www.regionfiveadulthood.com">http://www.regionfiveadulthood.com</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b>	
Lea DeCosta Regional Program Manager <a href="mailto:ldecosta@salem.k12.va.us">ldecosta@salem.k12.va.us</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>	
Lea DeCosta Regional Program Manager <a href="mailto:ldecosta@salem.k12.va.us">ldecosta@salem.k12.va.us</a> (540) 375-3056	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center
<b>List services to be made available below (add additional pages if needed):</b>	
<p>Roanoke Valley – Alleghany Region 5 Adult Education offers free GED® Preparation and Adult Basic Education skills classes to students 18 or older who lack a high-school diploma or need a refresher on basic academic skills. Classes run Monday through Thursday and loosely follow the local public school’s schedule from August through June. Additionally, Region 5 National External Diploma Program (NEDP) staff members may utilize space in the Virginia Career Works – Roanoke Center for in-office checks with clients working to earn an adult high school diploma. Finally, Region 5 Adult Education offers Test of Adult Basic Education (TABE 11/12) testing for other community partners housed within the Virginia Career Works Centers in Roanoke and Covington.</p>	

## Attachment B: Partner Program Services

<b>Partner:</b>	West Piedmont Regional Adult and Career Education	
<b>Programs:</b>	High School Equivalency English as a Second Language Workforce Skills College Prep Basic Skills	
<b>Website:</b>	<a href="http://www.wprae.com">http://www.wprae.com</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
Stacey Wright West Piedmont Regional Adult & Career Education Regional Manager <a href="mailto:stacey.wright@frco.k12.va.us">stacey.wright@frco.k12.va.us</a> (540) 484-1281		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
Debbie Hamrick Franklin County Adult & Career Education Coordinator <a href="mailto:debbie.hamrick@frco.k12.va.us">debbie.hamrick@frco.k12.va.us</a> (540) 483-0179 x 2114		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Franklin Center	
<b>2. Itinerant Presence and Service Provision</b>		
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
On-site, as well as, Distance Learning options available:		
<ul style="list-style-type: none"> <li>• All TABE testing for workforce partners (partners invoiced)</li> <li>• GED prep classes</li> <li>• GED Official Test registration</li> <li>• High School Diploma</li> <li>• English as a Second Language classes</li> <li>• Citizenship Classes</li> <li>• Basic Skills instruction</li> <li>• Computer Instruction</li> <li>• Workforce skills instruction</li> <li>• College prep instruction</li> <li>• VPT tutoring</li> <li>• ASVAB tutoring</li> </ul>		

## Attachment B: Partner Program Services

<b>Partner:</b>	Goodwill Industries of the Valleys
<b>Programs:</b>	Senior Community Service Employment Program (SCSEP) Careers in Technology (CIT) GoodCare GoodStart
<b>Website:</b>	<a href="http://www.goodwillvalleys.com">http://www.goodwillvalleys.com</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b> Mary Ann Gilmer Vice President, Mission Services <a href="mailto:mgilmer@goodwillvalleys.com">mgilmer@goodwillvalleys.com</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b> Mary Ann Gilmer Vice President, Mission Services <a href="mailto:mgilmer@goodwillvalleys.com">mgilmer@goodwillvalleys.com</a> (540) 581-0620 x 1183	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Franklin Center
<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center
<b>List services to be made available below (add additional pages if needed):</b>	
<p><b>SCSEP</b> – A SCSEP Coordinator is on site once weekly at the Roanoke Center and on an itinerant basis in affiliate centers to provide information about the Title V Older Worker program available through Goodwill Industries of the Valleys. The Coordinator can also do on-site eligibility screening and enrollment of individuals into the SCSEP program. This program is funded through the Federal Department of Labor Senior Community Service Employment Program grant.</p> <p><b>Careers in Technology</b> – A Careers in Technology staff member is on site weekly at the Roanoke Center to conduct informational sessions about Information Technology Training available through Goodwill Industries of the Valleys in Roanoke. The staff member can also see individuals who are interested to conduct eligibility screening, assessment, and enrollment into the Careers in Technology Program. This program is funded through the Federal Department of Labor TechHire grant.</p>	

**GoodCare** – A GoodCare staff member is on site weekly at the Roanoke Center and on an itinerant basis at affiliate sites to conduct informational sessions about health care training available through the GoodCare program at Goodwill Industries of the Valleys. The staff member can also see individuals who are interested to conduct, eligibility screening, assessment, and enrollment into the GoodCare program. This program is funded through the Federal Department of Health and Human Services Health Professions Opportunity Grant (HPOG). HPOG is a study funded by the federal government which is being conducted to determine how these training opportunities help people improve their skills and find better jobs. During the study, all new eligible applicants will be selected by lottery to participate in these training opportunities. Not all eligible applicants will be selected to participate in these opportunities.

**GoodStart** - A GoodStart staff member is on site weekly at the Roanoke Center to conduct informational sessions about the GoodStart re-entry program available through Goodwill Industries of the Valleys in Roanoke. The staff member can also see individuals who are interested to conduct eligibility screening, assessment, and enrollment into the GoodStart Program. This program is funded through a Federal Department of Labor grant. Eligible individuals must have been released from incarceration within the past six months.

