

CONTRACT MODIFICATION

1. MODIFICATION NO: _____ PAGE 1 OF _____ PAGES

2. MODIFIES CONTRACT NO.: _____ 3. EFFECTIVE DATE _____

4. ISSUED BY: 5. CONTRACTOR (NAME AND ADDRESS):

NR/MR Workforce Development Area Consortium
6580 Valley Center Drive, Suite 119
Radford, VA 24141

6. FISCAL DATA (As required):

7. MODIFICATION:

(a.) This change order is issued pursuant to the changes clause. Changes set forth in Block 8 are made to the above-numbered contract.

(b.) The above-numbered contract is modified ADMINISTRATIVELY to reflect administrative changes set forth in Block 8.

(c.) This Supplemental Agreement is entered into by mutual consent and modifies the above-numbered contract as set forth in Block 8.

8. DESCRIPTION OF THE MODIFICATION (EXACTLY what is being changed. If funds involved an increase or decrease in the contract price, the new total must be shown.):

Except as provided herein, all terms and conditions of the contract referenced in Block 3 remain unchanged and in full effect.

9. CONTRACTOR IS NOT REQUIRED TO SIGN THIS DOCUMENT

10. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT.

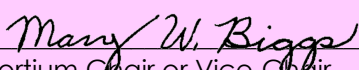
11. **Authorized Signatures**



Contractor Representative



Consortium Executive Director



Consortium Chair or Vice-Chair

ONE STOP OPERATOR PROPOSAL SUMMARY FORM

NAME OF PROPOSER: People Incorporated of Virginia

AMOUNT REQUESTED: \$ 50,000.00

BRIEF SUMMARY OF PROPOSED PROGRAM

People Incorporated proposes to continue to be the One-Stop Operator for the service area defined as Virginia Local Workforce Development Area (LWDA) II, the New River Mt. Roger Workforce Development Area. People Incorporated, along with our region's optional and mandated partner agencies, will ensure that all customers receive access to services and consistent delivery of services.

People Incorporated will provide outreach, intake, and orientation to information of all services and programs available through a One Stop delivery system.

All mandatory career services will be universally available. No individual will be at a disadvantage or encounter unnecessary difficulty in gaining access to Career services. Services are provided with a "no wrong door" approach so that, no matter where a jobseeker begins, all resources will be made available in the most efficient way possible.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County.), Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski.

In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion. Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

Each physical entry point is intended as a "no wrong door" approach to services, which is why People Incorporated focuses on cross-training staff to be able to provide a full range of services and referrals. In addition, all partners within the One Stop Center are responsible for providing coverage at the reception desk and in the resource room on a rotating basis as this help keeps everyone informed about customer needs.

People Incorporated also promotes the virtual points of entry and services provided by the WDB through the NRMRWDB website, the Virginia Workforce Connection, and by promoting use of the Commonwealth's referral portal (virginia.myjourney.com). Additional online resources are available for those receiving Individual Career Services, including the CareerScope interest/aptitude assessment, WorkKeys, and Conover Online Learning systems that provide evaluations and education programs specifically tailored to client needs.

ADULT/DLW PROPOSAL SUMMARY FORM

NAME OF PROPOSER: ○ People Incorporated of Virginia

AMOUNT REQUESTED: \$ 1,406,600 **TOTAL TO BE SERVED:** 314

AREA TO BE SERVED: LWDA II, Cities of Bristol, Galax, and Radford and the counties of Washington, Smyth, Wythe, Bland, Grayson, Carroll, Pulaski, Montgomery, Giles, and Floyd.

BRIEF SUMMARY OF PROPOSED PROGRAM

People Incorporated proposes to continue to be the Adult and Dislocated Worker Services provider for the service area defined as Virginia LWDA II.

People Incorporated will assure that all interested clients have access to Basic Career Services through self-service resources as well as staff assisted basic career services in the One-Stop Center and affiliate centers and access points defined below. Clients will have access to information about the labor market, their potential fit in the labor market, and available services.

For interested clients, a pre-screening form can be completed to assist with determination of eligibility for individual career and/or training services. Services will be offered to eligible clients to help obtain employment, retain employment, and become economically self-sufficient. This includes WIOA staff-assisted job search and occupational development. Training services will be available for eligible jobseekers for in-demand occupations. It is at this time that a client is first registered for WIOA Title I and data is collected that will be used to evaluate performance metrics.

People Incorporated provides follow-up services for a minimum of 12 months after a client is employed or exits the program.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County), Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski. In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion. Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

TARGET GROUPS	NUMBER	PERCENT
Adults	272	87%
Youth (18-24) Served as Adults	42	13%
Welfare	57	18%
Minorities	138	44%
Individuals with a Disability	48	15%

Cost Per Participant: Adult \$4,475.28 DLW \$4,485.29

Cost Per Placement: Adult \$5,989.47 DLW \$5,495.50

YOUTH PROPOSAL SUMMARY FORM

NAME OF PROPOSER: ○ People Incorporated of Virginia

AMOUNT REQUESTED: \$ \$1,038,500 **TOTAL TO BE SERVED:** 160

AREA TO BE SERVED: LWDA II, Cities of Bristol, Galax, and Radford and the counties of Washington, Smyth, Wythe, Bland, Grayson, Carroll, Pulaski, Montgomery, Giles, and Floyd.

BRIEF SUMMARY OF PROPOSED PROGRAM

People Incorporated proposes to continue to be the Youth Services provider for Virginia LWDA II.

People Incorporated will provide a comprehensive array of activities and services to Title I WIOA eligible youth ages 16 – 24. Services will be provided to both in-school and out-of-school youth with a projection of no more than 25% of funding being spent on in-school youth and at least 75% of funding being spent on out-of-school youth.

People Incorporated will make available all required Youth Program elements based upon the objective assessment of each youth's needs and goals. Eligible youth whose needs are suitable for existing WIOA programs will be given a comprehensive objective assessment of that youth's academic levels, skill levels, service needs, as well as strengths and goals. This assessment will include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs. Whenever possible, this assessment will take advantage of information from schools regarding academic and vocational progress or from assessments administered by other organizations. Each youth may be given the TABE assessment to determine their basic reading, language and math skill levels and the CareerScope may be used to determine vocational interests.

Based on this comprehensive assessment, the staff will discuss with the youth how each program activity might (or might not) benefit him or her and assist with establishing short and long-term employment and education goals. The staff and participant will also discuss existing barriers that might prevent the youth from reaching those goals as well as strengths and supports they have in place that will assist them with accomplishing their goals. Together, clients and staff will develop a mix of activities and services from both WIOA and non-WIOA resources which will lead toward the youth's goals and overcome identified barriers.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County, Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski. In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion. Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

TARGET GROUPS	NUMBER	PERCENT
In-School	35	22 %
Out-of-School	125	78 %
Welfare	35	22%
Minorities	65	41 %
Individuals with a Disability	36	23 %
Cost Per Participant: \$ 6,490.63		

ONE STOP OPERATOR PROPOSAL SUMMARY FORM

NAME OF PROPOSER: People Incorporated of Virginia

AMOUNT REQUESTED: \$ 50,000.00

BRIEF SUMMARY OF PROPOSED PROGRAM

People Incorporated proposes to continue to be the One-Stop Operator for the service area defined as Virginia Local Workforce Development Area (LWDA) II, the New River Mt. Roger Workforce Development Area. People Incorporated, along with our region's optional and mandated partner agencies, will ensure that all customers receive access to services and consistent delivery of services.

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ADULT/DLW PROPOSAL SUMMARY FORM

NAME OF PROPOSER: ○ People Incorporated of Virginia

AMOUNT REQUESTED: \$ 1,068,168 **TOTAL TO BE SERVED:** 245

AREA TO BE SERVED: LWDA II, Cities of Bristol, Galax, and Radford and the counties of Washington, Smyth, Wythe, Bland, Grayson, Carroll, Pulaski, Montgomery, Giles, and Floyd.

BRIEF SUMMARY OF PROPOSED PROGRAM

People Incorporated proposes to continue to be the Adult and Dislocated Worker Services provider for the service area defined as Virginia LWDA II.

People Incorporated will assure that all interested clients have access to Basic Career Services through self-service resources as well as staff assisted basic career services in the One-Stop Center and affiliate centers and access points defined below. Clients will have access to information about the labor market, their potential fit in the labor market, and available services.

For interested clients, a pre-screening form can be completed to assist with determination of eligibility for individual career and/or training services. Services will be offered to eligible clients to help obtain employment, retain employment, and become economically self-sufficient. This includes WIOA staff-assisted job search and occupational development. Training services will be available for eligible jobseekers for in-demand occupations. It is at this time that a client is first registered for WIOA Title I and data is collected that will be used to evaluate performance metrics.

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TARGET GROUPS	NUMBER	PERCENT
Adults	215	88%
Youth (18-24) Served as Adults	30	12%
Welfare	44	18%
Minorities	80	33%
Individuals with a Disability	24	10%

Cost Per Participant: Adult \$4,267.06 DLW \$4,479.57

Cost Per Placement: Adult \$5,948.02 DLW \$5,446.75

YOUTH PROPOSAL SUMMARY FORM

NAME OF PROPOSER: ○ People Incorporated of Virginia

AMOUNT REQUESTED: \$ 712,003.00 **TOTAL TO BE SERVED:** 139

AREA TO BE SERVED: LWDA II, Cities of Bristol, Galax, and Radford and the counties of Washington, Smyth, Wythe, Bland, Grayson, Carroll, Pulaski, Montgomery, Giles, and Floyd.

BRIEF SUMMARY OF PROPOSED PROGRAM

People Incorporated proposes to continue to be the Youth Services provider for Virginia LWDA II.

People Incorporated will provide a comprehensive array of activities and services to Title I WIOA eligible youth ages 16 – 24. Services will be provided to both in-school and out-of-school youth with a projection of no more than 25% of funding being spent on in-school youth and at least 75% of funding being spent on out-of-school youth.

People Incorporated will make available all required Youth Program elements based upon the objective assessment of each youth's needs and goals. Eligible youth whose needs are suitable for existing WIOA programs will be given a comprehensive objective assessment of that youth's academic levels, skill levels, service needs, as well as strengths and goals. This assessment will include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs. Whenever possible, this assessment will take advantage of information from schools regarding academic and vocational progress or from assessments administered by other organizations. Each youth may be given the TABE assessment to determine their basic reading, language and math skill levels and the CareerScope may be used to determine vocational interests.

Based on this comprehensive assessment, the staff will discuss with the youth how each program activity might (or might not) benefit him or her and assist with establishing short and long-term employment and education goals. The staff and participant will also discuss existing barriers that might prevent the youth from reaching those goals as well as strengths and supports they have in place that will assist them with accomplishing their goals. Together, clients and staff will develop a mix of activities and services from both WIOA and non-WIOA resources which will lead toward the youth's goals and overcome identified barriers.

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TARGET GROUPS	NUMBER	PERCENT
In-School	29	21 %
Out-of-School	110	79 %
Welfare	31	22%
Minorities	43	31 %
Individuals with a Disability	29	21 %
Cost Per Participant: \$ 5,122.32		

PROPOSAL AND AWARD SHEET

1. ISSUING ACTIVITY:

New River/Mount Rogers Workforce Development
Area Consortium Board
For: Area 2

2. SEND TO:

New River/Mount Rogers WDA Consortium Board
6580 Valley Center Drive, Suite 119
Radford, VA 24141

3. PROGRAM:

4. SOLICITATION NO.:

5. DATE ISSUED: 01/12/2023

6. CONTRACT NO.:

7. DURATION:

FROM July 1, 2023 TO June 30, 2024

GENERAL SOLICITATION REQUIREMENTS

1. Sealed offers must be returned to the address noted above in Block No. 2 no later than **4:30 p.m.** on **March 10, 2023**.
2. All offers are subject to compliance with items listed in the schedule below.

SCHEDULE

- | | |
|--|----------------------------------|
| I. Statement of Contract Work Responsibilities | IV. Statement of Work |
| II. Certifications | V. Budget Information |
| III. Offeror's Standard Information | VI. General Terms and Conditions |

8. TYPE OF ORGANIZATION: (Check ones appropriate):
- | | | | |
|---|---|---|--|
| ☐ Proprietorship | ☐ Local Govt. Agency | ☐ Non-profit | ☐ Other (Specify) |
| ☐ Partnership | ☐ State Govt. Agency | ☐ Minority Owned | |
| ☐ Corporation | ☐ Profit-making | ☐ Small Business | |

OFFER

The undersigned offers and agrees to furnish and abide by all items listed in the Schedule and the price offered within the time specified. This offer is firm for 180 days.

9. OFFEROR (LEGAL NAME AND ADDRESS):

10. TYPED NAME AND TITLE OF PERSON
AUTHORIZED TO SIGN CONTRACT:

PHONE NO.: _____

SIGNATURE 

DATE _____

11. AWARDED WITH FOLLOWING STIPULATION(S):

CONTRACT FUNDING SUMMARY

12. CONTRACT

13. INITIAL AWARD AMOUNT: \$ _____

PY 23 TITLE I

Period: From 7/1/2023 To 6/30/2024

NOTE: Should additional funds become available during the program year, Program Operator is entitled to consideration of such additional monies. This is not a guarantee of additional funding but only an option that may be exercised by the Consortium Board.

14. CB EXECUTIVE DIRECTOR:

15. CONSORTIUM BOARD CHAIR:

SIGNATURE _____

SIGNATURE _____

CONTRACT PERFORMANCE AND STATEMENT OF WORK RESPONSIBILITIES

In acceptance of program funding, I agree to provide/comply with the following:

1. Client Outreach/Recruitment
2. Client Suitability Determination
3. Initial Assessment/Referral for Certification
4. Objective Assessment
5. Development and implementation of an Individual Service Strategy
6. Documented counseling contacts
7. Proper completion and maintenance of applicable required program documentation forms.
8. Reporting for reimbursement only allowable expenditures contained in approved contract budget
9. Adhere to all performance standards as specified in the RFP and contained herein.
10. Specific training/services activities and components to be provided are outlined below. Activities are a part of overall program operations but all activities are not applicable to all clients. Client participation in specific activities will be based on each individual client's objective assessment and Individual Service Strategy.
 - A. Career Services through the one stop system including referrals to partner programs
 - B. Eligibility determination, initial assessment and labor market services
 - C. Career counseling and planning, development of an Individual Employment Plan
 - D. Adult Education and literacy activities
 - E. Internship, work experience, job shadowing, summer employment
 - F. Job readiness, foundational skill building, and leadership development
 - G. Case management, adult mentoring, comprehensive guidance and counseling
 - H. Training services: occupational skills, on-the-job, pre-vocational, skills upgrade, custom
 - I. Supportive services necessary to enter or remain in employment or training
 - J. Tutoring and study skills, alternative secondary school, education with workforce prep
 - K. Pre-apprenticeship, financial literacy, entrepreneurship skills training
 - L. Follow up services for a minimum of 12 months after program completion
11. Adherence to specifications contained in the following:
 - A. General Terms and Conditions
 - B. Workforce Innovation and Opportunity Act
 - C. All Applicable Federal/State Policies
 - D. All Applicable WDB Policies

We the undersigned agree to abide by the terms and conditions outlined above and changes are acceptable only if mutually agreed to by way of a signed contract modification.



AGENCY REPRESENTATIVE

WDB STAFF REPRESENTATIVE

CERTIFICATION REGARDING INDEMNIFICATION

It is understood by the agency and signatory for the receiving agent that, hereafter, they will accept responsibility for the funds and their program. It is understood that each receiving agency is responsible for adhering to the rules/regulations promulgated by the Workforce Innovation and Opportunity Act, U.S. Department of Labor, Virginia Community College System, and New River/Mount Rogers Workforce Development Board in the performance of their contract.

With this understanding of responsibility, all WIOA contractors will account for all Federal funds, WIA/WIOA property and program income, if generated. The receiving agency hereby agrees to indemnify, reimburse and save harmless the New River/Mount Rogers Workforce Development Board and Consortium Board, for any mistakes, errors of judgments, malfeasance, theft, or other actions by the receiving agency or their staff which result in disallowed cost.

Name of Agency

Name and Title of Authorized Representative



Signature of Authorized Representative

Date

Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1978, 29 CFR Part 98, Sections 98.305, 98.320, and Subpart F.

In addition, this certification is a material representation of fact upon which reliance is placed when the agency determines to award the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

- A. The prospective grantee certifies that it will provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - (b) Establishing a drug-free awareness program to inform employees about:
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
 - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will:
 - (1) Abide by the terms of the statement, and
 - (2) Notify the employer of any criminal drug statute conviction for a

violation occurring in the workplace no later than five days after such conviction;

- (e) Notifying the agency within ten days after receiving notice under subparagraph (d)(2), with respect to any employee or otherwise receiving actual notice of such conviction;
- (f) Taking one of the following actions within 30 days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted.
 - (1) Taking appropriate personnel action against such an employee up to and including termination; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

- B. The grantee shall insert in the space provided below, or include as a separate attachment, a listing of the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, and zip code)

Name of Organization

Name and Title of Authorized Representative


Signature of Authorized Representative Date

Certification Regarding
Debarment, Suspension, Ineligibility, and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants Responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative



Signature of Authorized Representative

Date

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is providing the certification as set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "primary covered transaction", "principal", "proposal", and "voluntarily excluded", as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause title "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement or Non-procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Grantee/Contractor Organization



Name of Certifying Official

Signature

Date

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether sub-awardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. Section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, state, and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or sub-award recipient. Identify the tier of the sub-awardee, e.g. the first sub-awardee of the prime is the 1st tier. Sub-awards include but are not limited to subcontracts, sub-grants, and contract awards under grants.
5. If the organization filing the report in item 4 checks "sub-awardee," then enter the full name, address, city, state, and zip code of the prime Federal Recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g. Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/ proposal control number assigned by the Federal agency). Include prefixes, e.g. ARFP-DE-90-001.
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10.
 - (a) Enter the full name, address, city, state, and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.
 - (b) Enter the full names of the individual(s) performing services, and include full address if different from 10.(a). Enter Last Name, First Name, and Middle Initial (MI).

11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.
12. Check the appropriate box(es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form, print his/her name, title and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, D.C. 20503.

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352
(See reverse for public burden disclosure)

1. Type of Federal Action: G a. Contract b. Grant c. Cooperative agreement d. Loan e. Loan guarantee f. Loan insurance	2. Status of Federal Action: G a. Bid/offer/application b. Initial award c. Post-award	3. Report Type: G a. Initial filing b. Material change For Material Change Only: Year _____ Quarter _____ Date of last report _____
4. Name and Address of Reporting Entity: [] Prime [] Sub-awardee Tier _____, if known. Congressional District, if known: _____		5. If Reporting Entity in No. 4 is Sub-awardee, Enter Name and Address of Prime: Congressional District, if known: _____
6. Federal Department/Agency: _____		7. Federal Program Name/Description: CFDA Number, if applicable: _____
8. Federal Action Number, if known: _____		9. Award Amount, if known: \$ _____
1. 10. a. Name and Address of Lobbying Entity 2. (If individual, last name, first name, MI): _____ (Attach Continuation Sheet(s) SF-LLL-A, if necessary) b. Individual Performing Services (including address if different from No.10) _____ (Attach Continuation Sheet(s) SF-LLL-A, if necessary)		
11. Amount of Payment (check all that apply): \$ _____ [] Actual [] Planned	13. Type of Payment (Check all that apply): [] a. Retainer [] b. One-time fee [] c. Commission [] d. Contingent fee [] e. Deferred [] f. Other; specify: _____	
12. Form of Payment (check all that apply): [] a. Cash [] b. In-kind; specify: nature _____ value _____		
14. Brief Description of Services Performed or to be Performed and Date(s) of Service, including officer(s), employee(s), or Member(s) contacted, for Payment indicated in Item 11: (Attach Continuation Sheet(s) SF-LLL-A, if necessary)		
15. Continuation Sheet(s) SF-LLL-A attached: [] Yes [] No		
16. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a cash penalty of not less than \$10,000 and not more than \$100,000 for each such failure..	Signature: _____ Print Name: _____ Title: _____ Telephone No.: _____ Date: _____	
FEDERAL USE ONLY		Authorized for Local Reproduction Standard Form - LLL

**DISCLOSURE OF LOBBYING ACTIVITIES
CONTINUATION SHEET**

Reporting Entity: _____ Page _____ of _____

**CERTIFICATIONS REGARDING COMPLIANCE WITH NONDISCRIMINATION
AND
EQUAL OPPORTUNITY LAWS AND REGULATIONS**

Certification of Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

As a condition to the award of financial assistance under WIOA from the Department of Labor, the grant applicant assures 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.

In addition, with respect to operation of the WIOA-funded program or activity and all agreements or arrangements to this contract the applicant certifies that to carry out the WIOA-funded program or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014, Title VI of the Civil Rights Act of 1964, as amended; section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, 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 34. The United States has the right to seek judicial enforcement of this assurance.

This certification is a material representation of fact upon which reliance was placed when this agreement was made or entered into. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the nondiscrimination and equal opportunity laws and regulations, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the nondiscrimination and equal opportunity laws and regulations.

Signature of Authorized Certifying Official 	Title
Applicant Organization	Date Submitted

OFFEROR'S STANDARD INFORMATION

One copy of the following information regarding the offeror's agency must be submitted.
Number your responses to correspond with the numbers here:

- 1. Name, title, address, and telephone number of person(s) with authority to negotiate and contractually bind the offeror.**

Bryan Phipps
President and CEO
1173 West Main Street
Abingdon, VA 22173
(276) 623-9000

- 2. Name, title, and telephone number of person(s) who may be contacted during the period of proposal evaluation.**

Beth Carico
Director of Workforce Development
1173 West Main Street
Abingdon, VA 22173
(276) 619-2212 (office)
(276) 235-2436 (cell)

- 3. If your organization is a corporation, a Certificate of Incorporation must be submitted with the proposal. If the certificate is over 30 years old, then the proposer must also submit a copy of the latest annual report for the State Corporation Commission. For all other non- governmental organizations, it is necessary for the proposer to submit a signed, notarized affidavit which specifies how the business is organized (partnership or proprietorship). If not a partnership or proprietorship, then the organization must be explained. For governmental organizations, no certification of legal status is necessary.**

The Certificate of Incorporation and Certificate of Good Standing from the State Corporation Commission are included in the following pages.

- 4. If your organization claims non-profit status, evidence of the non-profit status must be submitted.**

Included in the following pages.

ATLANTA GA 39901-0001

In reply refer to: 0752139621
Jan. 15, 2016 LTR 4168C 0
54-0763686 000000 00
00017809
BODC: TE

PEOPLE INCORPORATED OF VIRGINIA
% ROBERT GOLDSMITH
1173 W MAIN ST
ABINGDON VA 24210-4703

108358

Employer ID Number: 54-0763686
Form 990 required: yes

Dear Taxpayer:

This is in response to your request dated Jan. 06, 2016, regarding your tax-exempt status.

We issued you a determination letter in November 1965, recognizing you as tax-exempt under Internal Revenue Code (IRC) Section 501(c)(3).

Our records also indicate you're not a private foundation as defined under IRC Section 509(a) because you're described in IRC Sections 509(a)(1) and 170(b)(1)(A)(vi).

Donors can deduct contributions they make to you as provided in IRC Section 170. You're also qualified to receive tax deductible bequests, legacies, devises, transfers, or gifts under IRC Sections 2055, 2106, and 2522.

In the heading of this letter, we indicated whether you must file an annual information return. If a return is required, you must file Form 990, 990-EZ, 990-N, or 990-PF by the 15th day of the fifth month after the end of your annual accounting period. IRC Section 6033(j) provides that, if you don't file a required annual information return or notice for three consecutive years, your exempt status will be automatically revoked on the filing due date of the third required return or notice.

For tax forms, instructions, and publications, visit www.irs.gov or call 1-800-TAX-FORM (1-800-829-3676).

If you have questions, call 1-877-829-5500 between 8 a.m. and 5 p.m., local time, Monday through Friday (Alaska and Hawaii follow Pacific Time).

Sincerely yours,



Teri M. Johnson
Operations Manager, AM Ops. 3

5. Provide a brief synopsis of your experience relating to this program.

Since the 1960s, People Incorporated of Virginia has delivered a variety of jobs training programs, such as CETA, Manpower, JTPA, WIA and currently the WIOA Adult, Youth and Dislocated Worker programs in LWDA II. The agency has coordinated the activities of partners, eliminated duplication of services, and, thereby, saved time and money. Our early efforts laid the groundwork for what became the forerunner of a one-stop style center in 2003 by establishing a facility and developing the necessary partnerships. These efforts eliminated the duplication of services and, ultimately, saved all participants time and money.

In 2012, People Incorporated began delivering Youth Services to Wythe, Smyth, and Bland counties due the termination of a contract with another service provider. The two previous providers, Mountain CAP and Arbor, had failed to deliver acceptable performance in these three counties. Since we began providing services, People Incorporated has met or exceeded all performance standards.

That same year, People Incorporated became the exclusive WIOA adult and youth operator for Carroll, Grayson and Galax and has consistently provided a high level of customer service while exceeding performance measures. This is due to the staff's ability to leverage resources, effectively serve customers, and establish relations with both employers and partners in the community. In 2012, the agency began providing Dislocated Worker services in Washington and Smyth counties taking over Galax and Carroll, Grayson, Wythe, and Bland counties as well as the New River Valley from Goodwill of the Valleys in January 2015. During this same time, the agency has served as the One Stop Operator for the entire New River/Mount Rogers Workforce Development Area.

Over the last 11 years of service to the region and 59 years of service in Virginia, People Incorporated has a demonstrated ability to partner successfully with other human service and workforce development agencies. Specifically, People Incorporated has representation or partnership with the following groups:

- Active member of four regional One-Stop Partner Committees in LWDA II– a committee of partner agencies to provide input to Center Management and make recommendations to improve services at the corresponding One-Stop.
- Regional Business Services Teams – participate in and/or chair each of the four regional teams comprised of partner organizations that provide services to local businesses.
- Crossroads to Employment Network – Consortium of employers and service providers whose mission is to identify and facilitate employment for the underserved person with disabilities, persons with limited education or financial resources, and ex-offenders.
- Talent Solutions Committee with Mount Rogers Regional Partnership
- All Departments of Social Services with which we partner in varying degrees to provide basic career services and referrals for all public assistance recipients.
- Needs Advisory Board in the City of Bristol and Washington County created by People Incorporated
- Bristol and Washington County Schools where we partner to develop transitional plans which may include vocational evaluations for students.

- Public School systems in Carroll, Grayson, Wythe, Smyth, Bland, Washington Counties and the Cities of Bristol, and Galax – worked with Special Education teachers, Guidance Counselors, Principals and System Administration to effectively serve youth. Sit on CTE Advisory Councils for some of the local school systems as well.

In addition to providing services to jobseekers, People Inc. also serves entrepreneurs, homeowners, laid off individuals, working parents, and many others. With nearly 30 internal programs and a wide network of partners throughout the NRMRWDB region, staff can refer clients to a full range of services depending on their need.

In addition to assisting individuals, People Incorporated realizes that no workforce development system works without strong and successful interaction with the business and economic development community. Service to this sector is an important part of our strategy. We work hand-in-hand with these constituents to ensure our programs are producing a workforce that meet their needs through relationships with the regional Small Business Development Centers.

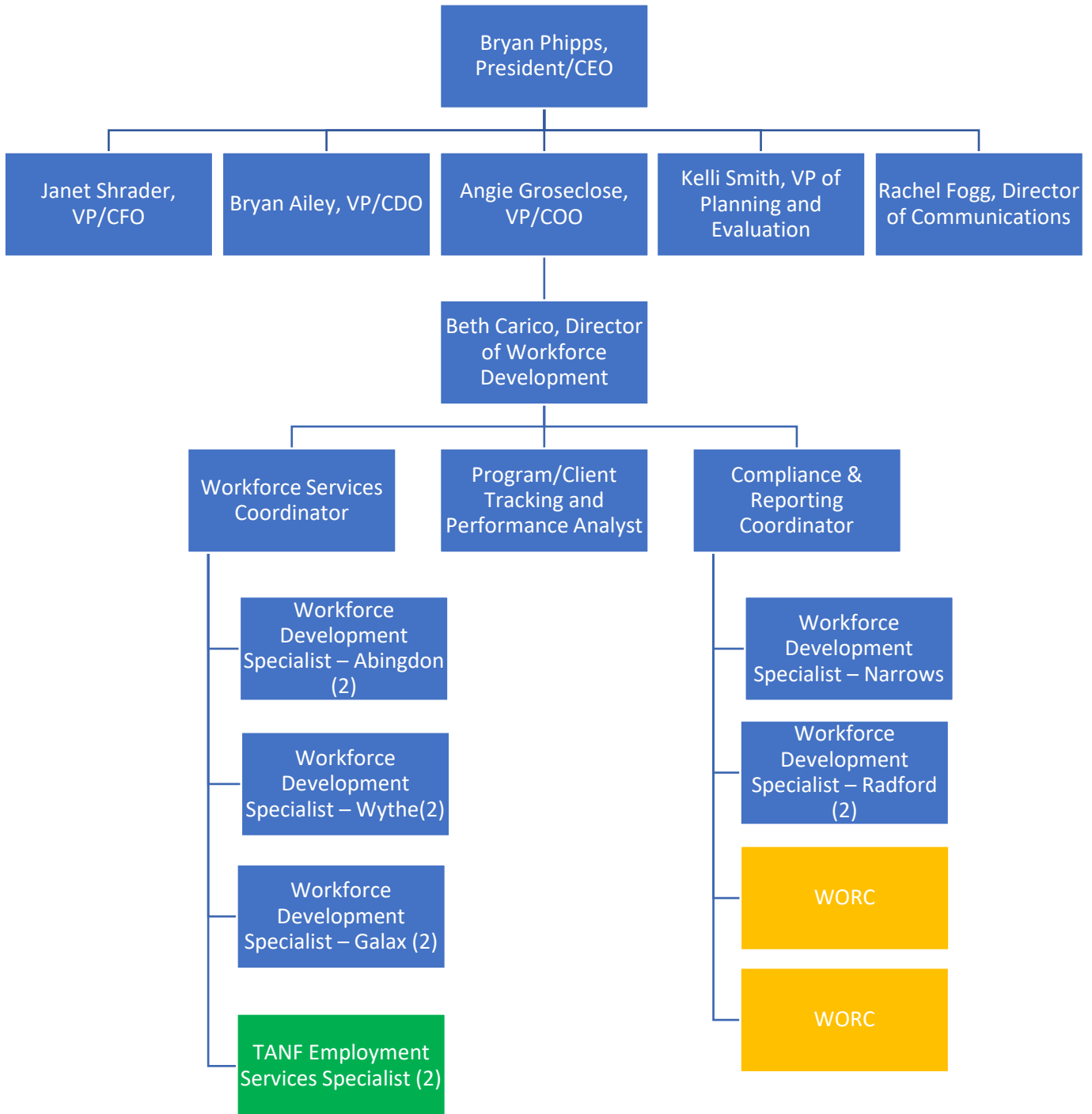
This is evidenced by our involvement in the four regional business services teams and support of the NRMRWDB Strategic Plan goal to provide business engagement, networking, and recruitment opportunities across the region. The One Stop budget consistently provides financial support for these efforts, including collaboration on planning and financial support of workshops, career fairs, and other business service focused endeavors.