## Attachment B: Partner Program Services

<b>Partner:</b>	Dabney S. Lancaster Community College		
<b>Programs:</b>	Carl D. Perkins FastForward/FANTIC Assistance		
<b>Website:</b>	<a href="http://www.dslcc.edu">http://www.dslcc.edu</a>		
<b>Partner Signatory Authority (Name, Job Title, email):</b>			
Dr. John Rainone President <a href="mailto:jrainone@dslcc.edu">jrainone@dslcc.edu</a> (540) 863-2827			
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>			
Dr. John Rainone President <a href="mailto:jrainone@dslcc.edu">jrainone@dslcc.edu</a> (540) 863-2827			
Gary Keener Vice President, Workforce Solutions & Community Education <a href="mailto:gkeener@dslcc.edu">gkeener@dslcc.edu</a> (540) 863-2900			
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>			
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>			
<b>1. Permanent Presence and Service Provision</b>			
<b>2. Itinerant Presence and Service Provision</b>			
<b>3. Service Provision Only</b>		Virginia Career Works – Covington Center	
<b>List services to be made available below (add additional pages if needed):</b>			
Access to career coaches/navigators to provide educational assistance for credit and workforce related courses.			

## Attachment B: Partner Program Services

<b>Partner:</b>	Virginia Western Community College
<b>Programs:</b>	Carl D. Perkins FastForward/FANTIC Assistance Road to Success in Virginia (RSVP) Program
<b>Website:</b>	<a href="http://www.viriniawestern.edu">http://www.viriniawestern.edu</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b> Lisa Ridpath Vice President for Financial and Administrative Services <a href="mailto:lridpath@viriniawestern.edu">lridpath@viriniawestern.edu</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b> Dr. Milan Hayward Vice President, Workforce Development Solutions <a href="mailto:mhayward@viriniawestern.edu">mhayward@viriniawestern.edu</a> (540) 857-6680  Amanda Decker Operations Manager <a href="mailto:adecker@viriniawestern.edu">adecker@viriniawestern.edu</a> (540) 857-6279	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center Virginia Career Works – Franklin Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	
<b>List services to be made available below (add additional pages if needed):</b>  Access to career coaches/navigators to provide educational assistance for credit and workforce related courses.	

## Attachment B: Partner Program Services

<b>Partner:</b>	Roanoke Valley-Alleghany Region 5 Adult Education
<b>Programs:</b>	GED® Preparation & Adult Basic Education Skills classes
<b>Website:</b>	<a href="http://www.regionfiveadulthood.com">http://www.regionfiveadulthood.com</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b>	
Lea DeCosta Regional Program Manager <a href="mailto:ldecosta@saalem.k12.va.us">ldecosta@saalem.k12.va.us</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>	
Lea DeCosta Regional Program Manager <a href="mailto:ldecosta@saalem.k12.va.us">ldecosta@saalem.k12.va.us</a> (540) 375-3056	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center
<b>List services to be made available below (add additional pages if needed):</b>	
<p>Roanoke Valley – Alleghany Region 5 Adult Education offers free GED® Preparation and Adult Basic Education skills classes to students 18 or older who lack a high-school diploma or need a refresher on basic academic skills. Classes run Monday through Thursday and loosely follow the local public school’s schedule from August through June. Additionally, Region 5 National External Diploma Program (NEDP) staff members may utilize space in the Virginia Career Works – Roanoke Center for in-office checks with clients working to earn an adult high school diploma. Finally, Region 5 Adult Education offers Test of Adult Basic Education (TABE 11/12) testing for other community partners housed within the Virginia Career Works Centers in Roanoke and Covington.</p>	

## Attachment B: Partner Program Services

<b>Partner:</b>	County of Franklin
<b>Programs:</b>	Logistics and Facilities Management of the Virginia Career Works – Franklin Center
<b>Website:</b>	<a href="http://www.franklincountyva.gov">http://www.franklincountyva.gov</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b>	
Christopher Whitlow County Administrator <a href="mailto:christopher.whitlow@franklincountyva.gov">christopher.whitlow@franklincountyva.gov</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>	
Kathy Hodges Executive Director, The Franklin Center <a href="mailto:kathy.hodges@franklincountyva.gov">kathy.hodges@franklincountyva.gov</a> (540)	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Franklin Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	
<b>List services to be made available below (add additional pages if needed):</b>	
<p>The Virginia Career Works – Franklin Center is an Affiliate Center in the Virginia Career Works system in Local Workforce Development Area 3. Owned and operated by the County of Franklin, the Center serves as a partnership, offering employment, training, and educational services to employers and citizens of Franklin County. The Center includes a Resource Room that is managed by the One Stop Operator in LWDA3, The WorkPlace. The facility is managed by a separate Executive Director, employed by the County of Franklin, that manages facilities maintenance, logistics, space rentals, and partnerships.</p>	