6. Briefly describe your organization and related administrative structure. An organizational chart of the program staff with an explanation of the minimum qualifications and responsibilities for each non-clerical position must be submitted.

People Incorporated is governed by a tri-partite Board of Directors comprised of representatives from the low-income community, local government, and private sector. The Board of Directors is responsible for budgetary and strategic agency planning as well as ongoing program and fiscal oversight. Bryan Phipps, President and CEO, reports directly to the Board.

The agency employs a compartmentalized organizational structure that supports the delivery of services within its five distinct program areas: housing, community and economic development, child and family development, community services, and workforce development. The agency currently operates nearly 30 programs in these key areas. All agency programs, including Workforce Development are overseen by Angie Groseclose, Vice President and Chief Operating Officer. Programs also receive support from Kelli Smith, Vice President of Planning and Evaluation whose team is responsible for providing WIOA follow-up services that are not only required but also imperative to reaching WIOA performance goals.

The attached organization chart shows the structure within The Workforce Development Department, which is led by Beth Carico, Director of workforce Development. Services within the department include WIOA, TANF Employment Services, and program oversight and analysis.



Director of Workforce Development

Minimum Qualifications: Bachelor's Degree in Human Services, Public Administration or related field, and five or more years of experience in workforce development or related field or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Responsibilities:

1. Provides technical assistance and guidance to staff by interpreting Federal regulations, public law, State regulations and local policies.
2. Reviews changes in regulations and advises staff of the effect of such changes, assist with planning process by gathering labor market or programmatic information.
3. Visits partner agencies periodically to offer technical assistance.
4. Assists with development and update of procedures, forms, and manuals, collaborates and coordinates activities with Workforce Development Specialists to develop service strategies, employment and training plans, concept papers, and other program development documents.
5. Prepares budgets and required financial and programmatic reports.
6. Maintains close working relationship with partner agencies and organization to ensure coordination of training goals and supportive services.
7. Negotiates subcontracts with public and private agencies for the implementation of employment and training activities.
8. Coordinates subcontract operations to ensure compliance with terms.
9. Provides program resources for Workforce Development Specialists.
10. Assists with counseling of participants.
11. Determines eligibility status of applicants.
12. Assists with development of Supportive Service/Job Retention Vendors.
13. Acts as substitute WFD Specialist during staff absences.
14. Coordinates Internship/OJT development with Workforce Development Specialists.
15. Meets with clients to address clients' concerns/complaints.
16. May assist with recruitment of applicants.
17. Recognizes trends in program operation and results and makes recommendations for and assists in development corrective action plans.
18. Reviews participant files, contracts, time and attendance records, and supportive service information to ensure accuracy.
19. Assesses performance goals and results.
20. Reviews expenditures for allowable costs.
21. Maintains contact with employers, the local employment service, local adult education programs and other persons or agencies that may provide service to clients.
22. Actively participate in agency senior management activities.
23. Be a leader in Workforce Development.
24. Perform all other agency related duties as assigned.
25. Take steps to ensure progress, and monitor progress, towards Strategic Plan goal(s) related to job responsibilities.

Workforce Development Specialist

Minimum Requirements: Bachelor's degree from an accredited college or university in career counseling, educational/guidance counseling, human services, or a related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Minimum of two years of experience and training which provides the required knowledge, skills, and abilities. Must possess basic skills including internet search capability; proficiency in Internet Explorer, Mozilla Firefox, and Google Chrome; keyboarding skills; and data entry experience.

Responsibilities:

1. Manage a case load of Workforce Development (WFD) participants according to appropriate WIOA funding stream regulations to receive work readiness, leadership development, training services, and academic support to meet common measures.
2. Ensure confidentiality of all files and records, maintaining compliance with federal, state, and local laws, regulations, guidance, policies, and procedures.
3. Conduct outreach and recruitment of WFD customers.
4. Develop and maintain contacts with community organizations and educational institutions for the purpose of outreach, recruitment, and positive public relations.
5. Enroll clients as per WIOA regulations; collecting and documenting appropriateness PRIOR to service delivery, ensure proper signatures as required on all forms, entering all necessary information into the statewide database system and documentation in the participant case file.
6. Administer assessments and develop Individual Service Strategy (ISS) or Individual Service Strategy (ISS).
7. Responsible for meeting with, contacting, and providing services to participants per program policy and guidelines adhering to time frame.
8. Facilitate placement into full-time employment as identified through the ISS/ISS.
9. Deliver and document supportive services to overcome barriers to education and employment.
10. Work with schools, employers, and training providers to ensure that participants are making progress and attending regularly.
11. Refer participants to appropriate services for needs outside of the scope of WIOA.
12. Work collaboratively and collegially with other staff, employers, and other funded partners to ensure program success.
13. Provide excellent customer service in all phases of work with participants, schools, and employers, focusing on problem resolution.
14. Attend community outreach events as required.
15. Develop and deliver presentations to schools, community groups, and other organizations to increase awareness of available services and program requirements.
16. Present information to potential participants regarding services and eligibility requirements of the WIOA program in both group and individual settings.
17. May coordinate services with Trade Adjustment Assistance (TAA) program to ensure delivery of meaningful reemployment services to trade-affected workers.
18. Perform all other agency related duties as assigned.
19. Take steps to ensure progress, and monitor progress, towards Strategic Plan goal(s) related to job responsibilities.

Program/Client Tracking and Performance Analyst

Minimum Requirements: Associates degree in business or other related field or any combination of experience and training which provides the required knowledge, skills, and abilities to perform functions of the position. Extensive experience with computers and software programs such as Microsoft Office Suite, including Excel, and the ability to learn other computer software as needed. Must possess basic skills including internet search capability; proficiency in Internet Explorer, Mozilla Firefox, and Google Chrome; keyboarding skills; and data entry experience. Prior experience working with WIA/WIOA, TANF, HUD or other federal workforce programs.

Responsibilities:

1. Process invoices for Workforce Development operating expenses and client supportive services expenditures.
2. Ensure required documentation is contained with each purchase requisition.
3. Maintain knowledge of agency financial procedures and ensure required procedures are being followed.
4. Interact with finance regularly.
5. Return completed purchase requisition documentation to case management staff for upload into electronic record or to be maintained in client's paper record.
6. Responsible for maintaining multiple multi-functioning databases to track obligations for individual workforce development programs.
7. Integrate databases into spreadsheets.
8. Assist with compiling requested data for audit/monitoring purposes.
9. Assist with file storage/destruction per internal and/or grant requirements.
10. Purchase/requisition of supplies, equipment, etc. for WFD Staff.
11. Assist follow-up staff as requested with obtaining required documentation for performance/reporting.
12. Accurately compile data and prepares reports as requested by the Director of Workforce Development.
13. Review and corrects or approves completed eligibility packets submitted by workforce staff.
14. Represents the agency and programs in a positive manner.
15. Cultivates and maintains effective working relationships with community officials, employers, partner agencies, training providers, or individuals for the purpose of program growth and development.
16. Work with Director of Workforce Development to ensure department is contributing to the Strategic Plan of the agency as well as to the Regional Strategic plan developed by the NRMRWDB.

Compliance and Reporting Coordinator

Minimum Requirements: Bachelor's degree in Human Services or other related field or any combination of experience and training which provides the required knowledge, skills, and abilities to perform functions of the position. Experience will be accepted in lieu of educational requirements unless a third party prohibits the allowance. Extensive experience with computers and software programs such as Microsoft Office Suite, including Excel, and the ability to learn

other computer software as needed. Prior experience working with WIA/WIOA, TANF, HUD or other federal workforce programs.

Responsibilities:

1. Responsible for maintaining multiple multi-functioning databases to track client performance for workforce development programs.
2. Integrate databases into spreadsheets.
3. Provide monthly reports to workforce development staff on performance issues.
4. Assist with follow-up of clients as required by WDB policies and enter follow-up/performance information in VaWC following timely data entry requirements.
5. Provide monthly reports to Director of WFD on performance issues.
6. Track performance measures of clients through monthly status reporting to ensure continued success or to obtain additional verifications documents as required.
7. Check client records for compliance related to eligibility, service provision, and minimum contact requirements.
8. Supervise designated workforce development staff and complete all supervisory duties to include, but not limited to, approval of PTO requests, approval of timecards, and completion of required performance evaluations.
9. Provide case management to WIOA Clients in the event of staff vacancies or periods of high volume.
10. Conduct outreach and recruitment for WIOA programs.
11. Participates in regional workforce meetings and events. Conducts presentations within the community for partner agencies, employers, training providers, or individuals that may provide services to clients.
12. Negotiates subcontracts (Internships, OJTs, and Work Experiences) with public and private agencies for the implementation of employment and training activities for adult, youth, and dislocated worker clients.
13. Accurately compiles data and prepares reports as requested by the Director of Workforce Development.
14. Reviews and corrects or approves completed eligibility packets submitted by workforce staff.
15. Represents the agency and programs in a positive manner.
16. Cultivates and maintains effective working relationships with community officials, employers, partner agencies, training providers, or individuals for the purpose of program growth and development.
17. Work with Director of Workforce Development to ensure department is contributing to the Strategic Plan of the agency as well as to the Regional Strategic plan developed by the NRMRWDB.

Workforce Services Coordinator

Minimum Requirements: Bachelor's degree in related human service field and two years of experience in supervision/leadership and direct case management; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Experience will be accepted in lieu of educational requirements unless a third party prohibits the allowance. Minimum of two years of experience and training which provides the required

knowledge, skills, and abilities. Extensive experience with computers and software programs such as Microsoft Office Suite, including Excel, and the ability to learn other computer software as needed.

Responsibilities:

1. Oversight, training, and support will be provided for all workforce programs and will build cohesion between programs leading to a higher level of collaboration within the department, agency, and among partner programs.
2. The Workforce Services Coordinator will supervise designated workforce development staff and will complete all supervisory duties to include, but not limited to, approval of PTO requests, approval of timecards, and completion of required performance evaluations.
3. Assist with coordination of assigned grants including supervision of staff as well as oversight of data entry and reporting as required by individual grant.
4. Maintains close working relationship with internal and external workforce partners and increases collaboration among internal and external workforce programs to prevent duplication of services.
5. Maintains close working relationship with Partner Agencies such as the Workforce Development Board ensuring coordination of services to meet programmatic training and work experience goals, and to prevent duplication of activities and services.
6. Maintains current knowledge of legislative, regulatory, and program policy changes. Reviews, interprets, and implements programmatic updates and changes provided through Virginia Workforce Letters (VWL's), Training and Employment Guidance Letters (TEGL's), and New River Mount Rogers Workforce Development Board local policies and procedures.
7. Provides Training to new and existing staff as needed and/or coordinates required training with funders. Additional support to staff may include eligibility approval, reviewing and implementing programmatic updates and changes, providing training to new and existing staff, regular caseload reviews, and may on occasion require direct case management in the absence of frontline staff.
8. Reviews and approves purchase requisitions. Verifies availability of funds, allowability of expenditure, and that all required documentation has been obtained.
9. Participates in regional workforce meetings and events. Conducts presentations within the community for partner agencies, employers, training providers, or individuals that may provide services to clients.
10. Accurately compiles data and prepares reports as requested by the Director of Workforce Development.
11. Conducts business outreach and provides business services. Participates in planning and implementation of regional job fairs sponsored by the Virginia Career Works network.
12. Negotiates subcontracts (Internships, OJTs, and Work Experiences) with public and private agencies for the implementation of employment and training activities for adult, youth, and dislocated worker clients.
13. Work with designated WDB staff to implement Incumbent Worker Training Contracts. Ensure all required documentation is obtained and maintained prior to implementation of Incumbent Worker Training. Complete required data entry in VOS and Empower.
14. Monitors subcontract operations and enforces compliance with terms.

15. Acquires and analyzes information on local labor market trends and utilizes information to identify appropriate training and employment opportunities.
16. Reviews and corrects or approves completed eligibility packets submitted by workforce staff.
17. Serves as a coach and mentor to workforce staff by conducting regular case load reviews “staffing” of workforce clients and providing insight and support that will ultimately lead to workforce customers achieving positive outcomes.
18. Assesses performance goals, programmatic outcomes, or results, and recognizes trends in program operations and outcomes. Makes recommendations for and assists in developing corrective action plans as needed.
19. Performs desk audits of participant files, contracts, time and attendance records, and supportive service information to ensure accuracy.
20. Represents the agency and programs in a positive manner.
21. Cultivates and maintains effective working relationships with community officials, employers, partner agencies, training providers, or individuals for the purpose of program growth and development.
22. Work with Director of Workforce Development to ensure department is contributing to the Strategic Plan of the agency as well as to the Regional Strategic plan developed by the NRMWRWB.

7. Describe the financial management system that your agency operates. In answering this part, be sure to include the following in your reply:

The financial management system of People Incorporated is governed by a Financial Policies and Procedures manual and supported by the Sage MIP Fund Accounting software. The Financial Policies and Procedures manual is reviewed by the Board of Directors, Finance Committee, Senior Management, and the Finance Department annually.

a. Type of accounting system: cash or accrual.

The agency operates on an accrual basis of accounting.

b. List of subsidiary books and registers that are maintained.

People Incorporated maintains accounts receivable, accounts payable, allocations, cash receipts, cash disbursement, budgeting, and fixed asset subledgers/registers.

c. What your accounting month is (example: calendar month of 16th-15th).

The agency’s accounting month is a calendar month of first to the last day of the month.

Describe the internal control procedures currently in force to safeguard all monies and property (example: blank checks kept in locked safe with limited access by duly-authorized individuals). Also, list the name, title, address, and telephone number of the individual who will be responsible for the accounting functions of the proposed contract.

People Incorporated employs a variety of internal control procedures to safeguard all assets. Duties are routinely checked to ensure that the maximum segregation of duties occurs so that one individual does not perform incompatible duties that might compromise the safeguarding, custody, recording, and reconciliation of assets. Check stock is kept in a locked cabinet with limited access by authorized individuals. Cash receipts are logged in daily by an individual not

in the Finance Department. Daily reconciliations occur to ensure that funds received are deposited intact to the proper bank account. The accounting system uses a unique grant code to ensure that revenues and expenditures related to each specific grant are captured and reported accurately. Cash disbursements require prior approval and an approved purchase requisition; the agency maintains a list of authorized purchase requisition approvers. Purchase requisitions are matched with invoices upon receipt and are stamped as approved to pay. Physical inventories of fixed assets are performed on a regular schedule.

The individual responsible for the accounting functions will be:

Janet Shrader
Chief Financial Officer
1173 West Main Street
Abingdon, VA 24210
276-619-2203

8. Offerors must include a copy of their employee grievance procedure.

A copy of the policy is attached on following pages.

ARTICLE XVII

Agency Grievance Procedure

The agency will endeavor to solve problems in an equitable and timely manner. Most problems can be resolved informally by talking with the immediate supervisor. However, if the problem cannot be resolved through discussion, employees may file a grievance. The availability of the grievance process does not change the fact that all employees are employees at will.

A. Grievable Complaints

Employees may grieve the following:

1. Disciplinary actions including reprimands, suspensions, (except suspensions with pay) probation, or dismissal;
2. Discrimination on the basis of race, ethnicity, creed, color, religion, national origin, gender, marital status, sexual orientation, gender identity or expression, age, political party affiliation, disability, or veteran status.;
3. Disregard of personnel policies, procedures or regulations governing the agency or any umbrella programs;
4. Harassment of any employee;
5. Retaliation against any employee who has used or participated in the grievance procedure, appealed his/her supervisor's actions, or reported a violation under the Whistleblower Policy;
6. Unsafe working conditions;
7. Performance evaluation with which the employee does not agree.

B. Non-Grievable Complaints

Employees may not grieve the following:

1. A job requirement accepted by the employee as a condition for employment, i.e., driver's license, physical exams, criminal records check.

2. Any additional requirements for positions imposed from outside the agency.
3. Termination (dismissal) during an introductory period.
4. Transfer to another work site.
5. Staff reorganization, transfer to another program, termination, lay-off, or re-assignment of staff to a lower position classification because of a lack of operating funds or Board of Director (and Head Start Policy Council if Head Start/Early Head Start employees are affected)-approved restructuring.
6. Suspension with pay, pending further personnel action.
7. Supervisory instructions
8. Disciplinary action resulting from a failure to comply with the agency's Drug Free Workplace and/or Drug Testing Policies
9. Termination for driving offenses which cause a driver to be deemed unacceptable under agency policy.
10. Termination for founded child abuse and neglect complaints or licensing violations with regards to direct supervision of children.

C. The Process

1. An employee initiates the grievance procedure by filing a written complaint to the President and C.E.O. and/or the appropriate Vice President within ten (10) working days of the action being grieved. This written complaint should include:
 - The date of the written complaint
 - The issues of concern (only the specified issues will be addressed)
 - The parties involved
 - The desired resolution
 - The employee's signature
2. If the President and C.E.O. or the appropriate Vice President have not been directly involved to this point: the appropriate Vice President will

call a meeting of the parties involved plus the direct supervisor of the party being complained about and the President and C.E.O. within ten (10) working days. The participants in this meeting will attempt to reach a consensus on the appropriate action. The President and C.E.O. will present the grieving party with a decision no later than five (5) working days after the meeting has taken place.

If the President and C.E.O. or the appropriate Vice President have been directly involved previously: the review will proceed directly to the full EEO committee as described in item 4 below.

3. If the grieving party involved is not satisfied with the President and C.E.O.'s decision, he or she may ask that the full EEO Committee review the decision. The request for review must be made in writing and must be received by the EEO committee Chair within five (5) working days after the decision was received by the employee.
4. The full EEO Committee will review the decision and make a judgment within ten (10) working days of the request.
5. If either party is not satisfied with the EEO Committee's decision, he or she may ask the Executive Committee of the Board of Directors to review the decision. The request for a review must be made in writing and must be received by the President and C.E.O. within five (5) working days of the EEO Committee decision.
6. The Executive Committee of the Board of Directors will meet to hear these reviews and will make a decision within 15 working days from the time they receive a request to review a decision. The full Board of Directors may choose to review the Executive Committee's decision.
7. If either party is not satisfied with the decision of the Executive Committee, he or she may ask the full Board of Directors, to review it. The review and decision may take up to 30 working days. The decision of the Board of Directors is final.
8. The time frame for the grievance hearing can be extended for up to 20 working days by the President and C.E.O.

D. Protocol

1. The Chair of the EEO committee will be present at all of these hearings involving an employee, and will have responsibility to:
 - a) Notify in writing all participating individuals and the agency administration of the date, time, and place of the hearing;
 - b) Instruct the committee on its obligation to maintain the confidentiality of the hearing;
 - c) Maintain an accurate attendance record by having each person present sign and date an appropriate form;
 - d) Ensure equitable voting procedure is established for decision making;
 - e) Replace, for the specific hearing, any elected member of the EEO Committee who may either be the appealing employee or the person reporting a violation, recommending disciplinary action, or testifying to the action;
 - f) Prepare minutes for the hearing
2. If the employee has a complaint regarding any hearing procedure, he or she must file such complaint in writing within five (5) working days to the Chair of the EEO committee. If the employee proceeds with the grievance after becoming aware of a procedural violation, the employee may forfeit the right to challenge the noncompliance at a later time.
3. Grievance hearings of the EEO committee, or the Executive Committee of the Board of Directors will follow the following rules:
 - a) The chairperson of each hearing body will preside at the hearing.
 - b) Opening and closing statements may be made by each party.
 - c) Since the grievance procedure is an informal process by which the parties attempt to resolve disputes between themselves, neither party may be represented by an attorney during a grievance hearing.
 - d) Employees may choose to have a co-worker present with them at a grievance hearing.

- e) Non-party witnesses are not to be present except to give testimony and to be cross-examined.
- f) In disciplinary actions, the agency will present its evidence first.
- g) In all other actions, the employee will present his or her evidence first.
- h) The chair will have the authority to rule on the relevance of evidence presented.
- i) Exhibits offered may be received into evidence and made part of the record.
- j) The hearing will be closed to the public.

E. Decisions

1. The hearing body chairperson will issue a decision in writing within 15 working days.
2. In granting relief the body should be guided, but not bound, by the relief requested in the written grievance. Appropriate relief may include, but is not limited to:
 - a) Reinstatement to the employee's former position or, if occupied, to a similar position in terms of duties and salary, usually in the same work or organizational unit;
 - b) An award of no, partial, or full back pay; (Interim earnings will be deducted from an award of full or partial back pay,);
 - c) The restoration of full benefits and seniority
 - d) An order to create an environment free from discrimination or retaliation or to take corrective actions necessary to cure the violation and/or minimize its recurrence.
 - e) Damages and attorney's fees cannot be awarded.
3. The agency cannot be ordered to promote, hire, or transfer any employee. However, the body hearing the grievance can recommend such action. If the recommendation is acted upon by the agency, the action will be

presented in any subsequent hearing.

4. The decision is effective from the date issued and must be implemented immediately unless circumstances beyond the control of the agency delay such implementation. Implementation may be stayed if a decision is appealed; however, back pay, if awarded, will accrue from the date of the decision.
5. In the appeals process, the decision of the Board of Directors is final and binding.

F. Purging Personnel Files

The President and C.E.O. will have the discretion to remove documentation of disciplinary action from an employee's personnel file after a period of five years if the need for disciplinary action was an isolated incident.

9. **All proposers must have in place a current, in force, fidelity bond in order to be considered for the awarding of a contract. Coverage will be in the sum of \$100,000. Once contracts are awarded, the face value of the bond must be at least the total of all WIOA contracts awarded or \$100,000, whichever is less.**

People Incorporated has a \$500,000 fidelity bond. A copy is attached.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/7/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS **WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Scott Insurance - Roanoke 10 Franklin Road Suite 550 Roanoke VA 24011	CONTACT NAME: Adriane Wildrick PHONE (A/C, No, Ext): 434-455-3011 E-MAIL ADDRESS: awildrick@scottins.com FAX (A/C, No):
INSURED People Incorporated of Virginia 1173 W Main St Abingdon VA 24210	INSURER(S) AFFORDING COVERAGE INSURER A : Philadelphia Indemnity Insurance Company (A++) INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES**CERTIFICATE NUMBER:** 1851889560**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N / A				PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	CRIME			PHSD1766291	1/1/2023	1/1/2024	SEE DESC OF OPS

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

- A1. EMPLOYEE THEFT AND CLIENT PROPERTY \$500,000
A2. ERISA FIDELITY \$500,000
B. FORGERY OR ALTERATION \$500,000
C. INSIDE THE PREMISES \$500,000
D. OUTSIDE THE PREMISES \$500,000
E. MONEY ORDERS AND COUNTERFEIT PAPER CURRENCY \$500,000
F. COMPUTER FRAUD AND FUNDS TRANSFER FRAUD \$500,000

CERTIFICATE HOLDER**CANCELLATION**

For Insurance Verification Only

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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10. **All proposers must have in force and produce documentation of coverage necessary to cover any disallowed cost that may result from their activities under the Workforce Innovation and Opportunity Act. This requirement applies only if a contract is awarded.**

People Incorporated has sufficient revenue to cover costs if an expense is determined to be a disallowed cost. During the agency's tenure as service provider, this has not been a concern. Documentation of finances will be produced upon award of the contract.

11. **List all job titles and job descriptions of any position funded by this contract. This includes positions funded totally or in part by this contract.**

Director of Workforce Development: The Director implements and oversees Workforce Development activities to ensure programmatic compliance and attainment of performance measures. The Director is responsible for a plethora of duties related to maintaining compliance with federal, state, and local policies as well as developing and overseeing the department budget. The Director regularly advises the staff of any relevant changes and monitors their work to ensure ongoing compliance with policies as well as to confirm the program is meeting or exceeding all established goals. The Director has ultimate responsibility for reporting to all regulatory entities including the People Incorporated Board of Directors and the NRMWRDB.

Workforce Development Specialist: The Workforce Development Specialist will provide activities and services to assist Workforce Development Program participants in obtaining and maintaining employment. The services may include eligibility determination, assessment, job readiness training, work activities, job search, post-employment activities, and job development/placement assistance. The Specialist will actively participate in the Integrated Resource Team for clients who are co-enrolled with other programs and may conduct follow-up.

Program/Client Tracking and Performance Analyst: The Analyst provides support for Workforce Development Specialists in the form of processing invoice requests and purchase requisitions ensuring that all supporting documentation is included. The Analyst also assists with follow-up of WIOA clients to ensure attainment of required state and DOL performance measures.

Workforce Services Coordinator: The Workforce Services Coordinator will provide oversight, training, and general support to the Workforce Development Department. This may include conducting presentations for all workforce development programs to groups such as employers, community officials, partner agencies, training providers, or other community members as requested. The Workforce Services Coordinator provides WIOA program guidance to Workforce Development Specialists in response to federal, state, or local policy updates and/or program monitoring responses. In addition, the Workforce Services Coordinator will assist the Director with outreach and public relations within the community. The Coordinator may also provide direct case management in coordination with Workforce Development Specialists periodically to ensure compliance with program participation and documentation requirements and/or when there are vacancies within the region.

Compliance and Reporting Coordinator: The Compliance and Reporting Coordinator is responsible for supervising staff in the New River Valley and will provide programmatic support for Workforce Development Specialists. The Compliance and Reporting Coordinator will monitor program performance to ensure attainment of required WDB, state and DOL performance measures; periodically monitor electronic records for compliance and accuracy; and obtain and compile data for monthly and quarterly reports. The Compliance and Reporting Coordinator may also provide direct case management in coordination with Workforce Development Specialists periodically to ensure compliance with program participation and documentation requirements and/or when there are vacancies within the region.

- 12. For proposers leasing office space which is being charged to WIOA, a copy of the lease is required to be submitted. The lease must specify, at a minimum, space to be leased and square footage cost of leased space. Documentation of the reasonableness of square footage cost must be submitted.**

For agencies occupying agency-owned space which is not being leased, a statement must be submitted specifying the agency space being contributed to WIOA staff for the operation of the program. At a minimum, this must include square footage contributed and the number of individual offices/rooms occupied for WIOA purposes.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County,), Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski.

In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion.

Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

**THE CROSSROADS INSTITUTE
LEASE AGREEMENT**

THIS LEASE AGREEMENT ("Lease") is made and entered into as of the
1st day of July 2023 by and between the Crossroads Institute ("Lessor"), and
People Incorporated Workforce Investment Program ("Lessee").

ARTICLE 1-PREMISES

- 1.1 Lessor hereby leases and lets to the Lessee, and Lessee hereby takes and leases from Lessor, subject to the terms and conditions set herein, Room(s) Suite -#137, #141, #142 & #168 at 1117 E. Stuart Drive, Galax, VA ("Premises"), said Premises consisting of 739.43 assignable square feet.

ARTICLE 2-TERMS

- 2.1 The Term of this lease shall be one (1) year, (the "Term") beginning 7/01/2023, (the "Commencement Date") and ending without further notice on 6/30/2024, (the "Termination Date").
- 2.2 The term of this lease may be extended for additional one-year periods upon the mutual written consent of the parties. Extension of the lease beyond three one-year terms shall be subject to the recommendation of the Executive Director, the availability of space in the facility, and subject to renegotiation of the conditions of the lease. The parties hereto agree to discuss the possible extension of this Lease not less than ninety (90) days prior to the Lease Termination Date. The parties hereto also agree to execute a written extension not less than forty-five days prior to the lease termination date or this lease will expire according to its terms.
- 2.3 Should Lessee choose not to extend the term of the lease agreement, Lessee agrees to vacate the property leaving it in the same condition upon move-in, wear and tear excepted. In addition, all key cards, keys, etc. used to enter the property or collect mail shall be given to the Lessor. If Lessee used a facility mailbox and address, the Lessee agrees to change the address at the post office and return the mailbox key to Lessor. All personal property the tenant leaves on the property shall become the possession of the Lessor after 30 days from the expiration of the lease agreement and the non-renewal of the lease agreement.

ARTICLE 3- RENT

- 3.1 Lessee shall pay rent (the "Rent") in the annual aggregate amount of \$10,349.16 (\$14.50 per sq. ft. carpeted, \$12.50 per sq. ft. tile) payable in equal quarterly installments of \$727.29 (Suite 137), \$582.18 (Suite #141), \$706.89 (Suite #142), and \$570.93 (Suite #168) in advance on or before the tenth (10th) day of the beginning of each quarter. In the event Lessee shall fail to pay rent on the due date, a late fee of two percent (2%) of the quarterly rent shall be added to the rental for each such late

payment, and the same shall be treated as additional rent. No deposit is required for Lessee. Increases in cost of services (if needed) shall be negotiated on the anniversary date of the agreement.

- 3.2 All payments to be made by Lessee pursuant to this Lease shall be apportioned and prorated as of the date of an earlier termination pursuant to this Lease, as the case may be.

ARTICLE 4-USE

- 4.1 Lessee shall have the right to use the Premise solely for the Purpose outlined in the approved application for admission to the Crossroads Institute.
- 4.2 If during the Term of this Lease, or any extension hereof, the application of any statute code or ordinance of any government, authority, agency, official or officer applicable to the Building or the Premises shall make it impossible or not economical for Lessee to operate in the Premises in accordance with subparagraph 4., then Lessee or Lessor, at its option, may terminate this Lease, whereupon the Rent and all other charges payable hereunder by Lessee shall be apportioned as of such date of termination.

ARTICLE 5-ASSIGNMENT AND SUBLETTING

- 5.1 Lessee may not sublet or assign this Lease.

ARTICLE 6-SERVICES

- 6.1 The utility services provided by the Lessor to Lessee as part of the Rent, shall include electricity, heating and air conditioning (Normal Wattage)*. Electricity shall be furnished only for lighting and standard office equipment. Normal water and sewer usage is included as part of common areas.

**Note – Normal wattage means wattage used in average commercial space for same footage.*

- 6.2 The services provided by the Lessor to Lessee as part of the Rent Paid by the Lessee,
- a. Scheduled access to the conference room.
 - b. Access to the copy machine and fax machine. Lessee is responsible for charges incurred in connection with these two machines.
 - c. Common area janitorial service in accordance with usual and customary schedules. Lessee is responsible for individual space.
 - d. Replacement light bulbs (florescent or building standard only).
 - e. Network connection for internet access.

ARTICLE 7- LESSORS' REPRESENTATIONS AND WARRANTIES

7.1 Lessor represents and warrants to Lessee that:

- a. Lessor will be responsible for keeping the Premises in good order and repair and make all reasonable improvements to maintain the Premises in good condition.
- b. Lessor will be responsible to keep the building and Premises protected against flood, storm, water leakage through roofs and windows and against other hazards of nature and will repair or protect same from such hazards within a reasonable time after Lessor has notice of damage or the need for repair.

ARTICLE 8- LESSEE'S COVENANTS

8.1 Lessee covenants and agrees it shall:

- a. Pay rent when due without notice or demand (see 3.1)
- b. Maintain the Premises in a clean and good condition and return the Premises to Lessor at the termination of this Lease in accordance with Article 11 hereof.
- c. Comply with all statutes, codes, ordinances, rules and regulations applicable to the operations of a business on the Premises;
- d. Give Lessor reasonable notice of any accident, damage, destruction or occurrence affecting the Premises; and
- e. Allow Lessor reasonable access to the Premises for inspection and necessary maintenance and repairs.

ARTICLE 9- INSURANCE

9.1 Lessee shall maintain such insurance as to the Lessee seems meet and proper to insure its own contents and equipment. Lessee shall maintain premises liability insurance in an amount of at least \$1,000,000 for bodily injury or death, with such insurance naming Lessor as an additional insured. Copies of a Certificate of Insurance shall be provided to Lessor at annual policy renewal date.

ARTICLE 10- BUSINESS LICENSE

10.1 Lessee shall maintain a current, active business license with the City of Galax. Copies of the Business License shall be provided to Lessor at annual policy renewal date.

ARTICLE 11- CANCELLATION PRIVILEGE

11.1 Notwithstanding the Term set forth in subparagraph 2.1 herein, Lessee and Lessor shall have the right to cancel this Lease upon giving sixty (60) days written notice of its intent to cancel to the other party.

ARTICLE 12- SURRENDER

- 12.1 Upon the expiration or earlier termination of the Lease, Lessee shall surrender the Premises to Lessor in good order and condition, except for ordinary wear and tear, permitted additions, improvements or alterations made by Lessee. All fixtures and improvements or alterations made by Lessee shall be the property of Lessor.

ARTICLE 13- NOTICE

- 13.1 All notice, demands, requests, consents, approvals, offers, statements and other instruments or communications required or permitted to be given when delivered or when mailed by first class mail, postage prepaid, addressed to Lessor or Lessee as follows:

As to Lessor:

The Crossroads Institute
1117 E. Stuart Drive
Galax, VA 24333

As to Lessee:

People Incorporated Workforce Investment Program (Tenant)
1117 E. Stuart Drive
Suite 137, Suite 141, Suite 142, Suite 168
Galax, VA 24333

ARTICLE 14- AMENDMENTS

- 14.1 This Lease may not be amended, modified or terminated, nor may any obligation hereunder be waived orally, and no such amendment, modification, termination or waiver shall be effective for any purposes unless it is in writing and signed by the party against whom enforcement thereof is sought.

ARTICLE 15- MISCELLANEOUS

- 15.1 If any provision of the Lease or any application thereof shall be invalid or unenforceable, the remainder of the Lease and any other application of such provision shall not be affected thereby.
- 15.2 Lease shall be governed by and construed in accordance with the laws of the City of Galax and the Commonwealth of Virginia.

ARTICLE 16- DISCLAIMER

- 16.1 Crossroads Institute (the “Lessor”) covenants and agrees that it will not represent to any third party, including potential investors, that by virtue of making available facilities and providing services to company, People Incorporated Workforce Investment Program, is in any way endorsing or has in any way approved or disapproved of the company, its managements, business plan, valuation or any other matter regarding the company.

ARTICLE 17- HAZARDOUS MATERIALS

- 17.1 Tenant shall not cause or permit any Hazardous Material to be brought upon, kept or used in or about the Leased Premises by Tenant, its agents, employees, contractors or invitees except those hazardous materials customarily used in the conduct of general administrative office activities (e.g. copier fluids and cleaning supplies), provided that such use and storage is in full compliance with all applicable Governmental Regulations. If Tenant breaches the obligations stated in the preceding sentence, or if the presence of Hazardous Material on the Leased Premises caused or permitted by Tenant results in contamination of the Leased Premises, or if contamination of the Leased Premises by Hazardous Material otherwise occurs for which Tenant is legally liable to Landlord for damage resulting there from, then Tenant shall indemnify, defend and hold Landlord harmless from any and all claims, judgments, damages, penalties, fines, costs, liabilities or losses (including, without limitation, diminution in value of Leased Premises, damages for the loss or restriction on use of rentable or usable space or of any amenity of the Leased Premises, damages arising from any adverse impact on marketing of space, and sums paid in settlement of claims, attorneys’ fees, consultant fees and expert fees) which arise during or after the lease term as a result of such contamination. This indemnification of Landlord by Tenant includes, without limitation, cost incurred in connection with any investigation of site conditions or clean-up, remedial, removal or restoration work required by any federal, state or local governmental agency or political subdivision because of Hazardous Material present in the soil or ground water on or under the Leased Premises. Without limiting the foregoing, if the presence of any Hazardous Material on the Leased Premises caused or permitted by Tenant results in the contamination of the Leased Premises, Tenant shall promptly take all actions at its sole expense as are necessary to return the Leased Premises to the condition existing prior to the introduction of any such Hazardous Material to the Leased Premises; provided, that Landlord’s approval of such actions shall first be obtained, which approval shall not be unreasonably withheld so long as such actions would not potentially have any material adverse long-term or short-term effect on the Leased Premises. The foregoing indemnity shall survive the expiration or earlier termination of this Lease.

ARTICLE 18- INDEMNIFICATION

- 18.1 Lessee shall hold harmless and indemnify Lessor from and against any and all damage or claims that that may arise during normal operation of Lessee's business, except loss or damage arising from any negligent act by Lessor, its agents or employees.

6 June 2023
Date

Brenda R. Sutherland
Executive Director
The Crossroads Institute

7/10/23
Date

Alvin Guoseclase
Lessee

**THE CROSSROADS INSTITUTE
LEASE AGREEMENT**

ADDENDUM

For clarification of the rent structure, the following calculations are noted:

Suite 137

$200.63 \text{ sq. ft.} \times \$14.50 \text{ per sq. ft.} = \$2,909.14 \div 12 \text{ mos.} = \242.43 per month

Suite 141

$186.30 \text{ sq. ft.} \times \$12.50 \text{ per sq. ft.} = \$2,328.75 \div 12 \text{ mos.} = \194.06 per month

Suite 142

$195 \text{ sq. ft.} \times \$14.50 \text{ per sq. ft.} = \$2,827.50 \div 12 \text{ mos.} = \235.63 per month

Suite 168

$157.50 \text{ sq. ft.} \times \$14.50 \text{ per sq. ft.} = \$2,283.75 \div 12 \text{ mos.} = \190.31 per month

Memorandum of Understanding

This Memorandum of Understanding between Wytheville Community College (WCC) and People Incorporated of Virginia is for People Incorporated of Virginia to occupy Room 215 at the WCC Henderson location at 203 N Church St. Marion, VA 24354. This agreement remains in effect from November 1, 2022 to June 30, 2023, with the ability to extend the agreement on an annual basis should the parameters of the MOU continue to provide a mutual benefit to each party. In addition, either party may terminate this agreement with 90 days written notice.

WCC agrees to provide the following considerations to People Incorporated of Virginia in order that they may provide Workforce Development Title I services to Smyth County residents out of the Henderson facility.

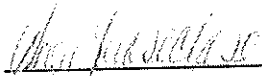
1. Unrestricted and secure (keyed) access to Room 215 for Workforce Development staff. This site will be without cost to People Incorporated of Virginia.
2. Provide daily access to the site for program participants between the hours of 8:00 a.m. and 4:30 p.m. on regular business days and/or allow People Incorporated staff to open the facility for public access within these hours of operation.
3. ADA compliant parking and facilities to include ADA compliant access to Room 215, restrooms, required signage, and willingness to work with Title I staff to correct any findings if there were to be any in an ADA review.
4. Allow programmatic signage and/or flyers to be posted on existing facility signage or bulletin boards.

People Incorporated of Virginia agrees to provide the following considerations for use of the space in the Henderson location of WCC to provide Workforce Development Services to Smyth County residents.

1. People Incorporated of Virginia will assist with staffing of the Henderson facility when WCC does not have staff available to assist students at the facility. On average, People Incorporated staff will assist with facility staffing two days per week and will be notified a minimum of a week in advance which days they will be requested to staff the facility. Should a scheduling conflict arise, People Incorporated may decline the ability to provide staff coverage provided they can give a minimum of one weeks' notice to WCC.
2. People Incorporated will work in conjunction with WCC to increase walk-in traffic at the Henderson facility through outreach and recruitment activities for the workforce development programs.
3. People Incorporated of Virginia will accept and make referrals of appropriate customers to/from curriculum and non/curriculum programs available through WCC.
4. People Incorporated is permitted to utilize the facility to conduct group work readiness classes for workforce development participants outside of regular business hours, no later than 8:00 p.m.

5. People Incorporated will maintain the Henderson facility in a clean and safe manner and will secure the space daily.
6. People Incorporated of Virginia will collaborate with WCC staff to provide additional services to WCC students where possible.
7. WCC will be named as an additional insured on People Incorporated of Virginia's liability policy. WCC will be provided with a copy of People Incorporated of Virginia's liability policy.
8. People Incorporated of Virginia reserves the right to notify the proper law enforcement group if vandalism or theft of agency or programmatic property occurs. People Incorporated of Virginia will provide liability-injury insurance for agency and programmatic property.

IN TESTIMONY WHEREOF, Wytheville Community College and People Incorporated of Virginia have caused this agreement to be signed and sealed.

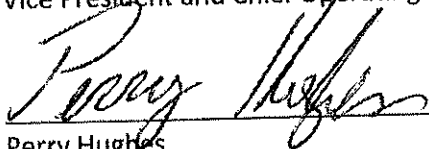


Angie Groseclose

Vice President and Chief Operating Officer

10/24/22

Date



Perry Hughes

Vice President of Workforce and Occupational Programs

10-24-22

Date

Memorandum of Understanding between
New River Community Action, Inc. (NRCA) & People Incorporated

This Memorandum of Understanding (MOU) is made and entered this 1 day of July 2023, by and between New River Community Action, Inc., hereafter called NRCA and People Incorporated.

NRCA agrees to allow People Incorporated the use of three (3) staff offices located at 1093 East Main Street, Radford. The following are the other terms, conditions, and covenants hereof which the aforementioned parties agree to:

1. NRCA agrees to provide one furnished office and two unfurnished offices.
2. NRCA agrees to provide electric, water/sewer, and trash removal.
3. NRCA agrees to provide internet service.
4. NRCA agrees to provide a client waiting area.
5. NRCA agrees to provide access to the conference room or other meeting spaces, if needed.
6. NRCA agrees to provide People Incorporated staff with client meeting space at other NRCA office locations, such as Floyd, Giles, Pulaski, and Montgomery County,
7. People Incorporated agrees to pay \$650 per month.
8. People Incorporated agrees to provide its staff with access to cell phones.
9. Any modifications made to the office will be with prior approval from NRCA.
10. People Incorporated shall, at its own expense, maintain a policy or policies of comprehensive general liability insurance, naming NRCA as an additional insured.
11. People Incorporated will be responsible for providing Worker's Compensation for their staff occupying office space at 1093 East Main Street.
12. People Incorporated will provide NRCA with Certificates of Insurance prior to move-in.

The following are other terms, conditions, and covenants hereof which the parties agree to: This agreement shall start on or about July 1, 2023 and end on December 31, 2023, with rent payment to start July 1, 2023. Rental payments shall be Six Hundred Fifty Dollars (\$650) per month, payable by the 15th day of each calendar month; use of the facility for less than a full month will be on a pro-rated basis. Lessee shall return Lessor's property to its original condition, less normal wear, at termination of this agreement.

Witness the following signatures:

New River Community Action

By: *Krystal Thompson* 6/12/2023
DocuSigned by:
BE06C8E9A0C24B9...
CEO Date

People Incorporated

By: *Angie Grosedose* 6/15/2023
DocuSigned by:
D9C4C951326A42A...
CEO Date

LICENSE AGREEMENT

ARTICLE I

Basic License Provisions

1.01 Basic License Provisions. The following constitute the basic terms and provisions of this License Agreement ("License"):

Date December 30, 2020

Term The dates this License is in effect. Initially from January 1, 2021 through December 31, 2021; with annual automatic renewals if not otherwise terminated in accordance with the terms of this License.

Licensor COMMONWEALTH OF VIRGINIA,
WYTHEVILLE COMMUNITY COLLEGE

Licensee PEOPLE, INC.

Licensor's Notice Address Wytheville Community College
1000 East Main Street
Wytheville, Virginia 24382
Attn: Vice President for Workforce Development and
Occupational Programs

With copy to: Virginia Community College System
300 Arboretum Place, Suite 200
Richmond, VA 23236
Attn: Associate Vice Chancellor for Facilities Management
Services

Licensee's Notice Address People, Inc.
Attn: Workforce Development
1173 W. Main Street
Abingdon, VA 24210

Commonwealth The Commonwealth of Virginia

Property The real property described on **Exhibit A.**

Building The Carroll Hall Building located on the Licensor's campus at
1000 East Main Street, Wytheville, Virginia 24382.

Premises The premises containing approximately 143 rentable square feet of
dedicated space and consisting of Rooms #235 and 236 located
on the 1st floor of the Building, as shown crosshatched on **Exhibit**

A; together with non-exclusive use of the Common Areas of the Building and campus general unreserved parking on a non-exclusive basis with the rights of others.

Common Areas

Those portions of the Property for the common use of all faculty, students, and staff of Licensor, and employees, invitees, and customers of the Building.

Use

The use of the Premises by Licensee as part of the regional One Stop Shop for general office and administrative purposes.

License Fee

\$371.77 per month for the period from January 1, 2021 through December 31, 2021; and, thereafter at \$371.77 per month. This License Fee is based on People, Inc's allocated share being 4% based upon approximately 143 rentable square feet of dedicated space and People Inc's pro rata share (4%) of Common Areas or 136 rentable square feet for a total of approximately 279 rentable square feet.

Building Operating Hours 8:00 AM to 6:00 PM on all weekdays, except for legal holidays recognized by the Commonwealth and holidays or closures of Wytheville Community College campus. Licensee shall have access to the Building, the Premises and the Common Areas 24 hours a day, 7 days a week.

1.02. Exhibits. The following Exhibits are incorporated into the terms of this License by reference: Exhibit A. Description of the Premises, Floor Plan and Space Allocation.

ARTICLE II
License: Term and Use

2.01 License. Subject to the terms and conditions set forth in this License, Licensor hereby grants to Licensee: (a) a revocable, nontransferable license to use the Premises for Licensee's Use, and (b) a revocable, non-exclusive, nontransferable license to use the Common Areas. All non-public areas of the Building, excluding the Premises and the Common Areas, shall be off limits to Licensee without the prior, written approval of Licensor. Nothing contained in this License shall be interpreted to create anything other than a license. This License shall specifically not create any right, title or interest in the Premises, nor shall it create an easement or a lease.

2.02 Term. If neither party has given a Section 8.06 notice to terminate this License at least six (6) months prior to the end of the then-existing Term, then following the expiration of the Term the License automatically renew and continue from year to year, January 1 to December 31 (each year, a "Renewal Term") upon the same terms and conditions of this License. This Agreement may not be renewed by the parties beyond January 1, 2035, without complying with the requirements of Section 2.2-1155.A of the Code of Virginia (1950), as amended, or its successor provisions.

2.03 Rules Governing Use. Licensee's Use shall be conducted at all times in accordance with all applicable federal and Commonwealth laws, rules, and regulations, and all reasonable, nondiscriminatory policies and procedures established by Licensors.

ARTICLE III **License Fee**

The License Fee is due and payable in advance without further notice on the first day of each calendar month during the Term. For any period during the Term that is less than a full month, the License Fee shall be a prorated portion of the License Fee for that month based on the number of days in such month. The payment of all amounts due under this License shall be made payable to Licensors and mailed to the Wytheville Community College address set forth in ARTICLE I (without copy to the Virginia Community College System), or to such other person or entity or at such address as Licensors may designate from time to time by written notice to Licensee.

ARTICLE IV **Condition of the Premises**

Licensee covenants that it has inspected the Premises and accepts the Premises "AS IS" without any representations or warranties by Licensors as to the condition or usefulness of the Premises for any purpose.

ARTICLE V **Repairs, Alterations, and Improvement**

Licensee shall not make any repairs, replacements, alterations, or improvements to the Premises without the prior, written consent of Licensors, which Licensors shall not unreasonably withhold, condition or delay; provided, that Licensors's prior written consent shall not be required in an emergency where Licensee reasonably determines that the failure or delay in promptly making any such repairs, replacements, alterations or improvements will or could result in or cause harm or bodily injury to persons, animals or wildlife and/or increased damage to property. Licensee and Licensors shall each be responsible for any damage to the Property, the Building, the Premises, or the personalty of the other and any unreasonable disruption of the activities of the other at the Property, the Building, and the Premises that is caused solely and directly by such party, its officers, directors, agents, employees, contractors, or invitees.

ARTICLE VI **Utilities, Services**

6.01 Services and Utilities Provided by Licensors.

- (a) Building Services. Until the expiration or earlier termination of this License, Licensors agrees to furnish the following services and utilities to the Premises and to the Common Areas during Building Operating Hours:
 - (i) hot and cold water suitable for normal office use of the Premises and use of the Common Areas; (ii) commercially reasonable heat and air

conditioning to the Premises required for the use and occupation of the Premises and of the Common Areas during Building Operating Hours; (iii) janitorial cleaning services for the Premises; (iv) janitorial cleaning services in the Common Areas Monday through Friday; (v) electrical service at the Building sufficient to operate (A) ordinary modern office equipment; (B) lighting; (C) mechanical systems and equipment; and (D) heating, ventilation and air conditioning systems and equipment (collectively, "**Building Standard Service**").

- (b) Additional Services. Should Licensee require any service in addition to those described in Section 6.01(a), including services furnished outside of Business Operating Hours, Licensor may (but shall not be obligated to), upon reasonable advance notice by Licensee, furnish such additional service, and Licensee agrees to pay Licensor such charges as may be agreed upon, including any tax imposed thereon, but in no event at a charge less than Licensor's actual cost plus overhead for such additional service, and, where appropriate, a reasonable allowance for depreciation of any systems being used to provide such service.
- (c) Use of Machinery. Licensee will not, without the prior, written consent of Licensor, which Licensor shall not unreasonably withhold, condition or delay, use any apparatus or device in the Premises which will in any way increase the amount of electricity usually furnished or supplied for use of the Premises for normal office use, or connect with electric current, except through existing electrical outlets in the Premises, any apparatus or device for the purposes of using electrical current. If Licensee requires electricity in excess of Building Standard Service, Licensee shall obtain the prior, written consent of Licensor, which Licensor shall not unreasonably withhold, condition or delay, and if Licensor does consent, Licensor may cause an electric current meter to be installed so as to measure the amount of excess electric current. Licensee agrees to pay Licensor within thirty (30) days of Licensor's demand, the actual cost of such excess electric current consumed (as shown by said meters, if any, or, if none, as reasonably estimated by Licensor) at the rates charged for such services by the local public utility or agency, as the case may be, furnishing the same, plus any additional expense actually incurred in keeping account of the electric current so consumed.

ARTICLE VII

Disclosures: Appropriations

7.01 Sovereign Immunity. Licensee acknowledges that Licensor has not agreed to provide any indemnification or save harmless agreements, and that each is self-insured under a program administered by the Commonwealth Department of Treasury, Division of Risk Management. *No provision, covenant or agreement contained in this License shall be deemed, in any manner, to be a waiver of the sovereign immunity of the Commonwealth, or of Licensor, from tort or other liability.*

7.02 Venue. This License shall be governed by, and construed according to, the laws of the Commonwealth, and any legal action in connection with this License shall be instituted and maintained only in the state courts of the Commonwealth sitting in the City of Richmond.

7.03 Liens. No liens may be placed against, or shall attach to any property owned by the Commonwealth.

ARTICLE VIII **Additional Provisions**

8.01 Access. Licensor and its representative and agents may enter the Premises at any time to make emergency repairs, to prevent or abate any nuisance, hazard, or unlawful conditions on or within the Premises, or for any other purpose.

8.02 Return of Premises. Licensee shall return the Premises in as good order and repair as the same was at the beginning of the License, reasonable wear and tear excepted, and all keys and other access devices, if any, provided to Licensee will be returned immediately.

8.03 Assignment or Transfer. The License is personal to Licensee and Licensor. Neither party shall assign nor transfer this License or authorize the use of any part of the Premises by a third party.

8.04 No Possessory Interest. Licensee acknowledges that this License is not and shall not be construed as a rental agreement. Licensee shall have no possessory interest in the Premises or any portion of the Property or Building.

8.05 Authority of Licensor and Licensee. Licensor and Licensee hereby each represents and warrants to the other, that it has the requisite authority to enter into this License.

8.06 Notices.

- (a) All notices to Licensor or Licensee required or permitted under this License shall be given by mailing the notice by certified U.S. mail, postage prepaid, return receipt requested, or by sending the notice by a nationally recognized overnight delivery service, addressed to the address in the ARTICLE I of this License. Licensor may also be given notice required or permitted by this License in any manner authorized under the laws of the Commonwealth for the service of legal process.
- (b) If, under the terms of this License, a notice is sent or given by certified U.S. mail, postage prepaid, return receipt requested, such notice shall be deemed to have been given as of the date of mailing such notice. Each party to this License may notify the other party of a new address at which to mail notices, which notice shall be given in the manner provided above, and unless and until such notice of new address is given, notices to a party hereto shall be sufficient if mailed to such party's address as specified in ARTICLE I of this License.

8.10 Binding Effect: Amendments. This License constitutes the entire agreement

between the Licensors and Licensee regarding the Premises. Neither party, nor any agent of either party, has any authority to alter, amend or modify any of the terms of this License, unless the amendment is in writing and executed by all parties to this License.

8.11 Termination. This License may be terminated by Licensors at any time for any reason, with sixty (60) days prior advance notice to the Licensee.

8.12 Severability. If any provision of this License is held to be unenforceable, invalid, or illegal by any court of competent jurisdiction, such unenforceable, invalid, or illegal provision shall not affect the remainder of this License.

8.13 Presumptions. No presumption shall be created in favor of or against any of the parties to this License with respect to the interpretation of any term or provision of this License due to the fact that this License, or any part hereof, was prepared by or on behalf of one of the parties hereto; and, no provision in this License, including any attachments or amendments hereto, shall be construed against Licensors because this License, or any part hereof, was prepared directly by Licensors or by the Office of the Attorney General of the Commonwealth on behalf of the Licensors.

8.14 No Joint Venture. Any intention to create a joint venture or partnership relationship between the parties to this License is hereby expressly disclaimed, it being the intent of the parties that the relationship between them is nothing more than that of Licensors and Licensee.

8.15 Counterparts. This License may be executed in counterparts by the parties hereto, and each shall be considered an original, but all such counterparts shall be construed together and constitute one agreement between the parties hereto.

8.16 No Waiver. The parties agree that, with respect to tort liability for acts or occurrences on or about the Premises, including product liability, Licensors is either: (i) constitutionally immune (or partially immune) from suit, judgment or liability; (ii) insured; or (iii) covered by a financial plan of risk management that is in the nature of self-insurance, all as determined by applicable laws, government policies and practices.

8.17 Liability. The Licensee assumes any and all risk of loss, damage, or liability whatsoever which the Licensee, the Licensee's officers, agents, employees or invitees may sustain while using the Premises. The Licensors, its officers, agents and employees shall not be liable for any injury, damage or loss of personal property which occurs on or about the Premises or the Building caused by the negligence or misconduct of the Licensee, the Licensee's officers, agents and employees or invitees or their use of the Premises. The Licensee shall defend, indemnify and hold the Licensors harmless from any and all losses, expenses, demands, actions, suits, claims or liabilities of whatsoever nature resulting from any injury or death to any persons or any property damage related to Licensee's use of the Premises.

8.18 Insurance. The Licensee shall maintain, at the Licensee's expense, during the term of this Agreement, liability insurance in which both the Licensee and the Licensors, its officers, agents and employees, are named as insureds with minimum policy limits of two million dollars for personal injuries, including death, and one million dollars in aggregate for all

property damage; the term of such coverage shall coincide with the term of this Agreement. The insurance policy shall contain a provision which states that it cannot be canceled except upon at least fifteen (15) days prior express written notice to all insureds. The Licensee shall keep such insurance in place and current throughout the term of this Agreement and shall furnish the Licensors, upon request, with copies of the policies required hereunder.

8.19 Damages and Loss. If the Premises or Building incur any loss or damage as a result of the Licensee's use, Licensee's negligence or willful conduct or that of the Licensee's employees, agents or invitees, the Licensors will repair and/or replace damaged or lost property as required to restore it to its condition before the damage or loss, and will invoice the Licensee for the cost, due and payable upon receipt. The Licensee is deemed to have accepted the Premises in the condition existing as of the date of this Agreement, except for only latent, undisclosed defects of which the Licensors had knowledge.

8.20 College Rules and Regulations. The Licensee and its employees, agents, representatives and attendees shall comply with all applicable laws, codes, regulations, policies and procedures of the Licensors and the Virginia Community College System, including without limitation the following – invitees are prohibited from: smoking in public buildings; possession of illegal substances; cooking or serving food, except in designated kitchen areas; possession of animals, except when required to assist disabled persons; tampering with fire system or fire safety equipment; possession of any weapon or facsimile, fireworks, or other flammable materials; disruptive, destructive or dangerous behavior; possession or consumption of alcohol in public areas, or possession or consumption of alcohol by persons under the age of twenty-one.

8.21 State Provisions. This Agreement and the parties hereto are subject to the following additional provisions required by the Commonwealth: Because the Licensors, as an entity of the Commonwealth of Virginia, cannot accept certain standard clauses that may appear in typical contracts between private parties, as a matter of law and policy of the Commonwealth of Virginia, the Licensee agrees that no provision described below which appears in the Agreement shall be of any force and effect against the Licensors:

- a. a requirement that the Licensors assume any liability for personal injury or property damage not authorized by the Virginia Tort Claims Act;
- b. any provision constituting anyone other than a duly authorized college employee as the agent of the Licensors;
- c. a provision requiring the Licensors to indemnify, save, and hold any person, entity or party harmless from any risk, damage, or cost whatsoever;
- d. a provision permitting or requiring the application of the law of any state other than that of Virginia in the interpretation or enforcement of the contract, including this addendum;
- e. a provision limiting the Licensee's liability for property damage or personal injury due to fault or negligence;
- f. any requirement that the Licensee be named as a coinsured to any insurance policy or program of self-insurance maintained by the Licensors;
- g. any term requiring the Licensors to abide by the rules of unions or any other non-governmental association;

- h. any term imposing personal liability upon the officer or employee who signs the contract for the Licensor;
- i. any term that requires the Licensor to engage in, or submit to, binding arbitration.
- j. requiring the Licensor to withhold information from the public contrary to the requirement of the Virginia Freedom of Information Act.
- k. purporting to afford the Licensee a remedy against the Licensor that is not otherwise available by virtue of the sovereign immunity of the Commonwealth of Virginia, at common law, or under the United States Constitution.
- l. Requiring the Licensor to waive legal rights that by law may only be waived by the Attorney General of the Commonwealth of Virginia.

In addition, if this Agreement is for a sum in excess of \$10,000, then the Licensee agrees to comply with the following provisions required by the Virginia Public Procurement Act: § 2.2-4311 of the *Code of Virginia* (regarding anti-discrimination) and § 2.2-4312 of the *Code of Virginia* (regarding maintaining a drug-free workplace).

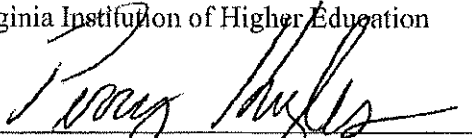
(Remainder of page intentionally blank. Signature page follows.)

WITNESS the following signatures:

LICENSOR:

COMMONWEALTH OF VIRGINIA,
WYTHEVILLE COMMUNITY COLLEGE
a Virginia Institution of Higher Education

By:



Perry Hughes, Vice President
Workforce Development and Occupational Programs

LICENSEE:

PEOPLE, INC.

By:



Angie Groseclose, Vice President / C.O.O.
People Incorporated of Virginia

EXHIBIT A

Description of the Premises, Floor Plan and Space Allocation.

The Carroll Hall Building, 1000 East Main Street, Wytheville, Virginia 24382
Rooms #235 and 236 located on the 1st floor of the Building as shown
crosshatched on the attached Floor Plan.

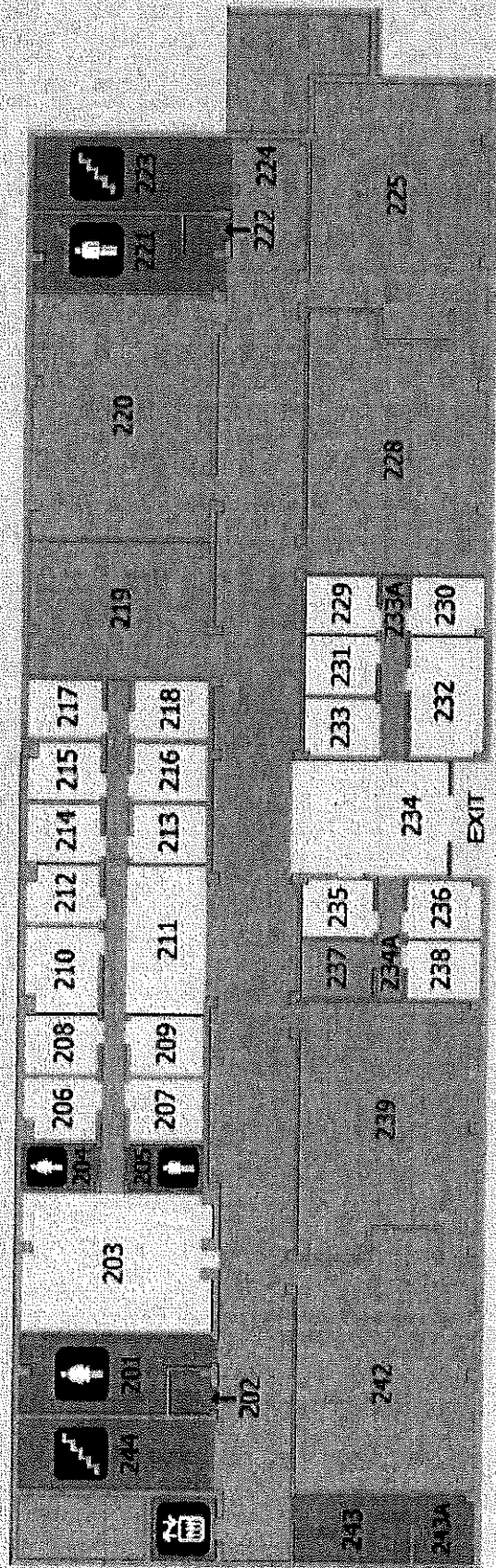
Allocation of Spaces

1st Floor Total SF	9,037						
Agency/Workforce Area SF	6192	This is the 1st Fl total SF less the WCC exclusive areas					
Dedicated Space	3391						
1st Fl Common Area Space	3221						
Cost per SF	\$16.00						

	room #'s	Total Dedicated SF	% Allocation	Common Area Allocation	Total RSF	Annual Cost	Monthly Cost
VEC	203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 220, 234A	2602	0.77	2472	5074	\$81,176.88	\$6,764.74
DARS	229, 230, 231, 232, 233, 233A	502	0.15	477	979	\$15,661.33	\$1,305.11
NRMR WDB	237, 238	144	0.04	137	281	\$4,492.49	\$374.37
People Inc	235, 236	143	0.04	136	279	\$4,461.30	\$371.77
TOTALS		3391	1	3221	6612	\$105,792.00	\$8,816.00

CARROLL

first floor 1



STATEMENT OF WORK ONE STOP OPERATOR/ADULT/DLW

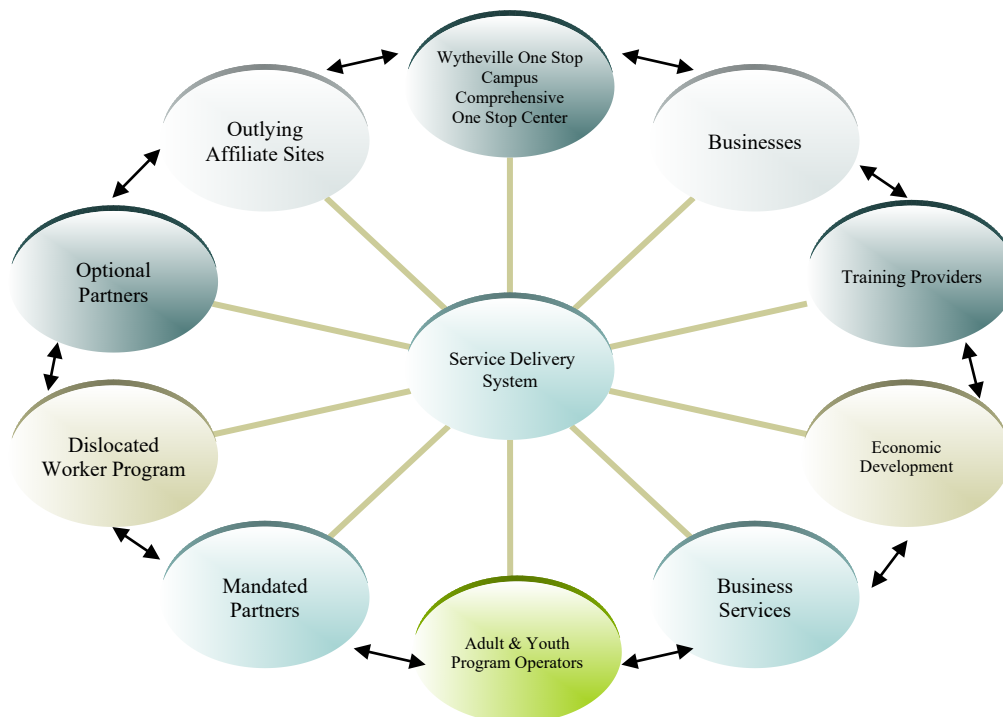
1. Identify the type(s) of program(s) being proposed.