## Attachment B: Partner Program Services

<b>Partner:</b> Blue Ridge Job Corps Center  <b>Programs:</b> Job Corps (WIOA Title I)  <b>Website:</b> <a href="http://blueridge.jobcorps.gov">http://blueridge.jobcorps.gov</a>						
<b>Partner Signatory Authority (Name, Job Title, email):</b> Neal Randolph Executive Director  <b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b> Neal Randolph Executive Director  (276) 783-7221						
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>						
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"><b>1. Permanent Presence and Service Provision</b></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;"><b>2. Itinerant Presence and Service Provision</b></td> <td style="padding: 5px;">Virginia Career Works – Roanoke Center</td> </tr> <tr> <td style="padding: 5px;"><b>3. Service Provision Only</b></td> <td style="padding: 5px;">Virginia Career Works – Covington Center Virginia Career Works – Franklin Center</td> </tr> </table>	<b>1. Permanent Presence and Service Provision</b>		<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Roanoke Center	<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center Virginia Career Works – Franklin Center
<b>1. Permanent Presence and Service Provision</b>						
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Roanoke Center					
<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center Virginia Career Works – Franklin Center					
<b>List services to be made available below (add additional pages if needed):</b>  <p>The Blue Ridge Job Corps Center provides services under the Workforce Innovation and Opportunity Act (WIOA) Title I Job Corps programs. Job Corps is available for eligible youth and young adults ages 16 through 24 and assists them with completing their high school education, entering and completing training to obtain a meaningful career and assists eligible individuals with job placement.</p> <p>The Blue Ridge Job Corps Center located in Marion, VA has room and board access for students in training programs and provides transitional support services such as help finding employment, housing, childcare, and transportation. Job Corps encourages their graduates to either enter the workforce or an apprenticeship, go on to higher education or join the military.</p>						

## Attachment B: Partner Program Services

<b>Partner:</b>	Virginia Employment Commission
<b>Programs:</b>	Wagner-Peyser (Title III) Unemployment Insurance (UI) Jobs for Veterans State Grant (JVSG) Rapid Response Services Trade Adjustment Assistance (TAA) Reemployment Services and Eligibility Assessments (RESEA) Foreign Labor Certification Migrant Seasonal Farmworker Services
<b>Website:</b>	<a href="http://www.vec.virginia.gov">http://www.vec.virginia.gov</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b>	
Ellen Marie Hess Commissioner <a href="mailto:ellenmarie.hess@vec.virginia.gov">ellenmarie.hess@vec.virginia.gov</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>	
Katherine Holcomb Manager (Roanoke Center & Franklin Center) <a href="mailto:katherine.holcomb@vec.virginia.gov">katherine.holcomb@vec.virginia.gov</a> (540) 613-8220	
Christopher Simmons Manager (Covington Center) <a href="mailto:christopher.simmons@vec.virginia.gov">christopher.simmons@vec.virginia.gov</a> (540) 962-1151	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center Virginia Career Works – Covington Center
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Franklin Center
<b>3. Service Provision Only</b>	

**List services to be made available below (add additional pages if needed):**

Wagner-Peyser Act

- Provide basic career services and individualized career services for job seekers and workers
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
- Conduct outreach regarding local workforce system's services and products
- Provide access to labor market information and assist with the interpretation of this information relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and their earnings, skill requirements, and opportunities for advancement for such occupations
- Conduct outreach and assist employers fill their workforce needs with qualified job seekers
- Provide customized recruitment and job applicant screening and referral services
- Conduct job fairs, use one-stop center facilities for recruiting and interviewing job applicants
- Post job vacancies in the state labor exchange system and take and fill job orders
- Provide information regarding workforce development initiatives and programs
- Develop, convene, or implement industry or sector partnerships
- Conduct intake, outreach, and orientation to the information services, programs, tools and resources available through the workforce system
- Referral to training services
- Information on the availability of supportive services and referral to such as appropriate

Unemployment Insurance

- Provide information and services related to Unemployment Insurance taxes and claims

Jobs for Veterans State Grant (JVSG)

- Provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment
- Conduct outreach and assist employers fill their workforce needs with job seeking Veterans

Rapid Response

- Respond to announcements of layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers to ensure rapid reemployment and to minimize the negative impacts of the layoff

Trade Adjustment Assistance (TAA)

- The TAA Program is a federal program established under the Trade Act that provides aid to workers who lose their jobs or whose hours of work and wages are

reduced as a result of increased imports. The program develops On-the-Job Training (OJT) contracts

- Provide occupation skills training through Individual Training Accounts (ITAs)
- Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals

Reemployment Services and Eligibility Assessments (RESEA)

- Provide specialize assessments of skill levels and service needs
- Review of Unemployment Insurance
- Development of an individual employability plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
- Referral to training services and reduction in duration of UI benefits

Foreign Labor Certification

- Process H-2A and H-2B foreign labor applications, conduct employer housing inspections, conduct prevailing wage and practice surveys, and conduct employer outreach for foreign labor programs

Migrant Seasonal Farmworker Services

- In and out of area job search and placement assistance
- Conduct outreach activities with growers and other employers