People Incorporated has served the New River Mount Rogers Workforce Development Region since July 2012 in various locations and forms including the One Stop Operator, Adult and Dislocated Services, and Youth Services. We are applying to continue to provide those services now in the entirety of the New River/Mount Rogers Workforce Development Region.

With People Incorporated directly providing services to all of the New River-Mount Rogers Workforce District, administrative/overhead costs are reduced, allowing for more funding directly to customers. These economies of scale allow for more case managers that can be strategically located to better serve jobseekers where they are. It also allows for case managers specifically for Youth Services, although they will all be cross trained. This will enhance the overall program design and service delivery.

As Operator, we intend to provide staff support and training for the comprehensive One Stop Center in Wytheville and affiliate sites in Abingdon, Bristol, Narrows, Galax, and Radford. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. In addition, People Incorporated offers services in Marion through an agreement with Wytheville Community College and also expects to provide services in Floyd, Christiansburg, and Pulaski through an agreement with New River Community Action Agency.

The following graphic illustrates the components of a successful workforce development service delivery system that provides a comprehensive approach to services for clients, businesses, and providers.



- 2. Provide a detailed description of proposed program activities, including justification and documentation. All objective assessment processes, including development of an Individual Service Strategy, must be addressed. Program activities must be justified by the Objective Assessment and Individual Service Strategy. Proposal must reflect the availability of all required Program elements to all clients being served.**

Program Activities

People Incorporated proposes to serve as the One-Stop Center Service Provider as well as the Adult and Dislocated Service Provider for the entirety of the New River/Mount Rogers Workforce Development Area. People Incorporated also proposes to provide Youth Services for the entire region, which is addressed in the next section. These services will be provided through the Wytheville One Stop Campus, affiliate sites, and other locations established through agreements with partner agencies to provide more localized access for residents in the more rural areas of the region. Partners such as NRCA and Wytheville Community College have determined this is necessary to meet the local need and are eager to work together to fill this gap.

In all ways, People Incorporated will ensure that access to services may be accomplished without undue hardship. When needed, flexible hours of operation will be established for customers who cannot access services during traditional hours. Staff will also schedule meetings in public locations throughout the service area for customers who cannot make it to a center or established access point.

People Incorporated will provide career services to all individuals through a comprehensive One Stop system of service delivery. No individual will be at a particular disadvantage or encounter unnecessary difficulty in gaining access to career services.

Basic Career Services, available to all clients in accordance with federal statutes, include:

- (a) Determinations of whether the individuals are eligible to receive assistance under Title I of WIOA;
- (b) Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- (c) Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), interests and supportive services needs;
- (d) Labor exchange services, including:
 - Job search and placement assistance and, in appropriate cases, career counseling, including:
 - Provision of information on in demand industry sectors and occupations; and
 - Provision of information on nontraditional employment; and
 - Appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, such as providing information and referral to specialized business services not traditionally offered through the One-Stop Delivery System;
- (e) Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop Delivery system and, in appropriate

- cases, other workforce development programs;
- (f) Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in such labor market areas;
 - Information on job skills necessary to obtain employment; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations; and
 - (g) Provisions of performance information and program cost information on eligible providers of training services, provided by program, and eligible providers of youth workforce development activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et. seq.), and providers of vocational rehabilitation services described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et. seq.);
 - (h) Provision of information, in formats that are usable by and understandable to One-Stop Center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the One- Stop Delivery system in the local area;
 - (i) Provision of information, in formats that are usable by and understandable to One-Stop Center customer, relating to the availability of supportive services, or assistance, including:
 - childcare, child support, medical or child health assistance under title XIX or XXI of the Social Security Act (42 U.S.C. 1396 et. Seq. and 1397 et. Seq.),
 - benefits under the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et. Seq.),
 - assistance through the earned credit income tax credit under section 32 of the Internal Revenue Code of 1986,
 - assistance under a state program for temporary assistance for needy families funded under part A of title IV of the Social Security Act (42 U.S.C. 601 et. Seq.), and
 - other supportive services and transportation provided through funds made available under such part, available in the local area;
 - (j) Provision of information and assistance regarding filing claims for unemployment compensation;

One-on-one or group instruction will be available on how to conduct a job search using the self-service resources available.

Basic Career Services also includes an assessment of eligibility for the WIOA program. If the customer is not eligible, he or she is referred to other programs for assistance as appropriate. If the customer is eligible and chooses to seek additional assistance, he or she will progress to Individual Career Services. At this time, an assessment of skill levels, aptitudes, abilities, and supportive service needs is conducted.

Individual Career Services

Individualized career services will be made available if deemed appropriate and necessary for an individual to obtain or retain employment. Registration will be required to receive these services. The eligibility assessment will also include an evaluation of eligibility for co-enrollment in other WDB programs to leverage resources.

These services include:

- (k) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act;
 - In order to leverage resources, clients will always be referred to partner resources to support needs indirectly related to employment and training before using program funds. When possible and appropriate, clients will be co-enrolled in programs to leverage funds.
 - Supportive Services will be made available through the WIOA program and based on in-depth assessment and counseling. These services may include, but not be limited to, transportation and childcare.
- (l) Services, if determined appropriate for an individual to obtain or retain employment, which consist of:
 - 1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - a. Diagnostic testing and use of other assessments tools;
 - Comprehensive Objective Assessments of skill levels and service needs of dislocated workers and adults may include: TABE (to determine the participant's basic education level in reading and math), CareerScope (to determine the participant's aptitude and interest through valid and reliable assessment task), and other assessment tools as needed. The Workforce Development Specialist will review the results of the both the TABE and CareerScope with the participants. The results of the CareerScope assessment are invaluable when helping participants begin the career and/or educational planning stage of the program.
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - i. When appropriate, staff will seek to co-enroll clients in other Workforce programs to leverage funds.
 - 2. Development of an Individual Employment Plan (IEP) or Individual Service Strategy (ISS). (These terms are used interchangeably.) The IEP/ISS will identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
 - a. People Incorporated Workforce staff work with clients to identify work history, transferable skills, employment/career goals, barriers to employment, individual strengths and supports, how the objectives will be achieved, and what combination of services will be needed to help the participant achieve those goals. This information is incorporated into the IEP/ISS.
 - 3. Group counseling;
 - a. Group counseling is made available through referral to partners in the region as

determined necessary during the objective assessment process and throughout the client's participation in the program.

4. Individual counseling;
 - a. Case Management for participants seeking training will be provided when the participant has not been able to obtain suitable employment and needs training services. All activities and services will be based on the objective assessment and documented in the Individual Service Strategy.
 - b. Case management is a strength of People Incorporated's Workforce Development department. Case management services are also provided through an MOU for participants in other, non-WIOA WDB programs such as YouthBuild and WORC. The partnership established through these MOUs enhances our ability to provide wrap-around services and support while maximizing our ability to braid available funding for some participants, particularly those with numerous barriers to employment.
5. Career planning;
 - a. Counseling and Career Planning will be an on-going process throughout participation in the program. This will make use of the integrated resource team (IRT) approach to case management with the inclusion of an array of workforce partners, training providers, One Stop Center staff, and/or employers in the coordination, planning, and service delivery to each client., Assistance will be provided to the participant in making career choices, overcoming barriers, achieving goals, etc. Contact will be documented in the Individual Service Strategy and through case notes.
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
 - a. Literacy activities related to basic workforce readiness will be available, as needed, in combination with other services. Activities will be made available through local Adult Basic Education programs and through the use of the Conover online education system either on-site or remotely.
 - b. Learning activities will be integrated into the ISS and an ongoing part of the client's activities until he or she is able to obtain and maintain employment. Resources such as the Conover Learning System will help to keep clients engaged while helping to enhance their employment skills throughout their program participation. This element will span the client's WIOA experience from beginning to end.
7. Internships and work experience that are linked to careers;
 - a. Internships and Work Experience activities may be utilized, if appropriate, based on the objective assessment.
8. Workforce preparation activities;
 - a. Foundational training will be made available to all participants as determined necessary through the objective assessment process. Topics will include work readiness, personal effectiveness, and social/emotional learning. This will be provided through the Conover Online Learning System. Experience with clients has shown that addressing these topics with all participants leads to greater

- engagement with the program and success overall.
 - b. Access to KeyTrain will be available to ensure that individuals can prepare for testing for the National Career Readiness Certificate.
 - c. Job Readiness Training will be offered to all eligible adult and dislocated workers through the Workforce Centers and through in-house classes utilizing the Workplace Excellence curriculum as well as through the Conover learning management system, and/or other agencies offering this service. These services will include setting short and long-term employment goals, developing job-seeking skills, improving math and reading skills, and other training as deemed necessary for employment.
 - d. On-the-Job training and customized training will utilize a contract for services in lieu of ITAs.
 - e. Training services will be provided through the use of Individual Training Accounts (ITA's) to be used by the participants at approved training facilities.
 - f. The following training services incorporate both formal classroom instruction and applied learning, which may include, but not be limited to: Occupational Skills Training, including training for non-traditional employment; On-The-Job-Training; Short-term pre-vocational training; Skills up-grading and retraining; Adult education and literacy activities, in combination with other training components; Entrepreneurial training; and Customized training.
9. Financial literacy services;
- a. Financial literacy services are available through People Incorporated Financial Services. Certified credit counselors with PIFS may meet individually with clients to develop a personal budget and/or review their individual credit rating. Case management staff may also use the same personal budgeting tools to work individually with clients to develop realistic and personalized budgets.
10. Out-of-area job search assistance and relocation assistance;
- a. Out of the area Job Search and Relocation assistance will be available, if needed for any individual who can document they have an interview out of the New River/Mount Roger service area or has taken a job out of said area and needs relocation assistance.
11. English language acquisition and integrated education and training programs are available through our partnership with the regional adult education providers. Case management staff will actively refer individuals to these services as determined necessary. In addition, case management staff actively request and accept referrals from the regional adult education partners as well.
- (m) Follow up services are provided by People Incorporated for a minimum of 12 months (4 quarters) following the client's exit from the program or their initial date of employment.

More details about the specific elements of the program services can be found below in the "Availability of Program Elements for Clients" section.

Objective Assessment Processes

Comprehensive Objective Assessments of skill levels and service needs of adults and dislocated workers may include: TABE (to determine the participant's basic education level in reading and math), Career Scope (to determine the participant's aptitude and interest through valid and

reliable assessment task), and other assessment tools as needed. The Workforce Development Specialist will review the results of both the TABE Test and CareerScope with the participants. The results of the CareerScope assessment are invaluable when helping participants begin the career and/or educational planning stage of the program. In-depth interviewing by the Workforce Development Specialists will help to identify employment barriers as well as strengths and supports and assists with setting appropriate employment goals. In many cases, a standardized TABE assessment is not necessary to justify the award of an Individual Training Account (ITA) or to approve an On-the-Job Training (OJT).

Typical reasons for using an alternative assessment for individuals with a high school diploma may include: The participant provides transcripts showing satisfactory grades in classes completed in the requested training (or in directly related training) for the occupation they choose in the ITA request or for the OJT. The participant is currently in school for the same occupational training, and they provide transcripts showing satisfactory progress. The participant has previously earned a documented college degree. The participant provides college transcripts showing success in previous college classes. However, we will also take into consideration how long it has been since the individual attended school and the type of classes taken. The participant provides documentation showing that they have successfully completed a recent college or school placement test. The participant has been provided an assessment by a partner agency and results can be obtained. The participant has earned a Career Readiness Certificate.

Participants may also be given the National Career Readiness Certificate testing (KeyTrain) as an initial assessment activity. If the participant obtains a National Career Readiness Certificate, he/she immediately possesses a portable credential to add to their job search portfolio. Through review of the assessment results, the Workforce Development Specialist and the participant can identify strength areas and areas in need of development. The Specialist can then instruct the participant in the use of KeyTrain software (free of charge) to develop key skills.

The IEP/ISS must note the form of assessment including the methodology or tools that are being used or administered. The case note must contain a determination of need for training services as required under CFR §680.210 indicating the assessment methodology. All formal assessment results must be entered into the VWC assessment tab. All assessments must be linked to career or training services resulting from the results of the assessments in client case notes and/or the IEP/ISS to match the barrier to employment identified in the assessment with the service used to overcome that barrier.

Individual Employment Plan/Individual Service Strategy

The Individual Employment Plan (IEP) is developed collaboratively by the Workforce Development Specialist and the participant using identify work history, transferable skills, and employment/career goals to identify how the objectives will be achieved, and what appropriate combination of services will be needed to help the participant achieve those goals. The IEP will be used to document all objective assessment results and support the program activities, assist job search results, supportive service needs, barriers to employment, strengths and supports, and employment goals. On-going contact and participant progress will also be documented through case notes on regular intervals as specified by the Board.

Availability of Program Elements for Clients

Supportive Services will be made available and based on in-depth assessment and counseling. These services may include, but not be limited to, transportation, childcare, or other services required for the participant to enter or maintain training or employment. All services will be documented in the IEP and follow LWDA II's Supportive Service Policy.

Job Readiness Training will be offered to all clients through the Wytheville One Stop Campus (WOSC) as well as the affiliate sites through in-house classes, and/or other agencies offering this service. These services will include setting short and long-term employment goals, developing job-seeking skills, improving math and reading skills, and other training as deemed necessary for employment. People Incorporated staff may also deliver job readiness and foundational training through the using the Conover Online Learning System and/or Workplace Excellence Curriculum.

Literacy activities related to basic workforce readiness will be available, as needed, in combination with other services. Activities will be made available through local Adult Basic Education programs and through the use of the Conover online learning system, available on site or for remote use. Workforce Development Specialists will encourage all participants who have reading and/or math levels below 8.9 or who do not have a high school diploma to participate in the Adult Basic Education program.

Internship or Work Experience activities may be utilized for adults or dislocated workers, if determined appropriate based on the objective assessment. Internships are a means for the customer to gain access to jobs where they lack certain experience or qualifications required for employment and are only established with companies who intend to provide the worker with full-time employment at a competitive wage at the conclusion of the internship. Work Experiences are meant for customers who lack any recent work experience and may or may not lead to full-time employment. Work experiences may not be suitable for dislocated workers for this reason. Once the need for an internship/work experience is established, a worksite will be developed by the Workforce Development Specialist and a paid internship/work experience will be established. Participating customers receive a stipend for their participation in the designated activity. For an internship, the stipend will be equivalent to the wages they would receive if employed by the worksite. Work Experience participants earn a stipend equivalent to the current minimum wage rate in Virginia. There is no cost to the worksite; however, the worksite does agree to provide adequate supervision and meaningful work experience to each participant assigned to the site. The incentive that the participant earns is for participation in and progress achieved by the customer, such as attendance and satisfactory performance standards at the worksite.

Transitional Jobs are time limited work experiences for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history and are combined with comprehensive career and supportive services. The goal of transitional jobs is to establish a work history for the customer that demonstrates success in the workplace and develops the skills that lead to entry into and retention in unsubsidized employment.

Case Management for Participants Seeking Training will be provided when the participant needs

training services. All activities and services will be based on the objective assessment and documented in the IEP.

Training services are critical to employment success. There will be no sequence of service requirement for career services and training. The Workforce Development Specialist will determine when training is appropriate for the individual. Training services may be provided if after interviews, evaluation, assessment, and case management, it has been determined that the participant is:

- a) in need of training services;
- b) has the basic skills necessary to successfully participate in the selected program of training services; and
- c) has applied for other financial assistance and is unable to obtain other financial assistance or require assistance beyond the assistance made available; or
- d) is waiting for an application for a Federal Pell Grant to be processed.

NOTE: If such an individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to the local area and will be provided through the use of Individual Training Accounts (ITAs) to be used by the participants at approved training facilities.

On-the-Job training and customized training will utilize a contract for services in lieu of ITAs.

Training Services for adult and dislocated workers will be linked to in-demand employment opportunities in the local area; planning region or a geographical area in which the adult or dislocated worker is willing to commute or relocate. The selection of training service will be conducted in a manner that maximizes customer choice, linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other source of assistance. Since funds are limited, a federal statutory priority of service will apply. The Director, Workforce Services Coordinator, and Compliance and Reporting Coordinator will all monitor individual career and training services on regular intervals to ensure that all Department of Labor, State and Local guidelines are being followed. The following training services incorporate both formal classroom instruction and applied learning:

- On-The-Job-Training – On-the-Job Training will be primarily directed to jobs in high demand in the workforce area, including, but not limited to, advanced manufacturing, Information Technology, and Health Information Technology. Because On-the-Job Training will be targeted only to high-demand, high wage occupations in the region, performance in the areas of employment retention and average earnings can be maximized. Because participants' assessed interests, aptitudes and basic skills are carefully reviewed by the Workforce Development Specialist and participant, strong occupational matches are made resulting in increased employment retention.
- Occupational Skills Training, including training for non-traditional employment – this activity will be directed only toward those occupations that are in demand in the local area and that pay a wage resulting in participant self-sufficiency, resulting in a high level of performance in the areas of entered employment, employment retention and average earnings. In addition to traditional training programs, we will provide, though coordination

with the local providers, “fast-track” programs. The programs are designed to provide training on a full-time basis with the goal of shortening the training while still providing all subjects in the training curriculum. This training will be offered in demand occupations where we have groups of youth, adults and dislocated workers who can make up a cohort group of 10-20 individuals seeking training in the same occupation. This approach to occupational skills training enables participants to re-enter the workforce more quickly and improves performance in the entered employment measure by transitioning more participants into employment within the program year. In addition, by condensing training into an abbreviated time frame, participants are more likely to complete and receive a credential, thus improving performance in the statewide employment/credential rate.

- Short-term pre-vocational training - People Incorporated proposes to focus activity in this area toward improving computer literacy of program participants with the goal of improving their employability. Specifically, People Incorporated will refer individuals to computer classes ranging from basic computer use to Microsoft Office Suite. At times, these classes are offered free of charge at local libraries or training centers. At other times, non-credit courses at local community colleges will be utilized. Area employers have consistently communicated that workers lack computer and technology skills necessary for employment. Through the proposed pre-vocational training, participants become more employable, resulting in higher performance in the areas of entered employment and employment retention. People Incorporated staff have also been trained as Digital Navigators and may use North Star Digital Training platform for computer literacy training and assessments with clients as well.
- Skills up-grading and retraining - For those individuals who do not need to receive training in a new occupation, but rather who need to upgrade existing skills for today’s labor market or who need to take refresher courses to re-certify in a particular occupation, People Incorporated will identify the appropriate provider of this training and will utilize skills upgrading to assist participants in quick re-entry to the workforce, resulting in increased placement performance.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.
- Entrepreneurial training - Through referral to local small-business development resources and area chambers of commerce, People Incorporated will assist individuals in determining 1) if self-employment is an appropriate option for them and, if so, 2) how to create their own business and provide an income from their direct efforts. Through a series of workshops and hands-on assistance, individuals will learn the essentials of business creation. Materials will come from a variety of sources including local chambers of commerce, the small business development association, and business mentors.
- Adult education and literacy activities, in combination with other training components.
- Registered Apprenticeship is a key component of potential training and employment services, and it will be used more often as a career pathway for job seekers and a job driven strategy for employer and industries.

The Compliance and Reporting Coordinator and Workforce Services Coordinator will monitor Individualized career service and training services on regular intervals to ensure that all DOL, State and Local guidelines are being followed.

3. Provide a detailed overview of how RFP Part II (Item 3) specifications for One Stop Operators will be adhered to. All required areas in RFP Part II (Item 3) must be addressed in this section.

A. Must ensure that a MOU is developed that details the cost of operating the Center(s) and how each required partner's share will be computed.

As a long-time One-Stop operator, People Incorporated is familiar with the process required to establish and enforce MOUs with center partners including the required partner share. This is done through a formula based on usage of the center and materials. This formula has already been developed and is currently being used by all required partners in LWDA II to document the integrated use of funding in the comprehensive center. Partners are aware of the process and anticipate it being part of the MOU process. We work with the WDB Executive Director to review the MOU and Integrated Funding Agreement at designated intervals to ensure the center remains in compliance.

B. Must describe proposed role in relation to the One Stop Center:

(1) Coordinate partner service delivery in the One Stop Center without directly providing WIOA service delivery.

(2) Coordinate partner service delivery in the One Stop Center with direct delivery of WIOA services.

People Incorporated proposes to be the One Stop Center Operator as well as the provider of Adult, Dislocated Worker, and Youth Services. This arrangement will streamline internal processes making the intake and reporting procedures more efficient and information more reliable. This will help People Incorporated improve both measurement and attainment of performance standards.

As the One Stop Operator, People Incorporated will ensure service delivery coordination at the comprehensive One Stop Campus located in Wytheville as well as affiliate sites. People Incorporated, in conjunction with the center managers, will also be responsible for the center's continued compliance with all Comprehensive Center Certification as required by the State.

C. Is responsible for the attainment of required performance standards as contained herein.

Administrative Structure and Operating Controls

People Incorporated is governed by a tri-partite Board of Directors consisting of representatives from the 16 jurisdictions in Virginia served by the agency as well as a mix of government, civic, and low-income representatives. The Board of Directors meets quarterly with sub-committees meeting more regularly to assess program performance and provide strategic direction and budget oversight for the agency. They regularly review quarterly and annual reports for the WIOA program. A resolution from the board is included with this application.

Bryan Phipps had 18 years of experience with People Incorporated of Virginia before becoming President/CEO in January 2022. Prior to that, he served as the VP/Chief Development Office for over a decade. He provides strategic direction and leadership for organization program development and hold ultimate responsibility for program oversight and compliance. He reports directly to the Board of Directors.

As the inaugural VP/Chief Operating Officer for the agency, Angie Groseclose is responsible for overseeing direct program operations and ensures the accomplishment of all contractual obligations and deliverables with a focus on organizational outcomes. For the past 30 years, Groseclose has held increasingly responsible roles at People Incorporated and was Director of Human Resources since 2008, prior to being promoted to COO. She was also Assistant Director of Administration for 18 years.

Financial Oversight

People Incorporated's VP/Chief Financial Officer, Janet Shrader, a CPA with nearly 20 years of experience in financial analysis, compliance auditing, financial reporting, account reconciliation, and other related accounting procedures in both the public and private sectors. She is responsible for all financial operations and supervising the maintenance of all accounting records by Finance Department staff.

Ms. Shrader is assisted in her work by a Controller. The Controller oversees daily internal control functions, ensures compliance with Generally Accepted Accounting Principles, reviews account reconciliations, and oversees financial statement preparation for the agency. With this structure, People Incorporated ensures compliance with all aspects of state and federal regulations.

People Incorporated maintains written financial policies and procedures that are approved by the organization's Board of Directors, President and Chief Executive Officer, and Chief Financial Officer. These documents are reviewed regularly and amended when necessary. The financial policies and procedures comply with the Office of Management and Budget (OMB) standards.

Further, People Incorporated's financial management system, financial reporting, and internal controls are audited annually by an independent Certified Public Accounting (CPA) firm to determine compliance with applicable laws and regulations. The annual audit is conducted in accordance with the requirements of OMB Circular A133, Audits of States, Governments and Non-Profits.

Staff Experience

The Workforce Development team is led by the Director of Workforce Development, Elizabeth Carico, a Certified Workforce Development Professional. She has been with the agency since April 2012 in a series of progressively responsible positions beginning as Workforce Development Specialist. As director of these programs, Beth is responsible grant compliance and project quality by comparing the program goals and activities to actual program outcomes/outputs quarterly, adapting the project work plan and budget when necessary. Beth currently manages five workforce development programs and three MOUs providing services across 16 jurisdictions with a combined annual budget of over \$1.8 million.

The Workforce Services Coordinator is also a Certified Workforce Development Professional. Christina Tyler has been with the agency since June 2012. She is responsible for working with the department director to supervise the Workforce Development Specialists, maintain program compliance, and oversee training. The Coordinator serves as a coach and mentor to workforce staff by conducting all initial staff training, ongoing professional development/training, conducting regular case load reviews, and providing insight and support that will ultimately lead to workforce customers achieving positive outcomes.

The program's administrative team is supported by the Program Client Tracking and Performance Analyst, Nancy Gibson, who is a Certified Workforce Development Professional with experience in financial management of workforce development programs. This position provides monthly reports to client service staff and the director on performance, conducts follow-up, monitors invoices and spending, and tracks progress towards program and specific grant goals. She began in July 2000 as a Program Analyst.

As part of People Incorporated's commitment to cross training, all Workforce Development staff are required to become certified to administer the Test for Adult Basic Education (TABE) through the Data Recognition Corporation. Additionally, all Workforce Development Specialists complete Beverly Ford's Case Management I, II, and III trainings. New staff complete it upon initial hire within their first 30 days of employment to provide a foundation of good case management practices for them to build on. Staff also complete a Workplace Excellence Certification training to be able to teach this curriculum.

All staff employed in the One Stop Center will possess or obtain as eligible the National Certified Workforce Development Professional Certification. Staff in affiliate centers are encouraged to obtain the same with a goal of having 70% of staff in all centers being certified.

Job descriptions for these positions are included in the application.

D. Must ensure compliance with required access to individuals with disabilities as contained in the Americans with Disabilities Act and with the "access checklist" as attached as Attachment A.

Service Strategies

All applicants are advised of their Equal Opportunity rights through provision of our Equal Opportunity/ Grievance/Confidentiality policy document that they sign and then receive a copy of. Staff participate in Equal Opportunity training annually in conjunction with the VEC and we have successfully passed all reviews.

Employment Practices

People Incorporated follows all federal laws and regulations related to the Americans with Disabilities Act. Employees are informed of their rights at the beginning of their employment and sign a document attesting to that. Employees also receive annual training related to this topic, including both their rights and responsibilities in this regard.

No questions are asked during interviews regarding a person's disability. The only question asked is for the purpose of EEOC reporting.

Accommodations

People Incorporated also has a policy to affirm the rights of individuals with disabilities and a plan for accommodating the needs of these individuals. This is part of the agency's personnel policies, which is approved by the Board of Directors.

All locations have passed accessibility reviews during the certification process, including People Incorporated's headquarters in Abingdon. The accessibility reviews include reviews of entrances/individual offices/equipment/doors (interior or exterior)/restrooms/parking areas. The new locations where People Incorporated proposed to offer services on an as-needed basis have not been subject to a review but are designated as being accessible.

People Incorporated also provides other accommodations as requested/required for individuals with disabilities, including but not limited to individuals with limited English proficiency and/or individuals who may require accommodations during the assessment process.

Enrollment paperwork can be printed in Braille and accessibility computers/stations are available at One Stop centers. The centers also have screen reading software available for customers who need it.

Testing accommodations can be made as required. For instance, a client with an IEP that specifies they require additional time on a test or that the test should be read aloud will receive the designated accommodations. Accommodations are frequently provided to youth clients who have IEPs specifying required accommodations for academic settings/testing.

Any medical records provided by clients are kept in a separate locked file cabinet when we must obtain them for programmatic purposes. No medical information is contained in the participant electronic record. People Incorporated follows VCCS/VWL requirements regarding storage and access to records.

E. Must submit proposed service delivery mechanism for Title I WIOA Dislocated Worker and/or Adult Programs in the One Stop Center and reporting aspects must be addressed as a part of this proposal.

As the One-Stop Operator, People Incorporated supports the NRMW WDB's plan for providing a robust delivery system with a seamless approach to all services within the workforce system. Through the One Stop Center and affiliate sites, People Incorporated provides in-person access to WIOA Title I services as well as other WDB partners including, but not limited to:

- WIOA Title II: Mount Rogers Regional Adult Education (MR PD) and NRCC Office of
- Transitional Programs (NRV PD)
- WIOA Title III: Virginia Employment Commission
- WIOA Title IV: Department of Aging and Rehabilitative Services
- Community Colleges
- Apprenticeships: Virginia Department of Labor and Industry
- Blue Ridge Job Corps
- Virginia Department of Juvenile Justice
- Virginia Cares
- Other Workforce Programs

Each physical entry point is intended as a “no wrong door” approach to services, which is why People Incorporated focuses on cross-training staff to be able to provide a full range of services and referrals. In addition, all partners within the One Stop Center are responsible for providing coverage at the reception desk and in the resource room on a rotating basis as this help keeps everyone informed about customer needs.

People Incorporated also promotes the virtual points of entry and services provided by the WDB including their website and the Commonwealth’s referral portal (virginia.myjourney.com). Additional online resources are available for those receiving Individual Career Services, including the WorkKeys and Conover Online Learning systems that provide evaluations and education programs specifically tailored to client needs.

F. Must ensure that Memorandums of Understanding are developed with all required One Stop Program Partners, which complies with required state policy. MOUs must be very detailed and specific with respect to One Stop Program Partner services to be delivered at the One Stop Center and each partner’s “fair share” contribution to the cost of operating the One Stop Center.

As an experienced One Stop Operator, People Incorporated has an excellent understanding of the requirements for MOUs with all program partners. Each is written to comply with state policies and sets out expectations for and services to be provided by each partner as well as their fair share contribution for center operations. Audits of the program have identified no problems with established MOUs during People Incorporated’s tenure as operator.