## Attachment B: Partner Program Services

<b>Partner:</b>	Total Action for Progress (TAP)
<b>Programs:</b>	OnRamp RESTORE SwiftStart Y.A.L.E. YouthBuild
<b>Website:</b>	<a href="http://www.tapintohope.org">http://www.tapintohope.org</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b> Annette Lewis President & CEO <a href="mailto:annette.lewis@tapintohope.org">annette.lewis@tapintohope.org</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b> Jo Nelson Director, This Valley Works <a href="mailto:jo.nelson@tapintohope.org">jo.nelson@tapintohope.org</a> (540) 767-6220	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center
<b>List services to be made available below (add additional pages if needed):</b> Total Action for Progress (TAP) is the community action agency serving the Roanoke Valley and Alleghany Highlands, minus Franklin County. TAP provides a variety of services through the workforce development system including: <ul style="list-style-type: none"> <li>• <u>OnRamp</u> – this program is funded locally through the United Way of Roanoke Valley and assists the Roanoke Center in further integrating services and addressing barriers to employment for two-generation families in poverty.</li> <li>• <u>RESTORE</u> – this program is funded through the U.S. Department of Labor and focuses on assisting women affected by the opioid crisis in the Roanoke Valley and Alleghany Highlands, minus Franklin County.</li> <li>• <u>SwiftStart</u> – this program is funded through the U.S. Department of Labor and focuses on providing employment and training opportunities to individuals who have children under the age of 13 and face barriers to employment such as childcare.</li> <li>• <u>Y.A.L.E.</u> – this program assists court involved youth with reintegrating into the community as engaged citizens. The program provides case management, mentoring, educational interviews, service-learning, customer service certification, career exploration, job shadowing, paid and volunteer work experiences, follow-up services, and expungement and diversion services.</li> <li>• <u>YouthBuild</u> – this program is a career and technical skills leadership program for youth ages 16-24 who have dropped out of school, focusing on the construction trades.</li> </ul>	

## Attachment B: Partner Program Services

<b>Partner:</b>	Covington Redevelopment Housing Authority	
<b>Programs:</b>	Public Assistance Housing Programs Section 8 Voucher Program	
<b>Website:</b>	<a href="http://www.covington.va.us/city-government/city-departments/housing-authority/">http://www.covington.va.us/city-government/city-departments/housing-authority/</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
Kim Byrd Executive Director <a href="mailto:k_byrd@wrha.org">k_byrd@wrha.org</a>		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
Janice Weeks Housing Assistant/Resident Services <a href="mailto:j_weeks@wrha.org">j_weeks@wrha.org</a> (540) 968-0311		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>		
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Covington Center	
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
The Covington Redevelopment Housing Authority is represented at the Covington Center on an itinerant basis where they provide information and services regarding public housing assistance and Section 8 Housing Vouchers.		

## Attachment B: Partner Program Services

<b>Partner:</b>	Alleghany/Covington Department of Social Services	
<b>Programs:</b>	Supplemental Nutrition Assistance Program (SNAP) SNAP Employment and Training (SNAPET) Program Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) Virginia Medical Assistance (Medicaid) Other benefits and services, as needed	
<b>Website:</b>	<a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
Dawn Riddle Director <a href="mailto:dawn.riddle@dss.virginia.gov">dawn.riddle@dss.virginia.gov</a>		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
Dawn Riddle Director <a href="mailto:dawn.riddle@dss.virginia.gov">dawn.riddle@dss.virginia.gov</a> (540) 965-1780 x 261		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>		
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Covington Center	
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
<ul style="list-style-type: none"> <li>• Accept referrals from the Virginia Career Works Covington Center for individuals seeking benefits and/or services through the local departments of social service.</li> <li>• Provide collateral material to the Virginia Career Works – Covington Center to promote available programs and services.</li> <li>• Participate in leadership or management team meetings with Virginia Career Works – Covington Center staff.</li> <li>• Provide training and/or education to Virginia Career Works – Covington Center staff on programs and/or services provided by the Department of Social Services, as applicable.</li> <li>• Provide referrals to the Virginia Career Works – Covington Center for individuals seeking employment and/or training services.</li> <li>• Provide VIEW services to qualified TANF recipients.</li> </ul>		

## Attachment B: Partner Program Services

<b>Partner:</b>	Botetourt County Department of Social Services	
<b>Programs:</b>	Supplemental Nutrition Assistance Program (SNAP) SNAP Employment and Training (SNAPET) Program Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) Virginia Medical Assistance (Medicaid) Other benefits and services, as needed	
<b>Website:</b>	<a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
Susan Goad Director <a href="mailto:susan.goad@dss.virginia.gov">susan.goad@dss.virginia.gov</a>		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
Susan Goad Director <a href="mailto:susan.goad@dss.virginia.gov">susan.goad@dss.virginia.gov</a> (540) 591-5960 x 310		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center	
<b>2. Itinerant Presence and Service Provision</b>		
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
Provide staff on-site full-time (in partnership with the City of Roanoke, Roanoke County/Salem City and Craig County Departments of Social Services) at the Virginia Career Works - Roanoke Center to provide the following services:		
<ul style="list-style-type: none"> <li>• Work with job seekers visiting the Center to assist in accessing social service benefits.</li> <li>• Answer routine procedure and policy inquiries and helps to determine appropriate programs of service according to need.</li> <li>• Act as a service navigator assisting clients seeking social service benefits that visit the Center.</li> <li>• Provide support at community service points in partnering localities to connect job seekers with social service benefits and/or workforce development programs.</li> <li>• Provide navigation and assistance to individuals receiving benefits and/or participating in department of social services programs, i.e. VIEW, for employment purposes.</li> <li>• Maintain wealth of knowledge regarding employment and training programs provided through the regional workforce development system and the Virginia Career Works Centers.</li> <li>• Conduct a monthly job readiness or related employment workshop at the Virginia Career Works – Roanoke Center.</li> </ul>		

## Attachment B: Partner Program Services

<b>Partner:</b>	Craig County Department of Social Services	
<b>Programs:</b>	Supplemental Nutrition Assistance Program (SNAP) SNAP Employment and Training (SNAPET) Program Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) Virginia Medical Assistance (Medicaid) Other benefits and services, as needed	
<b>Website:</b>	<a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
James Weber Director <a href="mailto:james.weber@dss.virginia.gov">james.weber@dss.virginia.gov</a>		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
James Weber Director <a href="mailto:james.weber@dss.virginia.gov">james.weber@dss.virginia.gov</a> (540) 864-5117 x 237		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center	
<b>2. Itinerant Presence and Service Provision</b>		
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
Provide staff on-site full-time (in partnership with the City of Roanoke, Roanoke County/Salem City and Botetourt County Departments of Social Services) at the Virginia Career Works - Roanoke Center to provide the following services:		
<ul style="list-style-type: none"> <li>• Work with job seekers visiting the Center to assist in accessing social service benefits.</li> <li>• Answer routine procedure and policy inquiries and helps to determine appropriate programs of service according to need.</li> <li>• Act as a service navigator assisting clients seeking social service benefits that visit the Center.</li> <li>• Provide support at community service points in partnering localities to connect job seekers with social service benefits and/or workforce development programs.</li> <li>• Provide navigation and assistance to individuals receiving benefits and/or participating in department of social services programs, i.e. VIEW, for employment purposes.</li> <li>• Maintain wealth of knowledge regarding employment and training programs provided through the regional workforce development system and the Virginia Career Works Centers.</li> <li>• Conduct a monthly job readiness or related employment workshop at the Virginia Career Works – Roanoke Center.</li> </ul>		

## Attachment B: Partner Program Services

<b>Partner:</b>	Franklin County Department of Social Services
<b>Programs:</b>	Supplemental Nutrition Assistance Program (SNAP) SNAP Employment and Training (SNAPET) Program Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) Virginia Medical Assistance (Medicaid) Other benefits and services, as needed
<b>Website:</b>	<a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b> Deborah Powell Director <a href="mailto:deborah.powell@dss.virginia.gov">deborah.powell@dss.virginia.gov</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b> Anita "Toni" Turner Assistant Director <a href="mailto:anita.turner@dss.virginia.gov">anita.turner@dss.virginia.gov</a> (540) 484-4707	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	Virginia Career Works – Franklin Center
<b>List services to be made available below (add additional pages if needed):</b>	
<ul style="list-style-type: none"> <li>• Accept referrals from the Virginia Career Works - Franklin Center for individuals seeking benefits and/or services through the local departments of social service.</li> <li>• Provide collateral material to the Virginia Career Works – Franklin Center to promote available programs and services.</li> <li>• Participate in leadership or management team meetings with Virginia Career Works – Franklin Center staff.</li> <li>• Provide training and/or education to Virginia Career Works – Franklin Center staff on programs and/or services provided by the Department of Social Services, as applicable.</li> <li>• Provide referrals to the Virginia Career Works – Franklin Center for individuals seeking employment and/or training services.</li> <li>• Provide VIEW services to qualified TANF recipients.</li> </ul>	

## Attachment B: Partner Program Services

<b>Partner:</b>	City of Roanoke Department of Human and Social Services	
<b>Programs:</b>	Supplemental Nutrition Assistance Program (SNAP) SNAP Employment and Training (SNAPET) Program Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) Virginia Medical Assistance (Medicaid) Other benefits and services, as needed	
<b>Website:</b>	<a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
Steven Martin Director of Human and Social Services <a href="mailto:steven.martin@roanokeva.gov">steven.martin@roanokeva.gov</a>		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
Steven Martin Director of Human and Social Services <a href="mailto:steven.martin@roanokeva.gov">steven.martin@roanokeva.gov</a> (540) 853-2507		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center	
<b>2. Itinerant Presence and Service Provision</b>		
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
Provide staff on-site full-time (in partnership with Botetourt County, Roanoke County/Salem City and Craig County Departments of Social Services) at the Virginia Career Works - Roanoke Center to provide the following services:		
<ul style="list-style-type: none"> <li>• Work with job seekers visiting the Center to assist in accessing social service benefits.</li> <li>• Answer routine procedure and policy inquiries and helps to determine appropriate programs of service according to need.</li> <li>• Act as a service navigator assisting clients seeking social service benefits that visit the Center.</li> <li>• Provide support at community service points in partnering localities to connect job seekers with social service benefits and/or workforce development programs.</li> <li>• Provide navigation and assistance to individuals receiving benefits and/or participating in department of social services programs, i.e. VIEW, for employment purposes.</li> <li>• Maintain wealth of knowledge regarding employment and training programs provided through the regional workforce development system and the Virginia Career Works Centers.</li> <li>• Conduct a monthly job readiness or related employment workshop at the Virginia Career Works – Roanoke Center.</li> </ul>		