As part of the Memorandum of Understanding negotiation process, People Incorporated will review each partner’s participation in the center and will seek to increase or alter that participation when appropriate.

G. Must ensure that the MOU contains the cost allocation formula utilized to determine how the costs of operating the One Stop Center will be shared by all required partners.

During People Incorporated’s tenure as the One Stop Center operator, none of the partners has objected to the cost sharing formula or delayed in signing the MOU because of it. Therefore, we are confident in our ability to rapidly update existing MOUs as necessary or secure new ones with an agreed upon cost sharing plan to fund the One Stop Center costs.

H. Detailed plan for utilizing satellite centers, as part of the local area One Stop Service Delivery System must be provided.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County,), Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski.

In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion.

Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

I. Must provide a detailed referral process for all customers to access career services of all required One Stop Program Partners both within the One Stop Center and to outside facilities.

After signing in, all customers seeking Individual Career Services will initially be screened through reception staff. This will indicate potential referrals to One Stop partner agencies and services. The program partner will then further screen and assess clients for individual services.

At this point, the customer will be provided with a customer satisfaction form and asked to complete the form at the end of the center visit. Staff will also let the customer know they can complete the customer satisfaction form on the resource room computers if they prefer. Customers can drop the completed satisfaction surveys in a drop-box located next to the main entrance. Customer satisfaction surveys will be completely confidential.

The resource area is staffed in the Comprehensive One Stop center by partner staff on a rotating basis. Each workstation in the resource rooms will have written instructions on how to access information on a self-service basis. Resource room staff will assist individuals in registering in the Virginia Workforce Connection system as the first priority in resource room activity. Customers can also access the center website to gain additional information about partner services.

Customers utilizing the resource area will have access to a fax machine, scanner, copier, and a local-service telephone. Internet-accessible computers and a printer are also available in the resource area. People Incorporated IT staff have assisted with set-up and maintenance of resource computers in the comprehensive center. In addition, as one stop operator we have supported the regional effort for all resource rooms (affiliate and comprehensive) to have internet access and computers that are not under the VITA system. This ensures that all job seekers have less-restrictive access to necessary resource and websites related to seeking and applying for employment. We have committed to financially supporting this effort through the purchase of equipment, devices, and software for resource rooms as well as through supporting recurring monthly expenses for internet access in the some of the center locations.

In addition, job listings from numerous sources will be posted in the center. Information about all mandatory and optional partner agencies, training providers, and community supportive services (such as the food pantry, homeless shelter, domestic violence shelter, public transportation, childcare, free computer classes) will be available throughout the centers. Public transportation information will also be posted where available. Information about filing for financial aid and about scholarships such as those available through the Wythe-Bland foundation will be present in the center.

Performance and program cost information on the following services will be posted in the center at all times:

- WIOA training providers
- WIOA Title I Youth, Adult and Dislocated Worker Programs
- Title II Adult Education
- Providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act
- Providers of vocational rehabilitation programs described in the Rehabilitation Act of 1973
- New River Mount Rogers local area performance as compared to state measures

If the customer wants only self-service, he/she will be able to utilize the resource room to register with the Referral Portal as well as the Virginia Workforce Connection, enable the Virtual Recruiter to continuously search for job matches, do labor market and training provider research, conduct on-line job search, or complete a self-service interest and aptitude assessment.

A pre-screening application can be completed and submitted to partner staff in addition to the standard intake form. The pre-screening form provides additional information to partner staff regarding eligibility criteria and career goals and may be completed electronically or in a hard-copy format.

Information about external agencies will be provided for customers in need. Other outside resources used for referrals include the following:

- AIDS Response Effort, Inc.
- Appalachian Agency for Senior Citizens
- Appalachian Community Action & Development Agency
- Appalachian Independence Center
- Blue Ridge Crossroads Economic Development Authority – Small Business Development Center
- Bright Futures
- Bristol City VA Transit
- Bristol Redevelopment & Housing Authority
- Congregational Community Action Project
- Failsafe-ERA
- Family Preservation Services, Inc.
- Family Resource Center, Inc.
- FAMIS (Family Access to Medical Insurance Security)
- Feeding America, Southwest VA
- Four County Transit
- God's Storehouse Soup Kitchen
- Goodwill Industries of Tennesse
- Goodwill Industries of the Valleys
- Hands and Feet Ministries
- Haven of Rest Rescue Mission
- Healthy Families
- Hope Inc.
- Mount Rogers IDC
- Mountain Community Action Partnership
- Mountain Movers
- New River Community Action
- Open Door Café
- Red Cross, Mountain Empire
- Rooftop of Virginia
- Samaritan House Ministries, Inc.
- SECOR Inc. Residential Re-Entry Program
- Sisters on the Fly #4520
- Southwest VA Mental Health Institute
- Southwest Virginia Legal Aid Society, Inc.
- The Crossroads Institute
- Tri-Cities Recovery
- United Way of Bristol
- United Way of Southwest Virginia
- Veterans Affairs - Mountain Home VA

Healthcare System

J. Provide access to Career Services.

Career services include both Basic and Individual Career Services. Basic Career Services are those that are self-service and primarily informational in nature. These participants are not required to be registered, although their participation is logged for evaluation purposes. These services are intended to assist adults in achieving self-sufficiency with short-term, informational interventions through Career Center resources or online services.

If the customer goes on to staff-assisted, Individual Career Services, eligibility will be conducted by People Incorporated as the service provider for Adult/Dislocated Worker and Youth services. Staff will then offer a full array of services including referrals to other One Stop partner agencies depending on their interests and assessment outcomes. WIOA Individual Career Services include career counseling, placement assistance, registration, assessment, and Individual Service Strategy development. If the customer finds employment through staff-assisted services, he/she will enter follow-up services. WIOA follow-up services last for a minimum of one year following placement.

K. Provide access to Training Services.

In making training services available to clients, People Incorporated supports the NRMR WDB's "work first" philosophy (for meaningful, family sustaining wage occupations), so that training funds are prioritized for those who cannot find employment through traditional career services. Clients will only receive this assistance with accompanying case management. In addition, training must align with the high-demand jobs in growth industries in the Workforce Development Area.

People Incorporated works with the WDB to monitor employment trends to ensure that training aligns with business needs. This is done through employment data analysis, but, more meaningfully, through community conversations and attendance at meetings with local Chambers of Commerce and other business-focused events.

Additional details can be found in Questions 2 and 6.

L. Provide access to Employment and Training Activities.

Employment and Training Activities include the full range of services available under federal, state, and local guidelines to assist clients in obtaining employment offering family-sustaining wages. These are available through a "no wrong door" approach at any One-Stop Center or affiliate as well as through online services.

Employment and Training Activities are provided on a continuum of effort, expense, and return on investment ranging from basic services to individual career services, to training with increasing levels of case management. Basic career service activities are informational in nature. Individual career activities begin based on assessments and according to an Individual Service Strategy. If the customer is not successful in job search, he/she can enter training services with a locally approved provider for a demand occupation based on customer assessment results. Following training, the customer re-enters job search until employment is secured.

Priority for career and training services is given to:

- First priority for career and training services will be given to veterans and eligible spouses who are receiving public assistance or are classified as low income or are basic skills deficient.
- Second priority for career and training services will be given to non-covered persons (individuals who are not veterans or eligible spouses) who are receiving public assistance or are classified as low income or are basic skills deficient.
- Third priority for career and training services will be given to veterans and eligible spouses who are not receiving public assistance or are not classified as low income or are not basic skills deficient.
- Fourth priority for career and training services will be given to individuals meeting the WDB Self-Sufficiency and Employed Worker Policy or individuals who are offenders or individuals who lack a high school diploma or GED or individuals with a disability or individuals with barriers to employment.

State priority of service apply only to funds for Adult Services, not Dislocated Workers or Youth.

M. Provide access to Programs and Activities carried out by One-Stop partners.

In addition to providing referrals for workforce services to One Stop partners as detailed in Section E above and Question 6 below, the One Stop Center hosts or sponsors a variety of employment-related workshops in conjunction with partner agencies identified in Question E. Topics include High-Demand Occupations in the Area, How to Match Your Skills to a Career Choice, Resume Development, Effective Business Communication, Conducting Your Job Search, Interviewing Skills, Internet Job Search, and many others.

People Incorporated actively participates in scheduling and hosting these workshops as needed. Most recently, Dislocated case managers participated in Rapid Response activities for a group of workers affected by a facility closure through the one-stop systems Rapid Response coordinated efforts. Dislocated staff were able to follow up after the coordinated Rapid Response activities to schedule and assist with a resume development workshop for the affected workers at the request of the company.

N. Provide access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act and all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.).

In the comprehensive One Stop center located in Wytheville, People Incorporated will ensure that all information and resources as required by the Wagner-Peyser Act are available in the resource room including:

- Computer with internet access and printer;
- On-line self-assessment tools for self-service customers;
- Computer for each co-located partner staff with internet access and comprehensive assessment tools;
- Resource materials and website links for use in interview preparation, resume preparation, job search, career exploration and other career-related topics;

- Access to on-line or written information on all system partner services and training providers;
- A listing of job openings in the area;
- Adult Education class schedules and locations;
- Access to staff providing Dislocated Worker, Adult and Youth WIOA Services;
- Access to customer satisfaction and center performance data.

O. Must be co-located in a Virginia Employment Commission local office.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in the Comprehensive One Stop in Wytheville and at affiliate centers in Radford and Galax. Each of these centers is co-located with Virginia Employment Commission. We offer WIOA Title 1 services at the Bristol VEC on a scheduled basis. People Incorporated intends to continue this arrangement.

4. For proposed programs to deliver Adult/Dislocated Worker Services, elaborate on how the proposed program will adhere to specifications contained in RFP Part II, Item 4. Show in detail how program design elements will be executed in order to meet desired performance measures.

Basic Career Services

As the Adult and Dislocated Worker Workforce Service Provider, People Incorporated will assure that all interested clients have access to Basic Career Services through self-service resources as well as have access to staff assistance for these services in the One-Stop Center and affiliate or access point services. These services provide information to clients about the labor market, their potential fit in the labor market, and services available to them. Registration is not required. However, participants will be asked to sign in and encouraged to register in the Virginia Referral Portal so that records of persons served can be kept for the purpose of measuring performance.

Individual Career Services

For interested clients, a pre-screening form can be completed to assist with determination of eligibility for individual career services. These services are made available if deemed appropriate and needed for an individual to obtain or retain employment. This includes WIOA staff-assisted job search and occupational development. Eligibility determination will be done in accordance with Department of Labor, Virginia Workforce Council, and New River/Mt. Rogers Workforce Development Board policies and procedures.

After eligibility is determined, services will be offered to help obtain employment, retain employment, and become economically self-sufficient. It is at this time that a client is first registered for WIOA, and data is collected that will be used to evaluate performance metrics.

People Incorporated recognizes that funds in Workforce Area II have been determined to be limited and, as such, the Priority of Service Policy has been developed by the Workforce Development Board. People Incorporated will comply fully with the Priority of Service policy. People Incorporated recognizes liability for repayment of funds necessitated by serving an ineligible customer. Thus, customer eligibility will be reviewed by a senior staff member prior to

the expenditure of funds.

People Incorporated's Workforce Development Leadership Team (Director, Workforce Services Coordinator, and Compliance Coordinator) will monitor provision of individual career services on regular intervals to ensure that all DOL, State and Local guidelines are being followed. All services will be tracked in the VOS system so that performance can be regularly evaluated and reported upon. Details about plans for improving performance if goals are not met can be found in Question 7. Managers will meet with front-line staff to determine the source of the problem and create a plan for remedying it. That may include additional staff training, more one-on-one case management for the client, or additional tools or training to better engage the client in the process.

Training Services

Training Services will be utilized when they have already been found to be eligible and:

- (1) After interviews, evaluation, assessment, and case management, it has been determined that the participant needs training services, has the interest and ability to successfully participate in the selected program of training services, and
- (2) Other grant assistance has been applied for, including Federal Pell Grants, the client is unable to obtain other grant assistance or requires assistance beyond what is made available. Funds can also be provided if clients are waiting for an application for a Federal Pell Grant to be processed, in which case, if the grant is awarded, appropriate reimbursement shall be made to the local area from such Federal Pell Grant.
- (3) Disbursement of funds must be in keeping with federal and WDB priority of service guidelines (for Adults only).

As with Career Services, all Training Services will be tracked in the VOS system so that performance can be regularly evaluated and reported upon. Details about plans for improving performance if goals are not met can be found in Question 7. Managers will meet with front-line staff to determine the source of the problem and create a plan for remedying it. That may include additional staff training, more one-on-one case management for the client, or discussions with the trainer, whether that be an educational provider or employer, to determine the source of the problem.

Per standards, a minimum of 45% of funding will be spent on training services. This is reflected in the attached budget proposal.

Follow-Up Services

People Incorporated provides follow-up services for a minimum of 12 months after a client is employed or exits the program. Clients are contacted once a quarter if employed or monthly if not employed. Employers complete an employment verification form provided by People Incorporated. Employed clients submit their own paystubs for verification or we may use a third-party verifier (such as Equifax/Experian) when necessary. This information is stored both in VaWC and People Incorporated's own internal database, EmpowOR.

5. **All Program Operators will be required to utilize the State mandated online system of record for data entry. This system is called VOS (Virginia's One Stop System) and requires that staff possess the following minimum technical requirements:**
- A. Strong internet knowledge to include search experience.**
 - B. Proficient in Internet Explorer, Mozilla Firefox and/or Google Chrome.**
 - C. Keyboarding Skills.**
 - D. Data Entry Experience.**

Describe how your staff will meet the above requirements and what steps you will take to ensure that all data entered into VOS is up to date, complete and accurate.

- a. People Incorporated relies heavily on quality information exchange and therefore stays current with new and updated technologies to continually improve its performance and promote innovation, thereby enhancing the effectiveness of its many programs. Staff regularly use the internet to search for a variety of information relevant to the needs of clients including employment statistics, education requirements, scholarship opportunities, available support services, and others. All People Incorporated offices have access to high-speed internet to facilitate these efforts.
- b. All staff are assigned a laptop computer equipped with Windows 10, Microsoft Office 365 software, and Adobe Pro, and uses Microsoft Edge, Firefox, or Google as its web browser. Current Workforce Development Specialists are proficient in the use of the internet as it relates to accessing and using the Virginia Workforce Connection system and to performing job search and labor market information access. People Incorporated contracts with BCTI to offer free technology training for employees who need it.

Each employee has their own email address which is on the Microsoft Exchange Server located in our main office in Abingdon. The system allows each email account to send attachments up to 10 megabytes in size.

Each office is equipped with a docking station and dual monitors to maximize efficiency. This is particularly helpful for staff who transition between multiple offices.

People Incorporated employs two full time IT staff to assist with technical issues.

- c. All Workforce staff possess the necessary keyboarding skills required for the job.
- d. Current Workforce staff have between one and nine years of experience entering the required program data into the VOS system. People Incorporated has successfully managed the data entry requirement of WIA/WIOA programs for the past 18 years.

The Workforce Development Leadership Team (the Director and two Coordinators) routinely reviews all information entered in VOS and any needed corrections. The Workforce Services Coordinator routinely works one-on-one with each Workforce Development Specialist reviewing the accuracy of data entry as a component of these sessions. Workforce Development Specialists attend all state and local data entry training and will continue to

participate in VOS training. All leadership staff is trained in generating and interpreting VOS reports and performs these functions on a routine basis. During the current program year, leadership staff have worked extensively to conduct internal file reviews, identify and correct file deficiencies, and conduct staff training as necessary to improve overall quality of data entry.

As new Workforce Development Specialists are hired, the Director of Workforce Development, Workforce Services Coordinator, and Program Analyst work together to provide complete data entry training for the VOS system. The leadership team then monitors the progress of the new employee and provide additional training as needed. Training is a primary responsibility of the Workforce Services Coordinator.

6. Complete a flowchart on the proposed One Stop Delivery System and customer referral within the system. Illustrate how a participant will proceed through the proposed program, and how clients will avail themselves of the required program elements. A narrative description of this delivery system and flowchart is required.

People Incorporated will provide outreach, intake, and orientation to all services and programs available through a One Stop delivery system. All mandatory career services will be universally available. No individual will be at a disadvantage or encounter unnecessary difficulty in gaining access to Career services. Services are provided with a “no wrong door” approach so that, no matter where a jobseeker begins, all resources will be made available in the most efficient way possible.

All customers will sign in with reception staff who will inform them of the process and services available to them based on an initial screening. An electronic log is maintained to document the number of customers that avail themselves of this service. This allows staff to regularly pull performance reports. Per state regulations, all new customers will be directed to complete registration through the referral portal or have staff do so on their behalf. In keeping with local NRMRWDB policies, jobseekers still have the right to access basic career services at the One Stop Center or Affiliate offices if they refuse to register.

People Incorporated has already been working with the implementation team in the local area to begin using the state-mandated referral portal. We have worked collaboratively with One Stop partners to standardize the intake process and forms for our area with the goal of minimizing the burden on the client and maximizing efficiency.

If the customer has been to the center previously, the customer will be referred to services or resources as requested or go to the resource area for self-service. One Stop staff are available to provide an orientation to the center or other assistance as needed at any time. Basic Career Services include:

- (a) Determinations of whether the individuals are eligible to receive assistance under Title I of WIOA;
- (b) Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;

- (c) Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), interests and supportive services needs;
- (d) Labor exchange services, including:
 - Job search and placement assistance and, in appropriate cases, career counseling, including:
 - Provision of information on in demand industry sectors and occupations; and
 - Provision of information on nontraditional employment; and
 - Appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, such as providing information and referral to specialized business services not traditionally offered through the One-Stop Delivery System;
- (e) Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop Delivery system and, in appropriate cases, other workforce development programs;
 - Coordination of referrals will be completed primarily through the online referral portal.
- (f) Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in such labor market areas;
 - Information on job skills necessary to obtain employment; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations; and
- (g) Provisions of performance information and program cost information on eligible providers of training services, provided by program, and eligible providers of youth workforce development activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et. seq.), and providers of vocational rehabilitation services described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et. seq.);
- (h) Provision of information, in formats that are usable by and understandable to One-Stop Center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the One-Stop Delivery system in the local area;
- (i) Provision of information, in formats that are usable by and understandable to One-Stop Center customer, relating to the availability of supportive services, or assistance, including:
 - childcare, child support, medical or child health assistance under title XIX or XXI of the Social Security Act (42 U.S.C. 1396 et. Seq. and 1397 et. Seq.),
 - benefits under the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et. Seq.),
 - assistance through the earned credit income tax credit under section 32 of the Internal Revenue Code of 1986,
 - assistance under a state program for temporary assistance for needy families funded under part A of title IV of the Social Security Act (42 U.S.C. 601 et. Seq.), and
 - other supportive services and transportation provided through funds made available under such part, available in the local area;

- (j) Provision of information and assistance regarding filing claims for unemployment compensation;

If the customer has not been to the center before, then he/she will register in the online referral portal and see a partner staff person who will assist the customer in completing an initial intake assessment which will indicate potential referrals to One Stop partner agencies and services. If they are ineligible for services, the One Stop staff will make referrals to partners outside the center for supportive services if needed. Whether internally or externally, all referrals are provided with a warm hand-off to ensure clients' needs are being met as they move on to the next stage of assistance.

One Stop partners will be responsible for a complete eligibility screening and assessment that will become part of their Individual Employment Plan (IEP) or Individual Service Strategy (ISS). These services include:

- (k) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act;
- (l) Services, if determined to be appropriate in order for an individual to obtain or retain employment, which consist of:
 - 1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - a. Diagnostic testing and use of other assessments tools;
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - 2. Development of an IEP, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
 - 3. Group counseling;
 - 4. Individual counseling;
 - 5. Career planning;
 - 6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
 - 7. Internships and work experience that are linked to careers;
 - 8. Workforce preparation activities;
 - 9. Financial literacy services;
 - 10. Out-of-area job search assistance and relocation assistance;
 - 11. English language acquisition and integrated education and training programs; and
- (m) Follow up services are provided by People Incorporated for 12 months following the client's exit from the program or their initial date of employment.

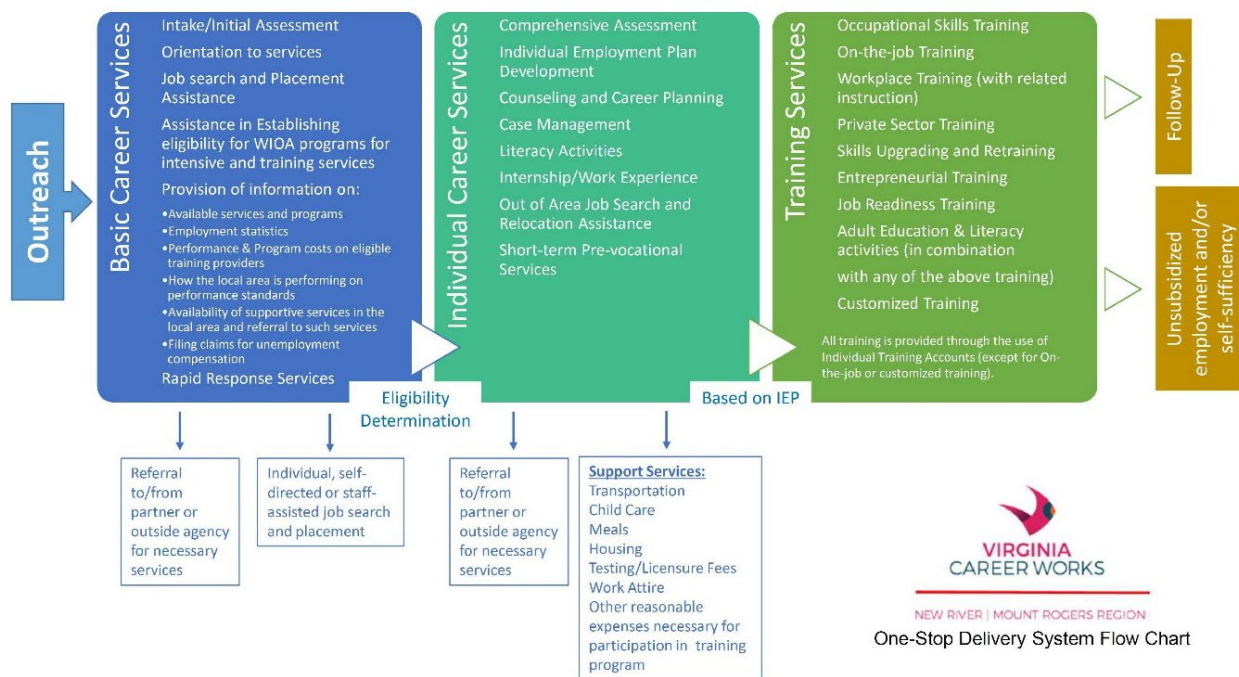
The WIOA program is focused on matching jobseekers with in-demand skills to address local employment needs. Vocational training is an important part of making that connection. To help overcome the stigma of vocational training, WIOA staff actively seek opportunities to provide career exploration for individuals using virtual reality headsets that allow them to experience skilled trades. Career fairs are important opportunities for this experience.

Job Readiness and Literacy Training is available to all customers as needed based on the results of their assessment. Additional Career Training Services may be provided if after interviews, evaluation, assessment, case management, and career services, it has been determined that the participant needs training services; has the skills and qualifications to successfully participate in the selected program of training services; and has no other means of paying for the training. The following training services incorporate both formal classroom instruction and applied learning:

- On-The-Job-Training
- Occupational Skills Training, including training for non-traditional employment
- Short-term pre-vocational training
- Skills up-grading and retraining
- Adult education and literacy activities
- Registered Apprenticeship
- Customized training for a specific employer or industry

Entrepreneurial training is provided by the Small Business Development Centers in Abingdon or Galax, One Stop Center partners. The WDB's other programs are also important resources for training including YouthBuild, HRSA, Innovations, Pathways/WORC, Power, and Ready SWVA. Clients are often co-enrolled in multiple programs in an effort to best manage resources.

WIOA staff may also provide case management for clients in other, non-WIOA WDB programs through established MOU agreements that co-enroll clients. These include YouthBuild and Pathways/WORC.



7. Provide specific information on how the proposed program will achieve customer satisfaction and continuous improvement.

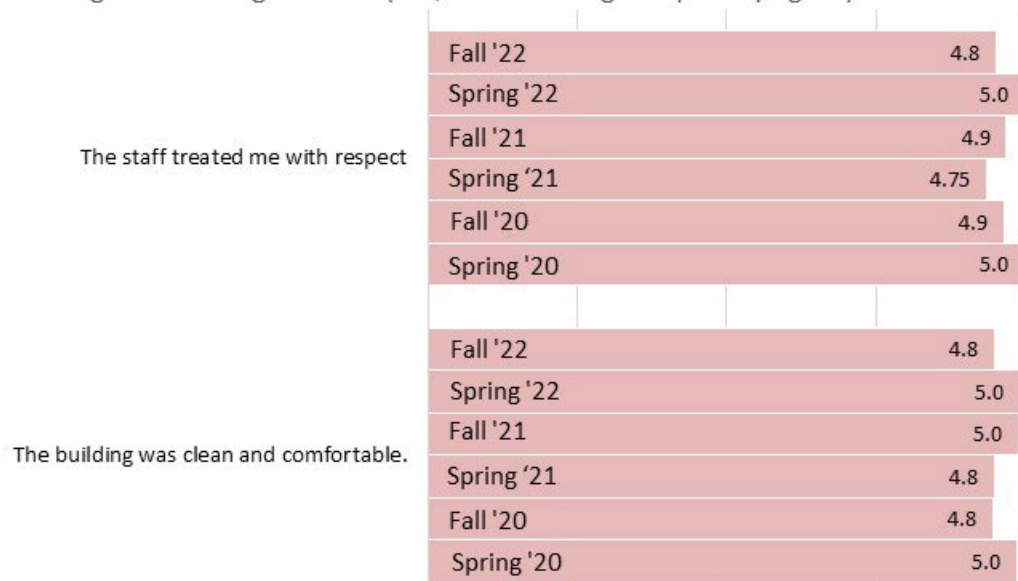
People Incorporated subscribes to an approach to management and service known as ROMA (Results-Oriented Management and Accountability) that is predicated on the idea of continuous evaluation and improvement. The system is inherent in all the agency's activities, including Workforce Development and the WIOA program.

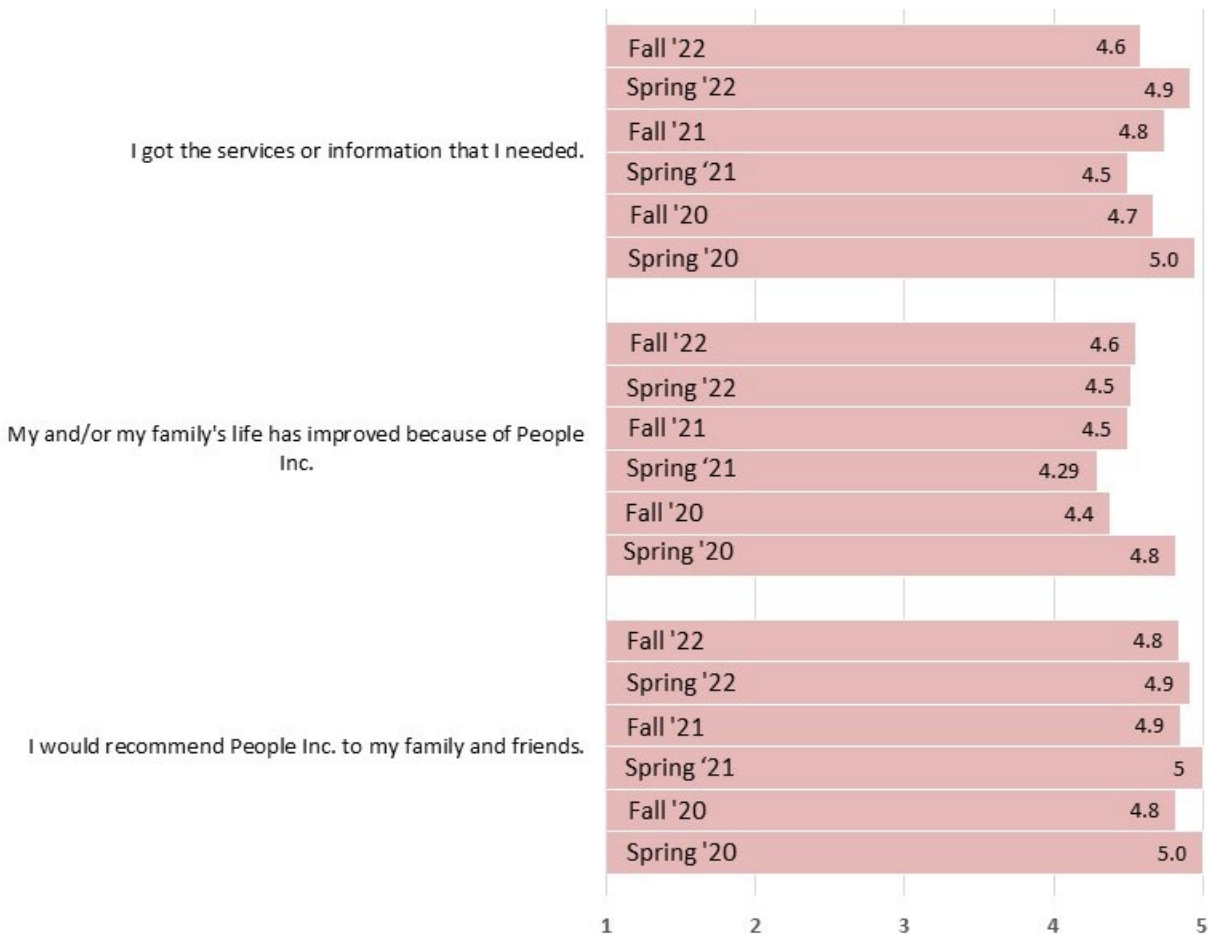
In applying ROMA to Workforce Development and seeking to achieve customer satisfaction, People Incorporated first seeks to identify and understand the myriad needs to be addressed. These are well outlined by WIOA guidelines and further informed by input from the NR/MR Workforce Development Board and local businesses as well as ongoing feedback from our customers who identify the obstacles they face in seeking and maintaining employment.

We next consider the comprehensive resources available through the WDB and other service providers in the community. Our goal is to provide clients with the resources they need to succeed while leveraging existing programs rather than duplicating or supplanting services and funds to be as efficient as possible with the use of limited dollars. At the same time, we are ever mindful of creating new barriers for clients through a complicated and time-consuming referral or a program with a lengthy waiting list.

Our next step is to assess our own performance using customer satisfaction surveys and performance metrics. The following charts show the results of People Incorporated's semi-annual survey of clients. The information is limited specifically to those who received Workforce Development services. The data show consistently high performance. Fluctuations in performance are carefully considered as are comments from clients to determine potential areas of improvement.

Average Level of Agreement (1-5, with 5 being completely agree)





After analyzing the results, we adjust our operations as necessary to better support our clients. In the past, these efforts have included adding the TANF Employment program to provide new resources for clients, adding the Conover online learning system to keep clients better engaged and learning, and working with the WDB to develop other resources and programs.

One Stop Centers also use an online customer satisfaction survey. Results are received monthly allowing for adjustments in services to be made on a more regular basis as needed.

In response to feedback from focus groups conducted to evaluate the effectiveness of the workforce system, People Incorporated has been working to improve staff quality with expanded training. The Workforce Services Coordinator works extensively with staff to provide training one-on-one and identify areas for more professional training needs. All People Incorporated staff have the opportunity to continually improve their skills through seminars, classroom training, and staff development activities. Experience has shown that a highly trained and motivated staff will ensure our efforts to achieve the performance measures.

As part of the certification process, the Virginia Board of Workforce Development (VBWD) has undertaken the effort to increase the skill set of front-line workers within Virginia's workforce development system. This effort includes training and certification of staff in the Virginia Workforce Centers. All People Incorporated Workforce Development Specialists that are eligible for certification have been designated as Certified Workforce Development Professionals by the

National Association of Workforce Development Professionals (NAWDP). New staff will complete certifications within first 90 days of employment or as they become eligible. All new staff complete three modules of proven case management training by Beverly Ford. All existing staff have already completed the training.

Cross training is a system wide goal and increases our ability to provide customer service at the moment of request. As staff achieve proficiency in a designated program, they begin training in other areas of One Stop/Workforce services. This is another improvement developed as a result of ongoing evaluation.

Another area identified by focus groups as a weakness for local workforce programs is inconsistency in services. Grouping all WIOA services (One Stop Provider, Adult, Dislocated Worker, and Youth) under one provider will help eliminate these inconsistencies as all staff will work from the same mission and vision with the same training and commitment to excellence. It will also make it easier to coordinate communication, evaluation, and reporting.

8. Provide a description of the participant outreach/recruitment process.

Participant outreach and recruitment occurs in a variety of ways. The most effective has always been word-of-mouth from current and previous clients. People Incorporated is also working to intentionally increase referrals from within the agency as well as from partners in the community. This has been especially important in counties and cities where the agency offers no other services. Strong connections with other Community Action Agencies and social service agencies help us serve our target population.

In PY21, 189 internal referrals to the WIOA program made from the following programs:

Virginia CARES – 43

Whole Family – 5

Homeless Services – 129

Housing Counseling - 3

CHIP – 2

TANF Employment Services - 7

Outreach and recruitment have had to adapt since the pandemic began as our typical referrals from One-Stop Centers decreased drastically. Workforce Development Specialists have worked hard within their regional areas to re-establish and/or build new relationships with community partners resulting in increased referrals from external services (those outside the One-Stop Centers). Attending meetings directly with partners or community consortium organizations has helped to establish a direct referral source from partners outside the center, particularly the departments of Social Services in each county.

Efforts have also included planning and participating in community events beyond One-Stop sponsored career fairs such as community resource fairs, Career Expo of Southwest Virginia, and community health events. Staff have also been connecting with local high schools and demonstrating virtual reality career exploration with students. They have also worked with CTE programs and secondary service providers.

In response to concerns about poor marketing, People Incorporated's Director of Communications has worked collaboratively with the WDB's Deputy Director to develop new flyers and outreach materials for WIOA. These are distributed to partners and at events. These are also shared with local businesses. Thanks to the availability of non-WIOA funding, People Incorporated has also developed "swag" and pop-up banners for use at community events which have proven popular and helped to attract attention.

News releases and public service announcements ensure the general public is made aware of the services and programs available. Open Houses at the One Stop Centers are also well advertised to ensure the public is informed. Outreach is conducted through staff participation in Rapid Response activities. Success stories are shared on social media, including Facebook, Twitter, and LinkedIn. Paid social media campaigns have been accomplished with the use of non-WIOA funds. People Incorporated has also participated in the NRMRWDB's podcast to share information about the various programs offered.

The WIOA program is focused on matching jobseekers with in-demand skills to address local employment needs. Vocational training is an important part of making that connection. To help overcome the stigma of vocational training, WIOA staff actively seek opportunities to provide career exploration for individuals using virtual reality headsets that allow them to experience skilled trades. High school CTE programs and career fairs are important opportunities for this experience.

The agency has recently increased its participation in community-based outreach events including job fairs and agency resource fairs to provide access to career exploration for jobseekers. In addition to the virtual reality tools, branded materials and professionally designed brochures have helped to draw attention to the services offered.

9. Describe the target groups and the significant segments to be served.

Career services will be provided to all adult workers. Adult workers who are eligible for Training services must meet all the following criteria:

- 18 years of age or older;
- comply with the provisions of the Military Selective Service Act;
- are lawfully eligible to work in the United States.

In addition to meeting the requirements listed above for eligible Adults, an individual must meet any one of the five following categories of eligibility for Dislocated Worker services:

1. Has been terminated or laid off, or who has received a notice of termination or layoff from employment; and
 - a. Is eligible for or has exhausted entitlement to unemployment compensation; **or**
 - b. Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a One Stop Center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state unemployment

- compensation law; **and**
- c. Is unlikely to return to a previous industry or occupation.
2. Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; **or**
- is employed at a facility where the employer has made a general announcement that such facility will close within 180 days.

For purpose of eligibility to receive services other than training services, career service, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters;
4. Is a Displaced Homemaker;
5. Is the spouse of a member of the Armed Forces on active duty (as defined in section 10(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; **or**

Is the spouse of a member of the Armed Forces on active duty and who is unemployed and is experiencing difficulty obtaining or upgrading employment.

In keeping with the policies of the New River/Mt. Rogers Workforce Development Board (revised May 12, 2021), priority for career and training services for Adults will be given to the specified groups in the following order:

1. Veterans and eligible spouses who are receiving public assistance or are classified as low income or are basic skills deficient.
2. Non-covered persons (individuals who are not veterans or eligible spouses) who are receiving public assistance or are classified as low income or are basic skills deficient.
3. Veterans and eligible spouses who are not receiving public assistance or are not classified as low income or are not basic skills deficient.
4. Individuals meeting the WDB Self-Sufficiency and Employed Worker Policy or individuals who are offenders or individuals who lack a high school diploma or GED or individuals with a disability or individuals with barriers to employment.

Eligibility will also consider federal statutory priority of service guidelines. The target groups and significant segments to be served include:

- Veterans and target groups listed in the WDB Priority of Services Policy
- Public Assistance Recipients (SNAP/TANF)
- Low-income individuals

- Individuals with low basic skill scores
- High School dropouts
- Individuals with a disability
- Ethnic Minorities
- Title V Older Worker Participants

Eligibility for Training Services shall be determined by Workforce staff based on an interview, evaluation, assessment, and career planning who have determined the client is:

- Is unlikely or unable to obtain or retain employment, which leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through the career services previously described.
- In need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
- Has the interest and aptitude to successfully participate in selected training program.
- Has selected a training program that is directly linked to the in-demand employment opportunities in the local area or the planning region, or in another area to which the client is willing to commute or relocate.
- Meets all other program requirements for services.

The following table shows the demographics and characteristics of the clients served by People Incorporated during PY21 and the first quarter of PY22.

Total Participants Served				
	PY21		1QPY22	
	Adults	Dislocated Workers	Adults	Dislocated Workers
Participant Characteristics				
Female	167	47	144	27
Male	67	45	49	22
American Indian/Alaska Native	3	0	1	0
Asian	2	1	1	1
Black/African-American	38	2	28	3
Hispanic/Latino	7	0	5	0
Native Hawaiian/Pacific Islander	0	0	0	0
White	187	86	156	43
More than One Race	10	0	4	0
Employment Barriers				
English Language Learners, Low Levels of Literacy, Cultural Barriers	61	3	46	2
Ex-Offenders	63	5	57	4
Homeless Individuals/Runaway Youth	0	1	2	1
Long-Term Unemployed	72	10	63	7
Low-Income Individuals	159	9	134	7
Single Parents (including pregnant single women)	48	0	30	1

10. Describe the proposed supportive services to be offered participants including the method used to determine need, if applicable; if not, respond with “NA.”

People Incorporated works judiciously to develop partnerships in the region to be able to provide clients with the wrap-around support they need to thrive in the workforce. In accordance with the goals of the NRMWDB Strategic Plan, partners providing for specific needs of clients are brought into an Integrated Resource Team. The team uses a Collaborative Funding Agreement that documents who is doing what for each individual, ensuring that needs are met, with limited duplication of services.

These services may include, but are not limited to:

- TANF and SNAP;
- Homeownership and Housing Counseling;
- Housing Choice Vouchers;
- Homeless Prevention Services;
- Weatherization;
- Supportive Services for Veteran Families (SSVF);
- Comprehensive Health Investment Project (CHIP);
- Domestic Violence Shelter and Outreach Program;
- Virginia Community Action Re-Entry Solution (Virginia CARES);
- Earned Income Tax Credit (EITC);
- Volunteer Income Tax Assistance (VITA);
- Free Dental Clinic services;
- Project Discovery;
- Early Head Start/Head Start;
- Public Transportation and Ride Share Services.

Assessment for services is a standard part of the intake and eligibility screening process. It considers income, education, employment status, disability status, age, and barriers to employment. Eligibility, service referrals, and services received will be documented in the participant's IEP/ISS.

If a WIOA client is unable to obtain supportive services through other programs People Incorporated has set-aside a small portion of the WIOA budget for the provision of supportive services. These will be provided using WIOA funds if it is necessary to enable eligible individuals to participate in career services, training, or other program activities under WIOA.

Supportive Service may include such services as:

- Transportation,
- Child Care,
- Meals,
- Assist with the purchase of uniforms for occupational skills training or appropriate work attire for work activities, training/Work related tools, and
- Other reasonable expenses required to keep a participant in career services, training, or other program activities, for example auto repairs, test fees, rent etc.

The judicious use of funds for supportive services, co-enrollment of clients in other workforce programs, and leveraging of resources from partner agencies has allowed People Incorporated to be creative and strategic when providing assistance to maximize the impact on clients. The focus is always on securing a path to competency and self-sufficiency for clients. Therefore, dollars are used when it is determined that the smallest amount of funds will have the greatest impact.

Rather than a more expensive investment in childcare or housing, which can generally be leveraged from partner agencies, People Incorporated typically reserved supportive service dollars for other small expenses such as mileage reimbursements for clients to attend training or work in the first weeks before they receive a paycheck; uniforms or equipment needed for employment or training; and materials needed for their education programs such as textbooks.

Over the past year, there has been an increased need for wrap-around services and financial support for clients in training. This has created more collaboration with partners and braiding of funds to meet the holistic needs of clients so that they may remain in training and continue on their path to employment and self-sufficiency.

11. Describe how the program adheres to the performance standards as outlined in Part II of the specifications. Describe a continuous improvement plan that would concentrate on improving performance through program design and elements for each required performance measure.

People Incorporated will meet WIOA performance requirements as established by DOL, Virginia Board of Workforce Development, and the NR/MR WDB as outlined below.

WIOA Adults

- Employment Second Quarter after Exit 85.0%
- Employment Fourth Quarter after Exit 84.0%
- Median Earnings \$ 6,100
- Credential Attainment Rate 75.0%
- Measurable Skill Gains 70.0%

WIOA Dislocated Workers

- Employment Second Quarter after Exit 85.0%
- Employment Fourth Quarter after Exit 83.0%
- Median Earnings \$ 8,200
- Credential Attainment Rate 72.5%
- Measurable Skill Gains 69.5

CRC Attainment Adult/DLW – 25%

Average cost per client served will not exceed \$4,500*

Average Cost per placement will not exceed (Dislocated Worker) \$5,500*

Average cost per placement will not exceed (Adult) \$6,000*

*People Incorporated will co-enroll participants in as many programs as feasible.

In 21 years of service, People Incorporated has historically exceeded performance measures set by the Department of Labor, Virginia Employment Commission, and New River/Mt. Rogers Workforce Development Board for Adult and Dislocated Workers. As the single provider of services for the entirety of the NR/MR Workforce District, including serving as the One Stop and Youth Services provider, People Incorporated anticipates creating efficiencies that will increase overall performance in all areas. By adding a Compliance and Reporting Coordinator who will internally monitor electronic records and intervene to correct deficiencies while customers are still active in the program, People Incorporated hopes to improve overall outcomes and reporting.

Historic success in the program has been accomplished with a pro-active, integrated approach to services for clients. These efforts include:

- testing individuals in the three WorkKeys areas for NCRC attainment as part of the Assessment process;
- incorporating Career Pathways planning in the development of the ISS;
- ensuring participants are enrolled in “credential earning” training; and
- requiring clients to attend regularly scheduled Job Club sessions to support their job search activities.

These activities are reviewed on a regular basis to determine their effectiveness, and new, innovative activities to address improved performance will be added during the contract period as needed. If performance standards are not being met, the first step is to meet with staff to discuss the obstacles they face and potential solutions. People Incorporated also provides on-going training activities for Workforce Development Specialists, such as updates of LMI that will help them direct participants to high-paying wage occupations with long-term growth trends. This is done both pro-actively and in response to identified needs.

The following table shows People Incorporated’s performance for all of PY21 and the first quarter of PY22. Despite the agency’s historically high performance rates, PY21 was less successful primarily due to the impact of the lingering Covid pandemic. The current program year shows a much more promising start as many clients have lingered in the program. The lockdowns, illnesses, and other impacts created delays in education and hiring in the local area. These delays not only extended the duration of services provided under the WIOA program, but also caused many clients to become discouraged and drop out of the program.

The delayed nature of WIOA performance metrics results in the impact of those events showing up 12 to 18 months later rather than at the time of impact.

	PY 21 – Actual – Unadjusted			PY 22 – Quarter 1 Actual – Unadjusted		
	LWDA 02	LWDA 02		LWDA 02	LWDA 02	
	PY 21 Negotiated Level	Actual- Unadjusted Performance	% of Negotiated Level	PY 22 Negotiated Level	Actual Performance	% of Negotiated Level
Adult						
Employment 2 nd Quarter after Exit	85.60%	78.90%	92.2%	85.0%	95.20%	112.0%
Employment 4 th Quarter after Exit	85.00%	67.20%	79.1%	84.0%	85.70%	102.0%
Median Earnings 2 nd Quarter after Exit	\$5,500.00	\$5,502.00	100.0%	\$6,100	\$8,382.00	137.4%
Credential Attainment within 1 year	74.00%	73.00%	98.6%	75.0%	100.00%	133.3%
Measurable Skills Gain	71.50%	61.70%	86.3%	70.0%	17.40%	24.9%
Dislocated Workers						
Employment 2 nd Quarter after Exit	85.00%	89.60%	105.4%	85.0%	75.00%	88.2%
Employment 4 th Quarter after Exit	90.00%	91.70%	101.9%	83.0%	100.00%	120.5%
Median Earnings 2 nd Quarter after Exit	\$8,500.00	\$8,504.00	100.0%	\$8,200	\$7,280.00	88.8%
Credential Attainment within 1 year	70.00%	59.60%	85.1%	72.5%	81.30%	112.1%
Measurable Skills Gain	57.00%	50.00%	87.7%	69.5%	8.30%	11.9%

Measurable Skills Gain attainment rate is expected to increase gradually over the course of the grant year as customers only count once per year and it takes time for them to see actual gains in their skillset. Traditional training milestones occur in December and May.

Measuring performance can be a tedious process that requires extensive oversight and skill. Combining all services under one provider will improve the coordination of these efforts and increase the accuracy of the reports going forward to better reflect the work being done by WIOA staff.

The process involves reviewing a quarterly and annual report from the state based on VOS data that identifies the clients who are counted in each performance measure and whether they attained the measure or missed it. That data is verified by the Director of Workforce Development and Workforce Services Coordinator on an individual, record-by-record basis if targets have been missed. Corrections are made as necessary when a data entry error related to a performance measure is identified. The state provides two weeks for corrections before the data is reported to the U.S. Department of Labor. Reviewing this data on a quarterly basis make it easier to meet annual goals.

During the last program year, many of the clients who missed their retention goals were not People Incorporated clients. Because we were unable to monitor the clients or conduct follow-up ourselves, it was impossible to determine if the performance problem was related to data entry, follow-up services, or the effectiveness of the original workforce services the client received. By bringing all services under one operator, this difficulty will be eliminated. We will be able to monitor this more closely and check the data for the entire region in the hopes of improving our outcomes across the board.

Recognizing that not all performance issues are related to data entry and follow-up, People Incorporated is working to improve program performance. The first step is the implementation of Conover Online, a learning system for clients. It will allow for ongoing foundational training for clients to keep them engaged and interacting with the program during delays in their work plan as they wait for education programs to begin, certification tests to be scheduled, or as they search for employment.

People Incorporated has also recommended that the NRMRWDB request a written incentive policy from the state that would allow us to provide incentives for Adults and Dislocated Workers as they reach specific training milestones. Performance with other grants has indicated that incentives do increase participation as clients remain engaged with the program and achieve better outcomes.

12. Indicate how program services will be marketed to the public and area businesses and the strategies and methods that will be used.

A number of activities will be utilized to market the program to the general public and employers. Contact with local businesses and employers will be conducted on a one-to-one basis through the One Stop Centers and affiliate Business Services Teams. The program will also be promoted through civic organizations by making presentations to Lions Clubs, Rotary Clubs, Chambers of Commerce, and other organizations to explain the One Stop Campus and Affiliates functions and services, and to provide information on the Adult and Dislocated Worker programs. Brochures will be distributed to employers and local agencies in the areas served.

People Incorporated is a member of Bristol, Smyth County, Washington County, Wytheville-Wythe-Bland, and Twin County (includes Galax) Chambers of Commerce and will market the program to its members through presentations and networking.

The agency is a member of the Business Solutions Teams in Abingdon, Wytheville, Galax, and Radford and chairs the Team in Galax. As a member, the agency has the opportunity to market program services through networking and presentations. This link has developed a number of job placement opportunities to date. It also works to ensure that the training and employment opportunities offered meet the needs of regional businesses.

People Incorporated will ensure that services are made available to all populations through outreach and development of meaningful relationships with partner organizations. A concentrated effort will be made to reach underserved populations through providing flyers, notifying partners of recruitment efforts, and conducting onsite presentations for staff with the following agencies:

1. DARS (disability)
2. CSBs (substance use disorder is a disability)
3. DSS (other populations)
4. Faith Based (other populations)
5. Community Action Agencies (other populations)
6. Job Corps
7. Secondary/Post-Secondary Training Providers

8. CTE Programs

Each year, People Incorporated produces an annual report with a one-page description of each program. The WIOA program is included in this report which is distributed electronically to all local and state agencies as well as available on People Incorporated's website. The People Incorporated website includes a self-referral form that anyone can access and request assistance with a variety of programs including the workforce development programs.

In keeping with more modern methods of communication, social media has become an increasingly important source of outreach for the program. Non-WIOA dollars have been available to provide funding for social media campaigns on Facebook, Twitter, and LinkedIn. These highlight success stories from the program and services available.

13. Provide details on how you will ensure that services are available in all localities that you plan to serve.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County,), Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski.

In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion.

Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

14. Provide information about the Businesses, Agencies and/or Organizations that you have relationships within the localities than you plan to serve, specifically address who they are and what is the relationship.

Over the past several years, People Incorporated has developed several national partnerships that have enhanced our ability to provide local services. The Rural Works Community of Practice has allowed us to build on our networks/relationships locally and nationally. It has drawn attention to the strategic plan work that we are focused on in our area including sector strategies and integrated training models. We are beginning the third year of the program which is focused on scaling career pathways out with our local/regional business partners. It provides funding for these activities that is non-restricted and enhances the work of the WIOA programs. We have been able to financially support the strategic plan with these funds through business round tables

and career lattice work. In addition, Rural Works has contributed staff time and expertise to developing career pathways specific to our local area with the information that was gathered.

Transportation is a significant issue in all of Southwest Virginia, frequently at the forefront of any workforce discussion. With the TANF Employment grant, funded through the Virginia Department of Social Services, we have strengthened our relationships with local and state social services offices and have developed a way to address transportation for a small number of individuals. We are expanding that program further into the NRMRWDB region, providing services in Smyth, Wythe, and Bland counties later this year. The intensive foundational training, financial literacy, and possibility for a transportation loan will be made available to more workforce customers in our area. Since the program began in 2017, these services were only available in Washington and Bristol.

In addition to these state and national relationships that have increased People Incorporated's capacity to provide services within the workforce region, People Inc. works with a wide array of local businesses, agencies, and organizations within the service area in order to provide a comprehensive workforce development program.

Businesses – We work with our business contacts on their hiring and recruiting needs, layoff aversion, rapid response activities, or to provide work-based training opportunities to job seekers/WIOA participants. Business partners include, but are not limited to:

- Settlers Museum of Southwest Virginia
- Abilene Motor
- Access Home Health
- Albano & Associates PLC
- Albany Industries
- Army Navy Store
- Astro Granite and Marble
- BAE Systems
- Best Uniform
- Blue Ridge Beverages
- BMI
- Bottomley Enterprises
- Brady's Produce
- Carrington Place
- Chandler Concrete Company
- Cooke Trucking
- Core Health
- Crossroads Industries
- Crossroads Small Business Dev. Ct.
- Electro Mechanical Corp
- Federal Mogal
- Galax Health & Rehab
- Galax Veterinary Clinic
- Grucci
- Guardian Industries
- Hansen Turbine
- Heritage Hall – Blacksburg
- Iron Tiger Logistics
- Kollmorgan
- KVAT Food Stores
- Mac's Medical
- Mayville Engineering Company
- Modea
- Mohawk
- Moog
- New River Computing
- New River Regional Jail
- Parkdale Mills
- Phoenix Packaging
- River Trail Technology
- Real Performance Machinery (RPM)
- Rotometrics
- Sanders Staffing
- Shearers
- Smyth's Auto and Towing Co.
- Somic America
- Southwest Farm Supply
- The Dog House
- Thomas Industrial Fabrication
- TRW Automotive (ZF-TRW)

- Turmans Hardwood Flooring
- Twin Co. Regional Hospital
- Utility Trailer
- Virginia Tech
- Vanguard
- VEDP
- Vital Supply
- Volvo Trucks North America
- Waddell
- Workforce Unlimited

Judicial Services – We work with probation officers to ensure that we are staying within probation parameters for client’s employment needs (i.e.: do not support CDL training for someone who cannot leave the state). We actively receive referrals from probation officers. We work to identify businesses that will work with offenders. People Inc. works with multiple resources within the regional judicial system including, but not limited to:

- Virginia Dept. of Corrections
- Probation & Parole
- US Probation and Parole
- Bland Correctional Center
- Carroll Co. Circuit Court
- Grayson County Sheriff's Office
- New River Valley Regional Jail

Workforce Partners – We have both mandated and non-mandated workforce partners. We work with these agencies through established MOUs to make sure we provide comprehensive services to individual participants and also to meet business needs. We actively refer individuals to partner programs when WIOA cannot meet a need or when another partner is better suited to meet a need (such as VEC for filing unemployment claims, DARS for determining what type of accommodations may be necessary for an individual with a disability, Adult Ed to assist with basic skills testing and tutoring, DBVI to provide assistive technology for the blind or vision impaired, etc.). With co-enrolled clients, we work as part of an Integrated Resource Team to cooperatively determine what services each program can offer and determine how to meet needs without duplicating efforts and making the best use of resources. We receive referrals from partner programs as well. These partners include, but are not limited to:

- New River/Mt. Rogers Workforce Development Board
- Department for the Blind and Vision Impaired
- FAMIS
- Goodwill Industries of the Valley
- Literacy Volunteers
- Manufacturing Center of Excellence
- Mt. Rogers Adult Ed
- NRCC Adult Education
- Small Business Development Center
- SVAM-COE
- Virginia Employment Commission
- Department for Aging and Rehabilitative Services

Departments of Social Services – We refer individuals and at times help them at least begin the application process for SNAP/TANF/Medicaid, we also receive several referrals from each of these programs for our workforce programs. People Inc. works with the following Departments of Social Services:

- Carroll Co. Dept. of Social Services
- Radford City Dept. of Social Services
- Smyth County Dept. of Social Services
- Wash. Co. Dept. of Social Services
- Bland County Dept. of Social Services
- Bristol Dept. of Social Services
- Wythe County Dept. of Social Services
- Galax City Dept. of Social Services
- Grayson County Dept. of Social Services

Community Services and Resources – We frequently reach out to other community resources to provide for needs such as food, housing, emergency assistance, homeless shelters, etc. People Inc. does not provide each of these services in all the localities that Workforce covers, so it is imperative that we have these relationships to assist clients in crisis situations. We also do leadership development activities with youth at several of these locations (Open Door Café and Galax Health and Rehab this fall). People Inc. partners with a wide variety of community service and resource organizations, including many faith-based agencies. These include, but are not limited to:

- Mt. Rogers Comm. Services Bd.
- Smyth County Chamber
- The Life Center - Substance Abuse Recovery
- Wayne Henderson School of Arts
- Lincoln Theatre
- Feeding America Food Pantry
- Loaves and Fishes Food Pantry
- Mountain CAP
- Joint IDA - Wythe County
- Rapid Response Coordinator
- Chilhowie Christian Church
- Galax Hope House Homeless Shelter
- God's Storehouse Soup Kitchen
- Hope, Inc.
- Family Preservation Services
- Highlands Community Service
- Royal Oak Players
- Smyth County Library
- Bristol Regional Housing Authority
- City of Bristol, Virginia
- Rooftop of Virginia

High Schools, Alternative Schools, and Blue Ridge Job Corps – Our youth case managers have well established relationships with the high schools and receive numerous referrals annually of graduating seniors to participate in our programs. We participate in CTE Advisory Councils, Transition meetings/councils, and have even provided workshops such as resume building or mock interviews for local high school students. Program partners include:

Public Schools

- Bristol VA Public School System
- Carroll Co. High School
- Galax High School
- Glade Middle School
- Grayson County High School
- John S. Battle High School
- Patrick Henry High School
- Virginia High School
- Washington Co. Public Schools
- Chilhowie High School
- Ft. Chiswell High School
- Marion Senior High School
- Oak Point Elementary

Youth Education Programs

- Carroll/Galax Reg. Alternative School
- Blue Ridge Job Corps

Post-Secondary Schools and Workforce Training Programs – We work very closely with post-secondary institutions and workforce training programs that are approved providers and have approved certification programs. We get to know the entrance requirements of the program so we can help our clients navigate the application/enrollment process. We have relationships with the bookstores, administrative offices, instructors, financial aid, billing, etc. all so that we can assist students with getting into classes – sometimes in a short period of time. People Inc. works with the following post-secondary education and workforce training providers:

Post-Secondary Schools

- New River Community College
- Smyth County Career & Technology
- UVA Wise
- Virginia Highlands Community College
- Wash. Co. Career & Tech. Center
- Wytheville Community College

Workforce Training Providers

- Abingdon Health & Rehab
- Alliance
- CDS Tractor Trailer Training
- Goodwill of the Valleys
- Goodwill Tenneva
- Healthcare Academy of Southwest Virginia
- New River Criminal Justice Training Academy
- Open Door Café
- Pulaski Chamber
- Smyth County IT Department
- Smyth County Technical Center
- Southwest Virginia Alliance for Manufacturing
- Southwest Virginia Alliance for Manufacturing Center of Excellence
- Summit School
- TAP Center
- Trades Training Initiative
- Tri County
- Valley Health Care
- Wytheville Training Center

15. Describe the non-WIOA resources utilized to provide additional services to participants.

Non-WIOA resources will be utilized to provide additional services to participants to help them meet basic needs; overcome employment barriers and assure that continued participation in programs and activities will be maintained. The Workforce Development Specialist will work closely with the participant so that problems can be resolved, and services needed are provided. Services will be coordinated with Trade Act and Statewide Rapid Response.

People Incorporated/New River Community Action/Mountain CAP/Rooftop of Virginia

- Head Start and Early Head Start (Full day and part-day childcare).
- Resource Mothers (Prenatal and postnatal education).
- Comprehensive Health Investment program (Health care coordination, medical care management, social services, and transportation).
- Parents in Education program (Parent involvement program for parents with children entering kindergarten and first grade).
- After-school Childcare program.
- Abingdon Day Care.
- Cars for Work-provides zero interest loans to families requiring transportation to maintain employment or complete training.
- Home Ownership program prepares low-income families for homeownership.
- Section 8 rental assistance.
- Homeless Intervention program-provides emergency assistance for rent and security deposits for up to six months.
- Child Care Resource and Referral (Establishment of improvement to quality childcare through services provided to parents and childcare providers).

- IDA Accounts-assists individuals in reaching financial self-sufficiency with a matched savings program to save for the purchase of a home.

Other Workforce Development Board Programs/Grants

- WORC
- Power
- Health Resources and Services Administration (HRSA)
- Ready SWVA
- YouthBuild
- G3 Training Funds (through VCCS and Workforce Credential Grants)
- People Inc. – TANF Employment Program works in conjunction with the WIOA program to provide car loans, employment training, and supportive services to TANF-eligible clients.

Partner programs will be accessed by People Incorporated to maximize participant's services.

Continued Agencies/Services

Virginia Department of Aging and Rehabilitative Services

- Job Development/Placement
- Occupational Skills Training
- Supportive Services
- Vocational Assessment

Experience Works and Goodwill of the Valleys:

- Services for Older Workers (Work Experience, Training, and Supportive Services)

Virginia Community College System:

- Pell Grant Eligibility
- Assessment Services
- G3
- Workforce Credentials

Departments of Social Services (All 13 jurisdictions):

- Supportive Services
- Assessment Services

New River & Mt. Rogers Adult Basic Education:

- GED and Literacy Activities
- GED Practice Tests
- Assessment Services
- Education Grants (see above under WDB)

Housing Authorities:

- Rental Assistance
- GED Training

Finally, many faith-based programs through area churches provide assistance with food, clothing, rent, utility bills and heating to the residents of the New River/Mount Rogers area.

16. State the geographic area to be served.

People Incorporated proposes to be the One-Stop operator and provide Adult, Dislocated Worker, and Youth services in the entire New River/Mount Rogers Workforce Development Area including the cities of Bristol, Galax and Radford and the counties of Bland, Carroll, Floyd, Grayson, Giles, Montgomery, Pulaski, Smyth, Washington, Wythe.

17. Provide a statement indicating that your agency will comply with the General Terms and Conditions as contained in this package and all changes thereto.

People Incorporated of Virginia will comply with the General Terms and Conditions as contained in this package and all changes thereto.

STATEMENT OF WORK TITLE I YOUTH ACTIVITIES

1. Identify the type(s) of program(s) being proposed.

During the past 21 years, People Incorporated has provided a comprehensive youth program. People Incorporated will continue to operate a comprehensive youth program under Title I of the Workforce Innovation and Opportunity Act (WIOA) that will serve eligible youth ages 16 - 24 who are both in-school and out-of-school. People Incorporated will provide youth services to all of the New River/Mount Rogers Workforce Development Area.

People Incorporated's youth program has consistently met and/or exceeded all performance measures required by the WDB, State of Virginia and Department of Labor. By offering the same high standard of service to all of the Workforce Development Area along with serving as the One Stop Operator and Adult and Dislocated Worker service provider, administrative and overhead costs are reduced, allowing for more funding going directly to clients, while ensuring all youth receive consistent services across the entire region. People Incorporated has piloted various youth programs prior to the implementation of WIOA. With our decades of experience, People Incorporated will administer youth programming that satisfies the requirements of WIOA and meets the needs of youth.