## Attachment B: Partner Program Services

<b>Partner:</b>	Roanoke County/Salem City Department of Social Services
<b>Programs:</b>	Supplemental Nutrition Assistance Program (SNAP) SNAP Employment and Training (SNAPET) Program Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) Virginia Medical Assistance (Medicaid) Other benefits and services, as needed
<b>Website:</b>	<a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>

<b>Partner Signatory Authority (Name, Job Title, email):</b>	
Joyce Earl Director <a href="mailto:jearl@roanokecountyva.gov">jearl@roanokecountyva.gov</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>	
Patricia Franklin Self-Sufficiency Supervisor <a href="mailto:pfranklin@roanokecountyva.gov">pfranklin@roanokecountyva.gov</a> (540) 283-8902	

### List of Services to be Made Available Through the Virginia Career Works Center(s)

<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	

<b>List services to be made available below (add additional pages if needed):</b>	
Provide staff on-site (in partnership with the City of Roanoke, Botetourt County and Craig County Departments of Social Services) at the Virginia Career Works - Roanoke Center to provide the following services:	
<ul style="list-style-type: none"> <li>• Work with job seekers visiting the Center to assist in accessing social service benefits.</li> <li>• Answer routine procedure and policy inquiries and helps to determine appropriate programs of service according to need.</li> <li>• Act as a service navigator assisting clients seeking social service benefits that visit the Center.</li> <li>• Provides support at community service points in partnering localities to connect job seekers with social service benefits and/or workforce development programs.</li> <li>• Provide navigation and assistance to individuals receiving benefits and/or participating in department of social services programs, i.e. VIEW, for employment purposes</li> <li>• Maintain wealth of knowledge regarding employment and training programs provided through the regional workforce development system and the Virginia Career Works Centers.</li> <li>• Conduct a monthly job readiness or related employment workshop at the Virginia Career Works – Roanoke Center.</li> </ul>	

## Attachment B: Partner Program Services

<b>Partner:</b>	Department for Aging and Rehabilitative Services – Division of Rehabilitative Services (DRS)
<b>Programs:</b>	Vocational Rehabilitation (Title IV)
<b>Website:</b>	<a href="http://www.vadars.org/drs">http://www.vadars.org/drs</a>

**Partner Signatory Authority (Name, Job Title, email):**

Kathryn Hayfield  
 Commissioner  
[kathryn.hayfield@dars.virginia.gov](mailto:kathryn.hayfield@dars.virginia.gov)

**Partner Local Area Contact (Name, Job Title, email and telephone number):**

Susan Watkins  
 Roanoke Field Office Manager  
[susan.watkins@dars.virginia.gov](mailto:susan.watkins@dars.virginia.gov)  
 (540) 204-9729

**List of Services to be Made Available Through the  
 Virginia Career Works Center(s)**

**Partner will participate in the following manner (indicate Center Name and type of contact):**

<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center Virginia Career Works – Franklin Center
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	Virginia Career Works – Covington Center

**List services to be made available below (add additional pages if needed):**

The Department for Aging and Rehabilitative Services (DARS) – Division of Rehabilitative Services (DRS) offers vocational rehabilitation programs and services to assist people with disabilities to prepare for, secure, retain or regain employment.

For One-Stop Delivery System job seekers, determined eligible by and appropriate for the DRS program in open order of selection categories\*, the scope of workforce services based on an assessment of service needs may include:

- Vocational Evaluation/Counseling
- Career/Post-Secondary Education Planning
- Training and Credentials
- Work Readiness and Support Services
- Job Development/Coaching/Placement

\*When it has been determined that DARS does not have sufficient funds to serve all eligible individuals, federal law requires that DARS 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 and they are referred to the Virginia Career Works Center(s) for workforce services.

## Attachment B: Partner Program Services

**Partner:** Virginia Department for Blind and Vision Impaired (DBVI)

**Programs:** Vocational Rehabilitation (Title IV)

**Website:** <http://www.vdbvi.org>

**Partner Signatory Authority (Name, Job Title, email):**

Raymond E. Hopkins  
 Commissioner  
[raymond.hopkins@dbvi.virginia.gov](mailto:raymond.hopkins@dbvi.virginia.gov)

**Partner Local Area Contact (Name, Job Title, email and telephone number):**

Liang Liao  
 Roanoke Office Manager  
[liang.liao@dbvi.virginia.gov](mailto:liang.liao@dbvi.virginia.gov)  
 (540) 561-7475

**List of Services to be Made Available Through the  
 Virginia Career Works Center(s)**

**Partner will participate in the following manner (indicate Center Name and type of contact):**

<b>1. Permanent Presence and Service Provision</b>	
<b>2. Itinerant Presence and Service Provision</b>	
<b>3. Service Provision Only</b>	Virginia Career Works – Roanoke Center Virginia Career Works – Franklin Center Virginia Career Works – Covington Center

**List services to be made available below (add additional pages if needed):**

The Virginia Department of Blind and Vision Impaired (DBVI) offers vocational rehabilitation programs and services to assist citizens who are blind, deafblind or vision impaired in achieving their maximum level of employment, education, and personal independence.