2. Provide a detailed description of proposed program activities, including justification and documentation. All objective assessment processes, including development of an Individual Service Strategy, must be addressed. Program activities must be justified by the Objective Assessment and Individual Service Strategy. Proposal must reflect the availability of all required Youth Program elements to all clients being served. Show in detail how program design elements will be executed in order to meet desired performance measures. List any professional responsibilities and background requirements for operational staff, specifically case managers.

People Incorporated will provide a full range of activities for eligible youth in the service area and will make available all required Youth Program elements based upon the objective assessment of each youth's needs and goals. The following activities are planned to be included in this program:

- **Client Outreach and Recruitment** - The agencies will recruit youth in a targeted manner to reach at-risk youth who are most in need of services. Out-of-school youth and in-school youth who meet the eligibility criteria will be reached with focused recruitment. Please see #6 for a detailed plan of outreach and recruitment.
- **Initial Assessment, Certification of Eligibility, and Determination of Suitability** - WIOA staff will interview each applicant to determine eligibility based on age, barriers, income, and other established criteria. Youth determined ineligible for WIOA services will be given an initial assessment of needs and, based on that assessment, referred to other programs to include the WIOA Adult program or other WDB discretionary grants that may be able to meet those needs. Eligible youth will be interviewed and an initial determination of the suitability

of WIOA programs for that youth will be made at the conclusion of the interview. If there are no activities or services available that meet the youth's needs, the youth will be referred to other community services or programs and will be enrolled in such as determined eligible. Youth who are already in-school, particularly those enrolled in post-secondary education, are frequently referred to and determined eligible for the WIOA Adult program (as it is a lot less restrictive than in-school youth eligibility).

Eligible youth whose needs are suitable for existing WIOA programs will be given a more comprehensive objective assessment of that youth's academic levels, skill levels, service needs, as well as strengths and goals. This assessment will include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs. Whenever possible, this assessment will take advantage of information from schools regarding academic and vocational progress or from assessments administered by other organizations. Each youth may be given the TABE assessment for reading, language, and math skill levels and the CareerScope may be used to determine vocational interests.

Tests of Adult Basic Education, Forms 11 & 12 may be used to assess the basic education skills. Forms 11 & 12 allow the assessment of skills from literacy levels (0-1.9) through post-high school (12.9). All case management staff are certified proctors for the TABE assessment and may administer the assessment themselves or work with adult education for testing. Adult Education will accept an online TABE report from a certified proctor. This reduces any possibility of duplication in the assessment process and still allows the client to obtain assistance to improve their basic skill scores from Adult Education as determined necessary.

The *CareerScope* by Vocational Research Institute measures both aptitude and interest. The *CareerScope* Interest Inventory assesses the user's interest in careers that correlate to the U.S. Department of Labor's Intent Areas. The *CareerScope* Aptitude Assessment measures vocational aptitudes including general learning ability, verbal aptitude, numerical aptitude, spatial aptitude, form perception, and clerical perception. The instrument is self-administered and computer-based. The reading level is fourth grade and above. The reports are generated by the computer and are easy to read and understand. Staff are trained on how to interpret assessment results. CareerScope is a nationally recognized assessment tool which has been adopted by a number of school systems to assess student's vocational interests and aptitudes. The staff will also discuss with each participant their individual needs, any existing problems at school or in the community, as well as the youth's academic and vocational goals. CAPS and/or Interest Inventory written assessments may be used for clients with limited digital skills.

- **Development of an Individual Service Strategy** -Based on this comprehensive assessment, the staff will discuss with the youth how each program activity might (or might not) benefit him or her. The staff will assist the youth with establishing short and long-term employment and education goals. The staff and participant will also discuss existing barriers that might prevent the youth from reaching those goals as well as strengths and supports that they have in place that will assist them with accomplishing their goals. Together, the youth and staff will develop a mix of activities and services from both WIOA and non-WIOA resources which

will lead toward the youth's goals while overcoming identified barriers. When appropriate and with the participant's permission, staff from schools and other agencies such as the Juvenile Court may be invited to join in the development of this Individual Service Strategy.

Required program elements will be utilized based upon the specific individual needs of the youth to achieve planned goals and objectives. All program activities will be justified by the Objective Assessment and the Individual Service Strategy.

- **Comprehensive Guidance and Counseling**-People Incorporated staff will provide ongoing career coaching to each youth. This counseling/coaching strategy will help identify and document barriers to the youth's progress towards their goals. Based on positive progress or problems, staff may recommend changes to the Individual Service Strategy to fine-tune the ISS based on changes in circumstance or changes in the youth.

When appropriate, WIOA staff will refer a youth to formal counseling services for drug/alcohol abuse, mental health, behavioral, or general counseling services that are delivered by a qualified professional in the identified field. New River Valley, Highlands and Mt. Rogers Community Services Boards have in place a range of counseling programs for both in-school and out-of-school youth. Highlands Community Services Board also maintains staff in each of the area high schools that may benefit youth with specific problems.

- **Tutoring/Study Skills** - Workforce Development staff will provide limited tutoring services to those students who require such services to succeed academically. The Youth Program will coordinate services with tutoring programs already in place such as those at, WCC and VHCC, Project Excel Programs which includes basic skills instruction, tutorial services and academic counseling, as well as Improving Scholars which have positive track records and good working relationships with the school systems. The WIOA program will utilize these tutoring programs to provide one-to-one tutoring when our client is also participating in these programs. Volunteer tutors will be recruited from local high schools and colleges. Tutors will be hired (on a fee basis) when this option is in the best interest of the participant.

Tutoring will focus on the student's needs to improve in specific courses in their secondary or post-secondary education/training program and will focus on preparing the student for success on the Virginia Standards of Learning (SOL) or other required tests related to their curriculum. The school system or training provider may provide materials to the tutor to ensure that the youth will be spending their time productively.

Tutoring will also, when appropriate, focus on improvement of basic skills such as reading and math as indicated by ISS and may be offered through the Regional Adult Education provider (Mt. Rogers Adult Education or New River Community College office of Adult Education, depending on the area). Youth have varying learning styles which are not always addressed in a school classroom setting. Being aware of his/her learning style and making accommodations or adjustments is one step a student can make in improving their academic performance. By providing the youth with a more in-depth assessment of his/her learning styles and providing the youth with the tools to take advantage of his/her strengths, improved academic achievement will occur.

One of these tools is improved study skills. Many students have the ability to perform at a higher level but do not know how to study. General study skills are discussed at key points during the year through work readiness classes focused on transitioning youth from summer or seasonal employment back into school or training.

Workshops for study skills may include:

TOPICS ON STUDY SKILLS

- I. SQ3R – A reading and study skills system
 - a. Survey
 - b. Question
 - c. Read, Recite and Review
- II. Organization Management: The Importance of Being Organized
- III. Listening Skills: How to Take Notes
- IV. Time Management: Developing and Following a Schedule
- V. Memory Aid Devices
 - a. Mnemonics
 - b. Chunking
- VI. Concentration Guidelines
- VII. Online Resources

Test Preparation/Study Skills workshops may also be offered to clients. Topics covered may include:

1. test taking tips
2. types of questions to expect
3. timing
4. golden rules of test taking

Youth should be better prepared to meet performance measures such as attainment of credential or placement in employment/education/training from participating in the tutoring/study skills activity.

- **Alternative Secondary School Services** - People Incorporated staff will collaborate closely with all school systems including Cities of Radford, Bristol and Galax, and Bland, Carroll, Grayson, Smyth, Wythe, Pulaski, Floyd, Montgomery, Giles, and Washington Counties to provide alternative services to eligible youth. People Incorporated and school staff have already implemented ways that WIOA resources and school resources can be combined to best serve eligible youth. In Washington County, for example, the school system operates two separate alternative programs located in the Technical School for in-school youth who have not been successful in the traditional school environment. One program focuses primarily on the older students. Bristol, Bland, Carroll, Galax, Grayson, Smyth, and Wythe School Systems operate a traditional alternative program as well as a GED program for older students. Staff work with school guidance counselors in these instances to provide support to students who are pursuing these alternative education options. Staff also collaborates closely with established alternative schools such as the RAE Center in Hillsville, VA. We will be

establishing relationships with the schools in the New River Valley to determine if the same offerings are available and subsequently will establish the same opportunities for students in those districts.

Many of the students in these programs will be eligible for and benefit from WIOA activities and services. WIOA can offer supplemental activities which may keep these youth engaged in school. Some possibilities include leadership development activities, job shadowing, employer tours, work experience as well as tutoring and mentoring. The school will be able to offer easier access to youth since they are in a less rigidly scheduled classroom environment.

- **Paid and unpaid Work Experiences** are those that have an academic component and occupational education. Per requirements, a minimum of 25% of funding will be spent on youth work experiences. This is reflected in the program budget. These experiences include:
 - *Summer Employment Opportunities* - The summer employment opportunity activity will allow the youth to transition from year-round program activities to summer work and from one summer employment opportunity to the next summer employment opportunity. Youth will be encouraged to participate in at least one summer employment opportunity during their participation in the program.

The summer employment opportunity will consist of an eight to twelve -week period of summer employment at designated work experience sites that may include for-profit or non-profit organizations. Youth will receive an hourly stipend equivalent to minimum-wage for their participation in this activity.

People Incorporated plans for the summer employment opportunity to be part of a continuum of development for the youth; not only from year around to summer but also from one summer to the next. The summer employment opportunity will be designed so that an older youth with more experience may have different workshops and different types of work than a younger youth just entering the program.

The summer employment opportunity activity will begin no earlier than May 1st. All youth who plan to participate in the summer work experience will be required to participate in the career exploration camp unless they are excused for extenuating circumstances.

The career exploration camp will provide academic enrichment and career exploration opportunities that will help guide the remainder of their summer work experience. It is an opportunity to combine academic, social/emotional learning, cultural enrichment, and career exploration. The youth will participate in activities that require practical applications of math, science, reading, communication, and writing skills. They will experience social interactions that foster personal growth, teamwork, and connections to each other and to their communities. The camp offers participants exposure to a full range of WIOA services including not only job training and industry education, but also

small business development/entrepreneurship opportunities, discussions with local human resource professionals, employment preparation workshops, and cultural enrichment.

Through a partnership with Wytheville Community College and Goodwill Industries of the Valleys, we were able to provide 32 youth between the ages of 17 and 24 extensive hands-on career exploration for high demand and sustainable careers in our region in 2022. In addition, we were able to explore potential career paths for each of these fields. Several of the career pathways that we explored throughout the week require a short-term training and offer substantial hourly compensation upon completion. These included power-line worker, criminal justice including positions in the justice system, front-line police-workers, corrections officers, and the legal fields, machining and CNC operation, heavy equipment operator, healthcare occupations, HVAC, and construction trades, CDL, IT/videography, communications, and welding. WCC utilizes simulators and virtual reality technology to allow our participants to explore these career fields and provide a hands-on look at what a particular job may entail in the safest and most efficient manner. Participants were able to use heavy equipment simulators, welding simulators, and even simulators for first responders. It is quite eye-opening for our youth participants to see the caliber of training opportunities and occupations that are available right here in the region.

To tie the career exploration and training activities to business and industry, we participated in an industry tour in Independence, VA at RPM. RPM actively hires students upon completion of some of the training programs that we explored during the week and the youth participants were able to talk with staff about available job openings, how to get started in these fields, and what type of career pathways are available for individuals who start at RPM in an entry level position.

Youth participants also had the opportunity to engage in cultural enrichment activities appropriate for the Appalachian region. While at Chestnut Creek School of the Arts, participants were able to learn techniques from local artisans and talk with them about how they have built businesses utilizing their talents. Students were able to choose their top areas of interest and create projects in pottery, glass fusion, woodworking, and painting. After camp, staff continue to build on what was learned by working with each participant to set career goals and develop a plan to attain them. Youth who completed at least 80% of their assigned hours and wrote a paragraph about their work experience were eligible for an additional incentive for completing this activity.

Qualified instructors lead all career activities/projects. Participants will receive career information (demand, qualifications, training opportunities, wage/salary information, and future growth) for the fields/occupations that are explored. Upon completion of career camp, youth participants will begin to work at their summer employment activity worksite.

During the summer employment activity, workforce case managers will maintain regular contact with youth to make certain that the work experience and other activities are progressing well and to intervene on the client's behalf with any problem situations. The

counselor will maintain a written log of contacts with the youth and oversee the maintenance of time sheets. The counselor will ensure that evaluations are completed midway and upon completion of the summer employment program.

- *Work Experience/Internships* - Work experience will be offered to out-of-school youth and in-school youth as appropriate. The agency will use both for-profit and not-for-profit placements for youth. Clients participating in work experience will be paid a stipend of equivalent to minimum wage in Virginia, \$12/hr at this time subject to change with changes in the minimum wage rate (rate is applicable to summer or other work experience). The work experience element may also include job shadowing for an occupation for which youth has an interest but is not yet ready because of age or other factors. Unpaid experience may be used in situations where youth are working on a community service project. Internships will be utilized for older youth who are ready to enter the workforce in a full-time capacity. Internships will be paid at the current employer rate of pay. Policies for work experience and Internships have been developed and approved by the WDB prior to placement of the youth in this activity. Youth who are participating in work experience activities are required to attend in person work readiness classes to receive academic enrichment concurrently with the paid work experience. They may also complete foundational skills training using the Conover learning management system as assigned by their individual Workforce Development Specialist and in accordance with their ISS.

Before any work experience takes place, People Incorporated will complete a worksite agreement between the agency and the worksite. The agreement will outline the length of assignment, statement of work, job description, supervision requirements, worksite requirements and any other conditions necessary for a safe and useful youth work experience.

The work experience program will be offered only when a youth's need for this activity is documented by the in-depth assessment and planned for in the Individual Service Strategy. The agency will develop sites based on the participant's needs including type of work, distance from home or school, and child labor law regulations. Work experience will be used as one of a continuum of services and activities for each youth based on individual needs. Out-of-school youth may use the one-stop center and services to gain access to work experience as the individual's service strategy indicates.

Education Offered Concurrently with Workforce Preparation: Youth who are co-enrolled with the Youth Build program will participate in a paid work experience activity that provides integrated training to participants. The integrated training work experience model provides classroom or assigned virtual trainings, hands-on application of the classroom training at an assigned work experience site, and foundational skills training simultaneously. Current integrated training programs are available in CNA, Production Technician, and for various skilled trades. The same opportunity for integrated training with a hands-on work experience is made available to all youth regardless of their enrollment or non-enrollment with Youth Build through their enrollment in the Title I program and based on their individual interests, abilities, and ISS.

- *Pre-Apprenticeship* - All youth will have the opportunity to learn about apprenticeship opportunities. Through a partnership with Virginia Department of Labor and Industry (DOLI)– apprenticeship, youth will learn how apprenticeship can lead them to employment success. Virginia Department of Labor and Industry apprenticeship staff will educate youth in the area about apprenticeship opportunities through presentations at WIOA events and workshops. People Inc. staff/WIOA Case Managers will provide guidance and coaching as needed to youth who want to enter an apprenticeship program.

People Incorporated will ensure that a minimum of twenty-five percent (25%) of funding is spent on Work Experience activities.

- **On-the-Job Training** – Youth will have the opportunity to receive training through WIOA funded on the job training opportunities. WIOA staff serves on all of the region’s business services teams with one WIOA staff serving as a chair for those teams (Galax/Carroll/Grayson). Appropriate on the job training opportunities will be identified through these connections and through business relationships.

Job Shadowing - People Incorporated staff will encourage participants to participate in Job Shadowing. Youth are allowed and encouraged to job shadow at any time during their participation in the program. Various members of the business community will be asked to volunteer as career mentors. Businesses and agencies agreeing to participate in Job Shadowing in the past include Blue Ridge Medical Specialist – Registered Nurse, Bristol Virginia High School – teacher, Trinity United Methodist Church– Minister, Preston Rehabilitation and Wellness– Physical Therapy, Southwest Criminal Justice Training Academy - Law Enforcement, Wythe County Community Hospital - Medical Office Clerk and Nurse Practitioner, Fort Chiswell BP – Auto Mechanic, Washington County Life Saving Crew – Emergency Medical Technician and Wellmont-Bristol Regional Medical Center – Nursing and Physical Therapy Assistant; CGI - IT Technician and Healing Arts Center – Massage Therapy; Rivertrail Technology – IT Technician.

Work Readiness – work readiness classes will be an integral component of the youth program. Work Readiness Training will be an ongoing open-entry/open-exit activity. Clients will initially complete a work readiness inventory to help case management staff identify areas of strengths and weaknesses related to entering the workforce. Youth will then participate in a series of 2–3-hour workshops offered monthly over the course of the year. Work Readiness training is designed with the WIOA youth elements in mind and utilizes a designated curriculum called workplace excellence. All youth case managers are trained facilitators for the Workplace excellence curriculum. Topics for the workshops include dependability, maintaining a positive and productive mindset, balancing work/life responsibilities, presentability, suitability/workplace culture, adaptability, communication, effective writing, respect, and profitability – how to make your employer more money than you cost. In addition to the in-person work readiness classes, participants will be able to complete learning modules with the Conover Learning Management system. Available work readiness modules in Conover include: attitude, planning and organization, critical thinking, interpersonal/social skills, teamwork, professionalism, social media rules, job search, resumes, job applications, interview preparation, and getting along in the workplace, Youth will also have workshops scheduled on such topics as resume and application

completion, taxes, personal budgeting and financial literacy, entrepreneurship/small business development, , and work habits for the beginner etc.

Participants are paid a small incentive for participation in the workshops and completion of each learning mandate.

- **Occupational Skill Training**—Occupational Skill Training will be provided to Out-of-School youth ages, 16-24 utilizing an ITA. In-School youth 18-21 will be co-enrolled in the WIOA adult program if the youth's individual needs, knowledge, skills, and interests align with the adult program and an ITA will be issued through the adult program. Types of training procured will depend upon the youth's in-depth assessment of their interests and aptitudes and their Individual Service Strategy. In conjunction with the occupational skill program, youth will receive assistance with tutoring as needed to help the youth obtain the minimum educational requirements to match the job skills for entry-level employment in the particular occupation.

Youth will earn an incentive for obtaining a credential such as a certificate or degree upon completion of secondary school, occupational skill training, or receipt of GED. Youth who are basic skills deficient will also receive an incentive for increasing their basic skills moving from one NRS/EFL range to the next.

- **Leadership Development Opportunities** - The youth will be offered several opportunities to obtain leadership skills. Too often, youth who are at risk and/or have disabilities live in an environment that fosters dependence. A program that focuses on the development of leadership skills can help youth succeed with everyday challenges including taking initiative, communication, organization, planning, following through and reflection.

Youth who are at-risk and/or have disabilities and who are immersed in leadership experiences are more likely to approach life with an independence-oriented outlook. This type of outlook, in turn, forms the basis for self-advocacy skills and successful work experiences.

Many youths are disconnected from society and the expectations of what is a good citizen. Youth need to be aware of their current and future civic responsibilities. The most important lesson to be learned is that the participant controls their destiny and that their actions affect their future.

Additional leadership development opportunities will be designed to instill a sense of civic responsibility as well as help the participant understand that he or she can positively affect their future through planning and choices. As part of their leadership skill development, the youth will participate in service projects in their communities to be developed as the program evolves such as Global Youth Service Day and "give-back day" organized each month by Youth Build. This year youth participants participated in park cleanups in the various jurisdictions as part of Global Youth Service Day.

Previous leadership activities also include food drives at local Kroger stores and WIOA youth have donated over twelve (12) tons of food to the Feeding America - Southwest Virginia food bank. Youth also visited with residents at Valley Health Care Center, Galax Rehab, and

Edgemont Nursing Home as part of Leadership Development activities. The youth have held various leadership activities to raise money to sponsor youth and elderly residents at Christmas as well as working at local food banks in all the jurisdictions.

Clients may also attend workshops on leadership development. Some topics may include:

Leadership Development Workshops

- I. Skills and Qualities of a Good Leader
- II. Types of Authority – Earned Authority vs. Position Authority
- III. Careers that Require Strong Leadership Qualities
- IV. Understanding Taxes – “Your Tax Dollars at Work”
- V. Leadership and Group Dynamics in School and in the Workplace
- VI. Preparing for a Positive Career: Resume Building, Networking, Importance of Volunteerism
- VII. Increasing Positive Self-Esteem/Confidence: Changing Your Self Talk
- VIII. Robert’s Rules of Order – Parts of a Formal Meeting

Participants will receive incentive for their participation in designated Leadership Development activities or workshops.

- **Financial Literacy Education** – Youth will receive financial literacy education through a combination of activities which will include life skills training (to be taken from Money Management International) and through People Incorporated Financial Services/Community and Economic Development Department.
 - Money Management International is a non-profit credit counseling agency that helps individuals improve their lives through financial education. The curriculum Journey to Financial Security - Managing Income and Expenses: Getting from Here to There, will teach youth how to have a sense of control over their finances.
 - People Incorporated Community and Economic Development staff partner with the Workforce Development Department to provide a financial literacy workshop and offer individual credit counseling and personal budgeting to participants as needed. Part of their financial literacy workshop teaches youth that through careful planning, living within their means, reducing debt, and saving for the future, youth will learn how to begin a journey to financial freedom.
- **Entrepreneurial Skills Training** – Youth will be provided with exposure to entrepreneurship through a combination of activities which will include work readiness training (to be taken from Marketing Yourself) and interaction with local entrepreneurs (guest speakers) during the work readiness class.
 - Entrepreneurs are a driving force and help to shape the local and U.S. economy. Through work readiness training entitled “The Entrepreneurial Spirit” from Marketing Yourself curriculum, youth will learn the risks and planning involved in starting a business. Youth will also learn the different types of business structures and will learn the skills needed to become a successful entrepreneur. Critical thinking activities will reinforce concepts

learned in the class, and local entrepreneurs will speak to youth regarding the “real ups and downs” of entrepreneurship.

- Through offering youth with an opportunity to interact with local small business owners they will not only have an opportunity to ask questions about their experience but will get to see that entrepreneurship could be an attainable goal for them too.

- **Services that provide LMI and employment information about in-demand industry sectors of occupational available** – To ensure the long-term employability of youth, the success of workforce development programs, and to ensure that the needs of business are met, all youth will receive access labor market information.

- At enrollment, youth will be provided with workforce information services and labor market information through use of the Job Outlook publication by the Virginia Employment Commission. Youth will be coached (at enrollment and during their tenure as a WIOA participant) on how to access and interpret the information specifically as it relates to their interests and career choices.
- All youth will have the opportunity to participate in work readiness training that educates and informs them about labor market information and in-demand occupations. Youth will learn to use online tools such as Virginia Workforce Connection, America’s Career InfoNet/Career One Stop, and Department of Labor/Bureau of Labor Statistics. Youth will learn how their interests, aptitudes, and skills can translate into life-long satisfying careers. Youth will have the opportunity to attend industry tours. Previous industry tours include Carillion; Moog; Classic Creations; Johnston Memorial; Utility Trailer; Universal Fibers; RPM, Somic, and Volvo Trucks North America.

- **Activities that help youth prepare for and transition to postsecondary education/training** - All youth will receive the opportunity to participate in tours that expose them to a variety of post-secondary education options (e.g., Job Corps, advanced training, technical training, and college). By giving youth the opportunity to visit the campus of a college, training provider, or educational program, youth will be able to select the post-secondary opportunity that is the best fit for them.

- **Supportive Services** - The agencies will provide, through direct services or through referrals, services each youth needs to successfully progress through the program. The particular services will be determined for each youth based on need and the plans in the Individual Service Strategy. Please see question five (5) for more detail about supportive services.

- **Adult Mentoring-** People Incorporated has developed a relationship with Family Preservation Services, Inc. to provide adult mentors to youth who are involved with the Juvenile Court system. These adults have received special training to prepare them to work with the juvenile offender population. People Incorporated have strong partnerships with the local Boys and Girls Club of Bristol, Bristol Office on Youth, Junior Achievement and Girls Inc. and is currently developing additional partnerships with Big Brother/Big Sister, Chambers of Commerce, the schools, and PTAs to develop mentoring for the youth (16-24) that is tied to career development and academic advancement. In addition, co-enrollment

with the youth build program has increased opportunities for youth to work with adult mentors.

The mentoring will use adult volunteers who commit to at least one year with one youth. Adult mentors will be screened through a criminal record check, the child abuse registry, reference checks and a personal interview. Mentoring will be offered to youth based on the Individual Service Strategy and objective assessment.

- **Follow-up services** - Follow-up services will begin with an exit interview with each participant. The youth will be asked to evaluate the program and their progress and will be offered continued support. Services offered may include citizenship training; life skills training; mentoring; social skills training; conflict resolution; job search assistance; employer contact and assistance in career development.

People Incorporated follow-up staff will maintain regular contact with terminated youth for a minimum of one year after exit from the youth program. At each contact, staff will offer services and determine employment/school status. These records will be compiled with other participants to be used as part of a program evaluation and to ensure performance measures are being met. If follow-up staff determine that youth require additional assistance, they may refer youth back to case management staff – for example, youth may request additional assistance with job search, updating resumes, or even interview preparation for specific positions. Case management staff will loop back in and provide this assistance as needed.

- **Information and Referral**—People Incorporated staff will act as case managers for the youth. All youth will be offered a comprehensive array of services and activities which fit that person's need and Individual Service Strategy. These activities will be a combination of WIOA financed and operated programs and/or programs operated by other agencies in the community. Staff will work closely with schools and other agencies to ensure that the clients receive the best possible opportunity to succeed both in academics and employment.
- **Involvement of youth, parents, and other community member** - Youth will be involved on a regular basis in the design of programs since they will be central in the development of the objective assessment and Individual Service Strategy. Each youth will help choose the services and activities for the future. Program staff will engage parents in program design by meeting with the parents of current participants. Staff will explain the existing program and ask for insight and advice as how best to design future programs and activities. Staff will also meet with other youth and civic groups, such as Office on Youth; Boys & Girls Club; Girls Inc.; local Chambers of Commerce, Rotary Club and Kiwanis to solicit input regarding best practices.
- **Out-of-School Youth** - Youth, aged 16 - 24, who are out-of-school may be served by only the youth program or if aged 18-24, may be co-enrolled with the adult program if suitable for the youth. Since People Incorporated is the current One-Stop Operator, it has been easy to ensure communication and referral of individuals between these two programs. Youth staff is also co-located at the one-stop campus in Wytheville as well as the affiliate sites. A minimum of 75% of funds will be spent on out-of-school youth.

- **Cooperative and Innovative Projects**-The youth program through a working partnership with the Blue Ridge Job Corps will dual-enroll eligible clients who are attending occupational skills training at the Center or offsite at a local training facility such as Virginia Highlands Community College or Wytheville Community College. Participants in the Blue Ridge Job Corps program may receive a meal stipend for each day they attend class as well as a training payment upon completion. They will also receive a clothing allowance and medical/dental assistance. This partnership is a valuable resource for the youth participants while helping the youth program achieve some of the unmet needs of the clients. The youth program strives to provide the participants with every opportunity possible and a linkage with Blue Ridge Job Corps will allow this to happen. Blue Ridge Job Corps students, if eligible, will be jointly enrolled in both programs so that they can obtain the opportunities and support from both. WIOA will provide work-based learning opportunities to supplement the occupational skills training. The work-based learning component has been especially valuable to youth studying for careers in health care field.
- **Case Manager Professional Responsibilities and Qualifications** – People Incorporated strives to hire the most qualified staff with a combination of experience and education. The majority of People Incorporated staff possess four-year degrees.

All People Incorporated Workforce Development Specialists that are eligible for certification have been designated as Certified Workforce Development Professionals by the National Association of Workforce Development Professionals (NAWDP). New staff will complete certifications within first 90 days of employment or as they become eligible.

Experience has shown that a highly trained and motivated staff will ensure People Incorporated not only provides a highly effective youth but also assists in achievement of performance standards. With this in mind, the agency makes education and training a priority investment. All People Incorporated staff have the opportunity to continually improve their case management skills through seminars, classroom training, and staff development activities. For example, all staff have completed TABE Certification Training, Forms 11 & 12, through the Data Recognition Corporation Staff are certified to administer both the online and paper version of the TABE assessment. All new staff complete three modules of proven case management training by Beverly Ford. All existing staff have already completed the training. Staff also complete a Workplace Excellence Certification training to be able to teach this curriculum.

3. **All Program Operators will be required to utilize the State mandated online system of record for data entry. This system is called VOS (Virginia's One Stop System) and requires that staff possess the following minimum technical requirements:**
 - A. **Strong internet knowledge to include search experience**
 - B. **Proficient in Internet Explorer, Mozilla Firefox and/or Google Chrome**
 - C. **Keyboarding Skills**
 - D. **Data Entry Experience**

Describe how your staff will meet the above requirements and what steps you will take to ensure that all data entered into VOS is up to date, complete and accurate.

- e. People Incorporated relies heavily on quality information exchange and therefore stays current with new and updated technologies to continually improve its performance and promote innovation, thereby enhancing the effectiveness of its many programs. Staff regularly use the internet to search for a variety of information relevant to the needs of clients including employment statistics, education requirements, scholarship opportunities, available support services, and others. All People Incorporated offices have access to high-speed internet in order to facilitate these efforts.
- f. All staff are assigned a laptop computer equipped with Windows 10, Microsoft Office 365 software, and Adobe Pro, and uses Microsoft Edge, Firefox, or Google as its web browser. Current workforce staff are proficient in the use of the internet as it relates to accessing and using the Virginia Workforce Connection system and to performing job search and labor market information access.

Each employee has their own email address which is on the Microsoft Exchange Server located in our main office in Abingdon. The system allows each email account to send attachments up to 10 megabytes in size.

Each office is equipped with a docking station and dual monitors to maximize efficiency. This is particularly helpful for staff who transition between multiple offices.

People Incorporated employs two full time IT staff to assist with technical issues.

- g. All Workforce staff possess the necessary keyboarding skills required for the job.
- h. Current Workforce staff have between one and nine years of experience entering the required program data into the VOS system. People Incorporated has successfully managed the data entry requirement of WIA/WIOA programs for the past 18 years.

The Workforce Development Leadership Team (the Director and two Coordinators) routinely reviews all information entered in VOS and any needed corrections. The Workforce Services Coordinator routinely works one-on-one with each Workforce Development Specialist reviewing the accuracy of data entry as a component of these sessions. Workforce staff attend all state and local data entry training and will continue to participate in VOS training. All leadership staff is trained in generating and interpreting VOS reports and performs these functions on a routine basis. During the current program year, leadership staff have worked extensively to conduct internal file reviews, identify and correct file deficiencies, and conduct staff training as necessary to improve overall quality of data entry.

As new Workforce Development Specialists are hired, the Director of Workforce Development, Workforce Services Coordinator, and Program Analyst work together to provide complete data entry training for the VOS system. The leadership team then monitors the progress of the new employee and provide additional training as needed. Training is a primary responsibility of the Workforce Services Coordinator.

4. Complete a Flowchart to illustrate how a participant will proceed through the proposed Youth activities, and how clients will avail themselves of the required program elements. Provide a narrative description of the Flowchart.