For One-Stop Delivery System job seekers, determined eligible by and appropriate for the DBVI program in open order of selection categories\*, the scope of workforce services based on an assessment of service needs may include:

- Vocational Evaluation/Counseling
- Career/Post-Secondary Education Planning
- Training and Credentials
- Work Readiness and Support Services
- Job Development/Coaching/Placement

\*When it has been determined that DBVI does not have sufficient funds to serve all eligible individuals, federal law requires that DBVI 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 and they are referred to the Virginia Career Works Center(s) for workforce services.

## Attachment B: Partner Program Services

<b>Partner:</b>	Western Virginia Workforce Development Board
<b>Programs:</b>	WIOA Title I Youth Program Management Pathways to the American Dream WIOA Title I Business Services WIOA Title I Adult & Dislocated Worker Programs
<b>Website:</b>	<a href="http://www.vcwblueridge.com">http://www.vcwblueridge.com</a>

<p><b>Partner Signatory Authority (Name, Job Title, email):</b> Morgan Romeo Executive Director <a href="mailto:mromeo@vcwblueridge.com">mromeo@vcwblueridge.com</a></p> <p><b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b> Michelle Brennan Program Manager <a href="mailto:mbrennan@vcwblueridge.com">mbrennan@vcwblueridge.com</a> (540) 613-8220</p>
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### List of Services to be Made Available Through the Virginia Career Works Center(s)

<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center Virginia Career Works – Covington Center
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Franklin Center
<b>3. Service Provision Only</b>	

<p><b>List services to be made available below (add additional pages if needed):</b></p> <p>The Western Virginia Workforce Development Board (WVWDB) is the Local Workforce Development Board for Local Workforce Development Area 3. The following programs are provided by the WVWDB at the above noted locations:</p> <ul style="list-style-type: none"> <li>• <u>WIOA Title I Youth Program Manager</u> – The WVWDB employs the Youth Program Manager that is the point of contact for all young adults that are interested in the WIOA Title I Youth program. The Youth Program Manager is based out of the Roanoke Center and works in partnership with The WorkPlace to execute the WIOA Title I Youth program.</li> <li>• <u>Pathways to the American Dream</u> – This discretionary grant is managed by the WVWDB and provides training and employment services to individuals seeking middle- to high-skilled occupations within the Advanced Manufacturing, Information Technology, and Healthcare sectors. Staff for the Pathways project are located full time at the Roanoke Center and travel to other Centers as needed.</li> <li>• <u>Business Services</u> – The WVWDB employs the region’s business solutions coordinator who coordinates the region’s Business Solutions Team and serves as the single-point of contact for businesses seeking services.</li> <li>• <u>WIOA Title I Adult &amp; Dislocated Worker Programs</u> – The WVWDB has been authorized through waiver approval by the Governor’s office to provide Individualized</li> </ul>
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Career and Follow-up Services through the WIOA Title I Adult and Dislocated Worker Programs. WVWDB Program Services staff is responsible for determining eligibility for potential applicants and enrollment into the Adult and/or Dislocated Worker Programs. Basic Career Services, Individualized Career Services, Follow-up Services, Training Services, and Supportive Services may be provided to individuals that are determined eligible.

- **Basic Career Services** – Basic career services are provided through Ross IES, as well as through the Wagner-Peyser provider, the Virginia Employment Commission. These services include eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. (TEGL 19-16)
- **Individualized Career Services** – These services must be provided to participants after Virginia Career Works Center staff determine that such services are required to obtain employment. These are services such as specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc. (TEGL 19-16)
- **Follow-up Services** – Follow-up services must be provided for Adult and Dislocated Worker participants who are placed in unsubsidized employment for up to 12 months after the first day of employment. (TEGL 19-16)
- **Training Services** – The following training services will be available to participants should Ross IES determine the need for these services to obtain employment: occupational skills training, on-the-job training, incumbent worker training, workplace education with related instruction, private sector trainings, skills upgrading and retraining, entrepreneurial training, job readiness training, adult education and literacy activities, and/or customized training. (TEGL 19-16)
- **Supportive Services** – Supportive services may be made available to any Adult and/or Dislocated Worker participating in Title I career services or training activities that is unable to obtain supportive services through other programs providing such services. These include assistance with transportation, assistance with child-care and dependent care, assistance with housing, needs-related payments, assistance with uniforms, books, fees, work attire, payments and fees for employment and training-related applications, tests, and certifications, and/or legal aid services. (TEGL 19-16)

## Attachment B: Partner Program Services

<b>Partner:</b>	The WorkPlace
<b>Programs:</b>	WIOA Title I Youth – Education Services WIOA Title I Youth – Training Services
<b>Website:</b>	<a href="http://www.workplace.org">http://www.workplace.org</a>
<b>Partner Signatory Authority (Name, Job Title, email):</b>	
Joseph Carbone President & Chief Executive Officer <a href="mailto:jcarbone@workplace.org">jcarbone@workplace.org</a>	
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>	
Karen Hopkins Vice President of Strategic Planning & Compliance <a href="mailto:khopkins@workplace.org">khopkins@workplace.org</a> (203) 610-8494	
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>	
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>	
<b>1. Permanent Presence and Service Provision</b>	Virginia Career Works – Roanoke Center
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Covington Center Virginia Career Works – Franklin Center
<b>3. Service Provision Only</b>	
<b>List services to be made available below (add additional pages if needed):</b>	
<p>The WorkPlace provides services through the WIOA Title I Youth programs in coordination with the Youth Program Manager staffed through the Western Virginia Workforce Development Board to qualified WIOA Title I Youth participants. The following elements are provided by The WorkPlace for the region's WIOA Title I Youth program:</p> <ul style="list-style-type: none"> <li>• Tutoring, Study Skills Training, Instruction and Dropout Prevention</li> <li>• Alternative Secondary School and Dropout Recovery Services</li> <li>• Adult Mentoring</li> <li>• Postsecondary Preparation and Transition Activities</li> <li>• Comprehensive Guidance and Counseling</li> <li>• Leadership Development Opportunities</li> <li>• Paid and Unpaid Work Experiences</li> <li>• Occupational Skills Training</li> <li>• Education Offered Concurrently with Workforce Preparation</li> <li>• Supportive Services</li> <li>• Follow-Up Services</li> </ul>	

## Attachment B: Partner Program Services

<b>Partner:</b>	Solutions That Empower People, Inc. (STEP)	
<b>Programs:</b>	Housing & Weatherization Youth Services Senior Services Head Start & Early Head Start Supportive Services Income Tax Preparation (VITA)	
<b>Website:</b>	<a href="http://www.stepincva.com">http://www.stepincva.com</a>	
<b>Partner Signatory Authority (Name, Job Title, email):</b>		
Sammi Rader Executive Director <a href="mailto:sammi.rader@stepincva.com">sammi.rader@stepincva.com</a>		
<b>Partner Local Area Contact (Name, Job Title, email and telephone number):</b>		
Sammi Rader Executive Director <a href="mailto:sammi.rader@stepincva.com">sammi.rader@stepincva.com</a> (540) 483-5142		
<b>List of Services to be Made Available Through the Virginia Career Works Center(s)</b>		
<b>Partner will participate in the following manner (indicate Center Name and type of contact):</b>		
<b>1. Permanent Presence and Service Provision</b>		
<b>2. Itinerant Presence and Service Provision</b>	Virginia Career Works – Franklin Center	
<b>3. Service Provision Only</b>		
<b>List services to be made available below (add additional pages if needed):</b>		
STEP Inc. provides the following services to Franklin County residents in Local Workforce Development Area (LWDA) 3:		
<ul style="list-style-type: none"> <li>• <u>Housing &amp; Weatherization</u> – STEP has provided Franklin County residents with help making their homes more energy efficient since 1969. STEP employs highly trained industry professionals who use the latest technology, including infrared and thermal imaging to properly diagnose each client’s specific energy saving needs and address them accordingly. They also administer Section 8 housing choice voucher program on behalf of the Virginia Housing Development Authority.</li> <li>• <u>Youth Services</u> – STEP provides services to the youth population through two programs:             <ul style="list-style-type: none"> <li>○ <i>LIFES Academy (Lessons in Fundamental and Essential Skills)</i> – provides an engaging alternative setting for students with special needs, serving students with developmental delays, emotional and intellectual disabilities, as well as</li> </ul> </li> </ul>		

health, learning, speech and language challenges. STEP assists students in shaping appropriate attitudes, behaviors and life skills so they can realize their fullest potential both academically and socially.

- *Project Discovery* – college access program offered in grades 9 through 12 through STEP. Encourages students to stay in and graduate high school and provides resources and tools for students to successfully make the transition to education beyond high school.
- Senior Services – STEP provides services to seniors in Franklin County through:
  - Home Delivered Meals – Meals on Wheels
  - Congregate Meals
  - Senior Transportation
- Head Start & Early Head Start – comprehensive education, health, and nutrition programs specifically designed to help parents prepare their children for school in Franklin County. Designed to foster the healthy development of children from low-income families.
- Supportive Services – STEP provides supportive services to individuals in Franklin County through the following programs:
  - *Re-Entry Services* – assisting individuals returning from incarceration and their families in making a successful transition back to the community by helping with immediate critical needs such as housing, clothing, and food, referrals to community partners, life skills, healthy family dynamics and conflict resolution counseling, personal finance education and support, transportation assistance and restoration of rights.
  - *Virginia Housing Solutions Program (VHSP)* – Homeless Prevention – provides financial assistance and on-going case management services for low-income families and individuals who are at risk of losing their rental homes.
  - *Rapid Re-Housing* – provides emergency financial assistance to homeless Veterans, individuals and families.
- Tax Preparation (VITA) – provides free tax preparation services for families and individuals earning less than \$54,000 annually.