The program begins with outreach and recruitment of eligible youth who meet enrollment priorities. Youth who meet the requirements are invited to apply for the program. Both in-school youth and out-of-school youth will be recruited with a primary focus on the out-of-school youth. *A minimum of seventy-five percent (75%)* of funding will be allocated to provide services to out-of-school youth. Each youth will be given an initial assessment and determined to be eligible or ineligible. Youth who are determined to be ineligible will be referred to other appropriate services and programs in the community. Older, out-of-school youth, who are determined suitable, may also be referred for services with the adult program or other WDB discretionary grants at the One-Stop Center.

Youth who are determined eligible will be given an objective assessment and, based on this assessment, the youth and staff will develop an Individual Service Strategy. This strategy will indicate which activities and services the youth will receive. If there are no appropriate services available to an eligible youth, the staff will refer the youth to other programs/services.

Based on the youth's progress in these activities, the Individual Service Strategy may be changed, and the youth may be assigned to different activities and different supportive services. The youth may enter only one activity or may participate in a number of activities at once while also receiving a number of supportive services. The youth may also progress from one activity to another. For example, the youth may start with tutoring and then enter the summer employment program, while participating in ongoing leadership development activities and receive supportive services. The range and timing of activities and services will be determined by an Individual Service Strategy which may change over time as the youth's goals and needs change.

The youth's case will be closed when activities are no longer appropriate or desired by the youth, and, ideally, the youth is either placed in employment or post-secondary education. At that time, the youth will be offered follow-up services and staff will maintain contact with the youth for at least one year.



5. Describe the proposed supportive services to be offered participants including the method used to determine need, if applicable; if not, respond with "NA."

People Incorporated will offer a wide range of supportive services to each youth based on a needs assessment developed by the Workforce Development Specialist and participant. Parents will be involved in this assessment whenever practical and appropriate. The needs assessment will help show the youth and Workforce Development Specialist which issues (e.g., housing, transportation) are most critical to the youth's successful development. These services will be those that will enable the youth to continue in school or to obtain and maintain employment. Based on each youth's assessed needs, these services may include:

Emergency Housing. Staff can refer clients to People Incorporated's own Transitional Housing program which provides housing for homeless families in Bristol and Washington County for up to two years. In the New River Valley, we will develop a partnership with New River Community Action to provide similar housing services. The agency also helps manage the FEMA funds, which are distributed at Faith in Action in Washington County and United Way of Bristol. These funds can help families with overdue rent or mortgage payment and utility bill. In a critical situation, the staff can refer the youth and family to the emergency shelters in the area such as Salvation Army. The Department of Social Services can also help in certain situations. Staff will refer to the appropriate available housing agency for assistance including Mt. Community Action Program, Project Crossroads, Bristol, Abingdon, Marion and Wytheville Redevelopment and Housing Authorities, Galax Hope House, Hope Inc., New River Community Action, or Rooftop of Virginia.

Transportation. The program will partner with other agencies as appropriate to ensure youth can attend the training and employment programs that they need. Assistance with transportation may be particularly crucial to ensuring that clients can complete training programs. The agency will work with Bristol Transit Authority; Abingdon Transit System and College Express, Mountain Lynx, and District Three Government Cooperative to assist with transportation issues

to assist out-of-school youth reach services, training, or employment. The program will also provide transportation assistance by making payments to vendors (whenever possible) to provide transportation for eligible clients or to the client directly. People Incorporated staff may screen parenting youth in designated localities for our TANF Employment grant eligibility where they may qualify for a low interest car loan to assist with overcoming their transportation barrier. When other options are not available, People Incorporated staff will provide transportation for job readiness, study skills training and tutoring utilizing agency vehicles or vans.

Childcare. Youth who are parents will need childcare to complete their education and to successfully engage in training and employment. People Incorporated operates childcare centers in both Bristol and Abingdon. People Incorporated has close working relationships with the Departments of Social Services and can help clients apply for their childcare funds. The agency also encourages customers to use Head Start/Early Head Start in their localities. In the New River Valley, we are developing a partnership with New River Community Action who provides Head Start and Early Head Start services across the region. If none of these resources is available, the program will use Title I funds to assist with childcare.

TANF Employment Services. People Inc. is able to provide service to TANF-eligible clients in Washington, Bland, Smyth, and Wythe counties as well as the City of Bristol in conjunction with the WIOA program to support employment goals. These services include car loans, additional training, and supportive services. The Integrated Resource Team approach will be utilized in the case management of co-enrolled clients to maximize the use of braided funding and avoid duplication of services.

Assistance with clothing and tool costs. When appropriate, the program will assist clients with the purchase of employment or training-related clothing and tool costs.

Eyeglasses and protective eye wear. Again, when appropriate, the program will assist clients with the purchase of eyeglasses or protective eye wear which will help or protect the client during employment, training, or education.

Referrals to medical services. Staff will assist clients in finding the most appropriate medical care. People Incorporated operates a number of health-related programs in which staff assists clients to obtain medical care, therefore; the staff maintains a list of available resources that are the most affordable. Some of the youth clients will be eligible for the FAMIS or Medicaid health insurance programs; and staff will assist clients to apply for those health insurance programs.

Referral to appropriate community services. New River Valley, Highlands and Mt. Rogers Community Services Boards provide a variety of counseling and drug and alcohol treatment services. The agencies also have counselors in the high schools that provide short term counseling to students. WIOA staff will refer youth to these programs when they discover any problems but will also ensure that every client in the WIOA program knows about these programs and how to reach the counselors either in school or at the Counseling Center.

Other supportive services. Staff will first use available community resources and then purchase supportive services that will assist an eligible youth to complete training or obtain or maintain

employment. These services will only be purchased with WIOA funds if they are considered appropriate WIOA expenditures.

6. Provide a description of the participant outreach/recruitment process. Describe the target groups and the significant segments to be served.

People Incorporated has over 50 years of experience recruiting low-income youth for employment and educational programs. The recruitment will be designed to reach the target group of primarily out-of-school youth.

To recruit in-school youth, the program will continue to collaborate closely with public school systems and community colleges to recruit seniors. People Incorporated staff will explain the program to all school guidance counselors and leave information at each school. People Incorporated staff will also conduct group enrollment activities at the public schools to enroll interested and eligible in-school youth. Staff will collaborate with specific school programs, especially alternative programs, to explain program opportunities to faculty and when appropriate, plan joint activities.

The program will also take referrals from alternative programs when faculty feel students need extra tutoring and academic support as well as employment skill training. The WIOA program will also recruit youth from People Incorporated's existing programs for students - Project Discovery which helps low-income students prepare for college, and People Incorporated's Improving Scholars which provides tutoring and study skills to students referred from Juvenile Court. All of these programs are serving low-income students, many of whom will meet the other eligibility criteria of WIOA. Because of the limited services available for in-school youth, People Incorporated will target opportunity youth who present multiple barriers to being able to complete their school/training program and/or enter employment successfully. Our goal is to ensure services are provided to those most in need.

Youth who are in the Resource Mothers or Early Head Start programs will also be recruited by their Workforce Development Specialists. In addition, program staff will contact low-income families through the other programs in their community. Youth residing in families which are enrolled in Weatherization, CHIP, Homeless Transition, Head Start, etc. will most likely be eligible for Title I services.

To recruit out-of-school youth, People Incorporated program staff will contact and provide presentations to agencies which serve drop-outs, unemployed and low income persons such as the Wytheville One Stop Campus, Virginia Workforce Centers (VEC), local Departments of Social Services, Department of Aging and Rehabilitative Services, Department of Juvenile Justice, Blue Ridge Job Corps Center, Adult Education Programs, Health Departments and local food and clothing banks, to request staff explain the program to their clients and to make referrals to the youth program. People Incorporated staff will explain the benefits and eligibility requirements of the program to those staff and leave brochures and posters/flyers. People Incorporated is a member of Bristol, Smyth County, Washington County, Wytheville-Wythe-Bland, and Twin County (includes Galax) Chambers of Commerce and will market the program to its members through presentations and networking.

The program will also reach youth at places they may frequent such as recreation programs, churches, libraries, stores, and public housing facilities. Brochures and flyers will be left and any staff at these locations will be informed about the program.

The People Incorporated website includes a self-referral form that anyone can access and request assistance with a variety of programs including the youth workforce development program.

People Incorporated will send news releases to the local newspapers and radio stations and encourage reporters to write stories about the program. An important recruitment tool will be word of mouth and, as for the past 21 years, both current and former participants help spread the word about the benefits of the program.

In addition, if an applicant for any of our workforce programs meets the age requirement for the youth program, they are always screened for youth eligibility, even if they accessed services through another program (i.e.: DLW or Adult who also meet the age for youth).

People Incorporated plans to serve the following significant segments of youth:

- **In-School Youth.** Any low-income youth aged 16 to 21 who is attending school but lacks basic literacy skills; is homeless, runaway or a foster child; pregnant or parenting; an offender; has a disability or requires assistance to complete an educational program. No more than 25% of funds will be spent on in-school youth.
- **Out-of-School Youth.** Any youth aged 16 to 24 who has either dropped out of secondary school or completed secondary school and unemployed or underemployed and who lacks basic literacy skills; is homeless, runaway or a foster child; pregnant or parenting; an offender; has a disability or requires assistance to secure and hold employment. A **minimum of 75%** of funds will be spent on out-of-school youth.

The program will target for enrollment youth who are:

- **Basic Skills Deficient.** Applicants identified by assessments as being deficient (below a 9th grade equivalency) in basic literacy skills in reading, math, or language.
- **Homeless.** People Incorporated operates programs especially designed to serve homeless families with children so these youth will be more easily identified for services.
- **Runaway.** People Incorporated has a close working relationship with the 28th District Juvenile Court Service Unit and will ask for referrals of youth classified as runaway youth by the court system.
- **Foster Child.** Staff serves on the local foster care advisory board and will discuss the benefits of the program to Social Service staff and the youth themselves.
- **Pregnant or Parenting.** People Incorporated has two well-established programs for pregnant teens and teen parents - CHIP and Early Head Start. Staff will encourage these clients, when appropriate, to enroll in the WIOA program. We will also recruit from other programs and the local health departments.
- **Offender.** We will encourage referrals from the Juvenile or Adult Justice Systems as well as from all established drug courts and truancy courts.
- **School Dropout.** People Incorporated has a long history of helping school dropouts get back on track with their education and employment. We will take advantage of the full network of

agency programs to recruit youth who have dropped out of school. We will also actively request and receive referrals of youth who have enrolled in GED programs with our regional adult education partners or at Blue Ridge Job Corps.

- **Disability including learning disability.** People Incorporated staff serves on transition teams for school systems in the Bristol, Bland, Smyth, Washington, and Wythe counties. Referrals are often made to the program during these transition meetings. People Incorporated staff provides vocational testing/assessment to youth with disabilities in Bristol and Washington County. In addition, Workforce Development Specialists work closely with DARS case managers who work in the secondary school systems with students to provide transitional services for graduating seniors with disabilities.

The following table provides a profile of the youth clients served by People Incorporated's WIOA Youth Services during PY2021 and the first quarter of PY2022.

Total Participants Served		
	PY21	1QPY22
Participant Characteristics		
Female	63	59
Male	52	49
American Indian/Alaska Native	3	1
Asian	0	1
Black/African-American	20	22
Hispanic/Latino	6	10
Native Hawaiian/Pacific Islander	0	1
White	88	81
More than One Race	2	4
Employment Barriers		
English Language Learners, Low Levels of Literacy, Cultural Barriers	96	94
Ex-Offenders	14	10
Homeless Individuals/Runaway Youth	0	1
Long-Term Unemployed	20	19
Low-Income Individuals	103	94
Single Parents (including pregnant single women)	20	14
Individuals with Disabilities	23	0
Current or former foster care youth	0	5

7. **Describe how the program adheres to the performance standards as outlined in Part II of the specifications. Describe a continuous improvement plan that would concentrate on improving performance through program design and elements for each required performance measure.**

People Incorporated's Youth programs have exceeded performance requirements as set by Department of Labor, Virginia Community College System and New River/Mount Rogers Workforce Development Board.

Program activities are also designed with Performance Requirements for all youth aged 16-24 in

mind. Performance Requirements are as follows:

- Employment 2nd QTR. After exit – 78%
- Employment 4th QTR. After Exit – 77.9%
- Median Earnings - \$3,553
- Credential Attainment Within 4 QTRs After Exit 68.5%
- Measurable Skills Gain - 60.5%

CRC Attainment for Out-of-School Youth – 25%

Cost – The average cost per participant to be served will not exceed \$6,500*

*People Incorporated will co-enroll participants in as many programs as feasible

The following table shows People Incorporated's performance for all of PY21 and the first quarter of PY22. Despite the agency's historically high performance rates, PY21 was less successful primarily due to the impact of the lingering Covid pandemic. The current program year shows a much more promising start as many clients have lingered in the program. The lockdowns, illnesses, and other impacts created delays in education and hiring in the local area. These delays not only extended the duration of services provided under the WIOA program, but also caused many clients to become discouraged and drop out of the program.

	PY 21 - Actual - Unadjusted			PY 22 - Quarter 1		
				Actual - Unadjusted		
	LWDA 02	LWDA 02		LWDA 02	LWDA 02	
	PY 21 Negotiated Level	Actual- Unadjusted Performance	% of Negotiated Level	PY 22 Negotiated Level	Actual Performance	% of Negotiated Level
Youth						
Employment 2nd Quarter after Exit	72.00%	78.00%	108.30%	73.50%	79.90%	108.70%
Employment 4th Quarter after Exit	62.80%	75.30%	119.90%	72.00%	78.80%	109.40%
Median Earnings 2nd Quarter after Exit	\$3,500.00	\$3,960.00	113.10%	\$3,400	\$3,977.00	117.00%
Credential Attainment within 1 year	70.00%	63.80%	91.10%	68.50%	55.10%	80.40%
Measurable Skills Gain	55.00%	67.50%	122.70%	60.50%	33.80%	55.90%

Measurable Skills Gain attainment rate is expected to increase gradually over the course of the grant year as customers only count once per year and it takes time for them to see actual gains in their skillset. Traditional training milestones occur in December and May.

Measuring performance can be a tedious process that requires extensive oversight and skill. Combining all services under one provider will improve the coordination of these efforts and increase the accuracy of the reports going forward to better reflect the work being done by WIOA staff.

The process involves reviewing a quarterly and annual report from the state based on VOS data that identifies the clients who are counted in each performance measure and whether they attained the measure or missed it. That data is verified by the Director of Workforce Development and Workforce Services Coordinator on an individual, record-by-record basis if targets have been missed. Corrections are made as necessary as data entry errors are identified. The state provides two weeks to complete corrections before the data is reported to the U.S. Department of Labor. Doing this on a quarterly basis make it easier to meet annual goals.

During the last program year, many of the clients who missed their retention goals were not People Incorporated clients. Because we were unable to monitor the clients or conduct follow-up ourselves, it was impossible to determine if the performance problem was related to data entry, follow-up services, or the effectiveness of the original workforce services the client received. By bringing all services under one operator, this difficulty will be eliminated. We will be able to monitor this more closely and check the data for the entire region in the hopes of improving our outcomes across the board.

Despite the difficulties faced in PY2021, People Incorporated is dedicated to meeting any NCRC standards established by the WDB. People Incorporated staff have been trained to proctor the NCRC which will allow testing on demand instead of requiring the program to wait until a specific number of individuals are available to evaluate as was the case previously. They will ensure youth are evaluated upfront prior to other program activities and will lessen the chance the youth will leave the program prior to receiving the NCRC.

As one size does not fit all; neither does one style or method of teaching fit all youth clients. To allow our youth to achieve the greatest level of success while also ensuring the highest attainment of programmatic performance standards, our program utilizes a number of different options specific to the needs of the youth.

To assist with the Credential Rate, Placement in Employment/Education/Training and Retention of Employment in 2nd and 4th Quarters after Exit, the program employs the following methods and specific tools utilized by the staff our outlined below.

First it is important to understand youth have varying learning styles which are not always addressed in a classroom setting. Being aware of his/her learning style and making accommodations or adjustments is one step a student can make in improving their academic performance. By providing the youth with a more in-depth assessment of his/her learning styles and providing the student with the tools to take advantage of his/her strengths, improved academic achievement will occur. One of these tools is improved study skills. Many youth have the ability to perform at a higher level but do not know how to study. Another factor is ensuring that youth who require accommodations in a learning environment are provided with the required accommodations. Our staff frequently work with post-secondary training providers to help establish and implement the required learning accommodations for youth clients.

Second, Tutoring is a critical component of the youth program. To support our youth in attainment of basic skill levels which will enable them to complete their high school educations, attend post-secondary training and find gainful employment, we provide a multitude of options

including Building Skills with TABE workbooks and regional adult basic education classes. Youth participate approximately three to six hours per week in the activity.

For other youth, we utilize the current ABE structure in each county to enroll participants to complete their GED or increase basic skills levels in a more structured environment. For those students who have an immediate need for GED instruction in a particular course, Regional ABE programs allow students to attend formal classes in their community. Youth who have attained a GED or received a high school diploma and fall into the literacy/numeracy measure can also attend ABE classes to strengthen needed levels in reading and/or math. These classes generally meet two times per week for three-hour sessions. Outside of the in-person classes, youth also have access to their online learning portal with individual assignments that can be completed virtually on their own timeline. This allows them to progress more quickly than they were generally able to in the past.

Finally, Leadership Development is a crucial component of the youth program, and we believe significant to the overall success of not only the youth but the program as well. The most important lesson to be learned is that the participant controls their destiny and that their actions affect their future. A program that focuses on the development of leadership skills can help youth succeed with everyday challenges including taking initiative, communication, organization, planning, following through and reflection. This in turn, forms the basis for self-advocacy skills and successful education and work experiences. The online Conover education system will be available beginning in July 2023. The option(s) chosen are individualized based upon participant need and learning style and may be group or independent setting.

The agency plans to meet or exceed these performance standards by providing intensive case management and support while youth are participating in the program. When the Workforce Development Specialist and youth develop the Individual Service Strategy, an emphasis will be put on developing short term goals that are attainable by the youth with adequate effort. As these goals are attained and others added, the youth will see that progress is possible and that it can lead to longer-term goals. Many of the activities developed in this plan are designed to support and encourage the youth to stay in school through attainment of diplomas; continue with post-secondary education or advanced training and obtain and maintain unsubsidized employment.

All eligible People Incorporated staff have completed training and received National Certified Workforce Development Professional designation by the National Association of Workforce Development Professional (NAWDP). If eligible, new Workforce Development Specialists are required to complete application for NAWDP certification within 90 days of employment, or upon becoming eligible (requires a certain amount of work experience). All People Incorporated staff have the opportunity to continually improve their skills through seminars, classroom training, and staff development activities. Experience has shown that a highly trained and motivated staff will ensure our efforts to achieve the performance standards.

8. Describe how proposed program activities adhere to the Youth portion of the Strategic Plan.

The program proposed by People Incorporated aligns with the vision of the local youth plan —

“for our youth to be a well-educated emerging workforce with a strong foundation of basic skills, thinking skills, and personal qualities with competencies to be effective of workers.” The agency has developed a plan that ensures the “youth will be exposed to a variety of learning options, work experience, skills development, leadership development, counseling and support, and connections to postsecondary training and education.” This proposal offers a plan to bring together the resources of local schools, agencies, and People Incorporated programs with the resources of Title I to ensure that opportunity youth have the opportunity to develop the academic and employment skills necessary to become a successful adult and a useful employee. This plan emphasizes that all activities will be individualized based on the youth’s assessment and service strategy.

With Project Discovery, the agency is in a strong position to help eligible youth prepare for postsecondary educational opportunities. People Incorporated also has in place tutoring programs and strong relationships with the schools so that we can develop strong linkages between academic and occupational learning. The program also has plans to work with the alternative education programs to focus services on eligible youth served in those programs and to help refer youth who need those services. The plan has in place a number of workshops and activities which will help participants prepare for unsubsidized employment opportunities.

The plan also emphasizes a strong working relationship between employers and the program. Summer employment opportunity activity will encourage youth to stay in school while developing positive working skills. The summer employment activity will allow the participants to flow from the regular year-round activities and highlights the year’s work in employment. Work experience will provide the youth with some income while it gives them a positive way to develop good work habits. Occupational skills training will be provided by training providers who are local leaders in the field. This program provides People Incorporated the opportunity to develop some exciting ideas designed to promote leadership among youth.

The agency staff will act as case managers to provide comprehensive guidance and counseling. People Incorporated’s staff are training with Dr. Beverly Ford’s curriculum for case management in keeping with the strategic plan’s recommendation for appreciative inquiry and motivational interviewing approaches. These form the basis of the ISS.

The strategic plan focuses on a comprehensive approach to services incorporating partners within and outside the One Stop Center. All staff are prepared with personal contacts at Highlands and Mount Rogers Community Services Boards to refer students who need more intensive counseling. They are also able to make referrals to other services in the community as needed to provide support with the goal of assisting youth in obtaining and retaining employment.

Within the One Stop, People Incorporated has worked closely with the WDB to develop the YouthBuild program. The agency has developed the integrating training models in manufacturing, skilled trades, and healthcare. People Incorporated assists in providing foundational training, formalized in-persona and virtual skills training, and hands-on learning opportunities at designated work sites.

Among other key elements of the strategic plan that People Incorporated includes in its approach

are:

- The use of WorkKeys assessments and promotion of the National Career Readiness Certificate. (Strategy 3.2, Action Item C). This assessment is offered to all clients.
- Increase student knowledge of regional career opportunities (Strategy 3.3, Action Item A). This is a key element of the summer camp and is incorporated into other career education activities as well.
- Coordinate entrepreneurship presentations and workshops for youth and high school students (Strategy 5.3, Action Item A).

The agency has developed plans to provide effective follow-up services to youth whose case has been closed and to use those follow-up contacts as a way to evaluate the ongoing activities of the program.

9. Indicate how program services will be marketed to the public and area businesses and the strategies and methods that will be used.

People Incorporated is a member of the Bristol, Smyth, Washington, Wytheville-Bland Counties and Twin Counties (includes Galax) Chambers of Commerce and will market the program to its members through presentations and networking. People Incorporated staff serves as members of the region's Business Solution's Units with two staff serving as chairs. Program staff will give presentations to civic groups to explain the opportunities and positive nature of the program. The agency will also give presentations to United Way businesses. At that time, the Youth program will be highlighted as one of the local projects which make a difference for youth.

Brochures that are primarily developed to recruit clients will also explain the program to the general public. These brochures and posters will be placed in public venues such as the library, grocery stores, etc. People Incorporated will also use floor and table display boards with photographs and narrative to highlight the youth program. These display boards will be presented at local job fairs and other community events in all areas served by our program.

People Incorporated will ensure that services are made available to all populations through outreach and development of meaningful relationships with partner organizations. A concentrated effort will be made to reach underserved populations through providing flyers, notifying partners of recruitment efforts, and conducting onsite presentations for staff with the following agencies:

1. DARS (disability)
2. CSBs (substance use disorder is a disability)
3. DSS (other populations)
4. Faith Based (other populations)
5. Community Action Agencies (other populations)
6. Job Corps
7. Secondary/Post-Secondary Training Providers
8. CTE Programs

10. Provide details on how you will ensure that services are available in all localities

that you plan to serve.

As the existing One Stop Operator and service provider, People Incorporated maintains offices in Wytheville (Wythe, Bland, and portions of Smyth counties), Abingdon (Washington County, portions of Smyth County,), Bristol (City of Bristol), Narrows (Giles County), and the Cities of Galax (Galax and Carroll and Grayson counties) and Radford (Radford and Pulaski, Montgomery, and Floyd counties). The agency proposes to maintain operation of those offices to distribute services throughout the entirety of the service area. A new lease has not yet been secured for the location in Narrows; however, it is the intention of People Incorporated to remain in the established and certified affiliate center in Narrows. We do not plan to continue operations at the existing office in Pulaski.

In addition, People Incorporated has a partnership with Wytheville Community College that allows staff to meet with clients as needed at a designated access point in Marion.

Staff are also working to secure a similar agreement with New River Community Action to provide services on a scheduled basis in Floyd, Christiansburg, and/or Pulaski. These locations will not be considered One Stop affiliate sites but will meet ADA accessibility requirements.

11. Provide information about the Businesses, Agencies and/or Organizations that you have relationships within the localities than you plan to serve. Specifically address who they are and what is the relationship.

People Inc. works with a wide array of businesses, agencies, and organizations within the service area in order to provide a comprehensive workforce development program.

Businesses – We work with our business contacts on their hiring and recruiting needs, layoff aversion, rapid response activities, or to provide work-based training opportunities to job seekers/WIOA participants. Business partners include, but are not limited to:

- Settlers Museum of Southwest Virginia
- Abilene Motor
- Access Home Health
- Albano & Associates PLC
- Albany Industries
- Army Navy Store
- Astro Granite and Marble
- BAE Systems
- Best Uniform
- Blue Ridge Beverages
- BMI
- Bottomley Enterprises
- Brady's Produce
- Carrington Place
- Chandler Concrete Company
- Cooke Trucking
- Core Health
- Crossroads Industries
- Crossroads Small Business Dev. Ct.
- Electro Mechanical Corp
- Federal Mogal
- Galax Health & Rehab
- Galax Veterinary Clinic
- Grucci
- Guardian Industries
- Hansen Turbine
- Heritage Hall - Blacksburg
- Iron Tiger Logistics
- Kollmorgan
- KVAT Food Stores
- Mac's Medical
- Mayville Engineering Company
- Modea
- Mohawk

- Moog
- New River Computing
- New River Regional Jail
- Parkdale Mills
- Phoenix Packaging
- River Trail Technology
- Real Performance Machiner (RPM)
- Rotometrics
- Sanders Staffing
- Shearers
- Smyth's Auto and Towing Co.
- Somic America
- Southwest Farm Supply
- The Dog House
- Thomas Industrial Fabrication
- TRW Automotive (ZF-TRW)
- Turmans Hardwood Flooring
- Twin Co. Regional Hospital
- Utility Trailer
- Virginia Tech
- Vanguard
- VEDP
- Vital Supply
- Volvo Trucks North America
- Waddell
- Workforce Unlimited

Judicial Services – We work with probation officers to ensure that we are staying within probation parameters for client's employment needs (i.e.: do not support CDL training for someone who cannot leave the state). We actively receive referrals from probation officers. We work to identify businesses that will work with offenders. People Inc. works with multiple resources within the regional judicial system including, but not limited to:

- Virginia Dept. of Corrections
- Probation & Parole
- US Probation and Parole
- Bland Correctional Center
- Carroll Co. Circuit Court
- Grayson County Sheriff's Office
- New River Valley Regional Jail

Workforce Partners – We have both mandated and non-mandated workforce partners. We work with these agencies through established MOUs to make sure we provide comprehensive services to individual participants and also to meet business needs. We actively refer individuals to partner programs when WIOA cannot meet a need or when another partner is better suited to meet a need (such as VEC for filing unemployment claims, DARS for determining what type of accommodations may be necessary for an individual with a disability, Adult Ed to assist with basic skills testing and tutoring, DBVI to provide assistive technology for the blind or vision impaired, etc.). With co-enrolled clients, we work as part of an Integrated Resource Team to cooperatively determine what services each program can offer and determine how to meet needs without duplicating efforts and making the best use of resources. We receive referrals from partner programs as well. These partners include, but are not limited to:

- New River/Mt. Rogers Workforce Development Board
- Department for the Blind and Vision Impaired
- FAMIS
- Goodwill Industries of the Valley
- Literacy Volunteers
- Manufacturing Center of Excellence
- Mt. Rogers Adult Ed
- NRCC Adult Education
- Small Business Development Center
- SVAM-COE
- Virginia Employment Commission
- Department for Aging and Rehabilitative Services

Departments of Social Services – We refer individuals and at times help them at least begin the application process for SNAP/TANF/Medicaid, we also receive several referrals from each of

these programs for our workforce programs. People Inc. works with the following Departments of Social Services:

- Carroll Co. Dept. of Social Services
- Radford City Dept. of Social Services
- Smyth County Dept. of Social Services
- Wash. Co. Dept. of Social Services
- Bland County Dept. of Social Services
- Bristol Dept. of Social Services
- Wythe County Dept. of Social Services
- Galax City Dept. of Social Services
- Grayson County Dept. of Social Services

Community Services and Resources – We frequently reach out to other community resources to provide for needs such as food, housing, emergency assistance, homeless shelters –etc. People Inc. does not provide each of these services in all of the localities that Workforce covers, so it is imperative that we have these relationships to assist clients in crisis situations. We also do leadership development activities with youth at several of these locations (Open Door Café and Galax Health and Rehab this fall). People Inc. partners with a wide variety of community service and resource organizations, including many faith-based agencies. These include, but are not limited to:

- Mt. Rogers Comm. Services Bd.
- Smyth County Chamber
- The Life Center - Substance Abuse Recovery
- Wayne Henderson School of Arts
- Lincoln Theatre
- Feeding America Food Pantry
- Loaves and Fishes Food Pantry
- Mountain CAP
- Joint IDA - Wythe County
- Rapid Response Coordinator
- Chilhowie Christian Church
- Galax Hope House Homeless Shelter
- God's Storehouse Soup Kitchen
- Hope, Inc.
- Family Preservation Services
- Highlands Community Service
- Royal Oak Players
- Smyth County Library
- Bristol Regional Housing Authority
- City of Bristol, Virginia
- Rooftop of Virginia

High Schools, Alternative Schools, and Blue Ridge Job Corps – Our youth case managers have well established relationships with the high schools and receive numerous referrals annually of graduating seniors to participate in our programs. We participate in CTE Advisory Councils, Transition meetings/councils, and have even provided workshops such as resume building or mock interviews for local high school students. Program partners include:

Public Schools

- Bristol VA Public School System
- Carroll Co. High School
- Galax High School
- Glade Middle School
- Grayson County High School
- John S. Battle High School
- Patrick Henry High School
- Virginia High School
- Washington Co. Public Schools
- Chilhowie High School
- Ft. Chiswell High School
- Marion Senior High School
- Oak Point Elementary

Youth Education Programs

- Carroll/Galax Reg. Alternative School
- Blue Ridge Job Corps

Post-Secondary Schools and Workforce Training Programs – We work very closely with post-secondary institutions and workforce training programs that are approved providers and have approved certification programs. We get to know the entrance requirements of the program so we can help our clients navigate the application/enrollment process. We have relationships with the bookstores, administrative offices, instructors, financial aid, billing, etc. all so that we can assist students with getting into classes – sometimes in a short period of time. People Inc. works with the following post-secondary education and workforce training providers:

Post-Secondary Schools

- New River Community College
- Smyth County Career & Technology
- UVA Wise
- Virginia Highlands Community College
- Wash. Co. Career & Tech. Center
- Wytheville Community College

Workforce Training Providers

- Abingdon Health & Rehab
- Alliance
- CDS Tractor Trailer Training
- Goodwill of the Valleys
- Goodwill Tenneva
- Healthcare Academy of Southwest Virginia
- New River Criminal Justice Training Academy
- Open Door Café
- Pulaski Chamber
- Smyth County IT Department
- Smyth County Technical Center
- Southwest Virginia Alliance for Manufacturing
- Southwest Virginia Alliance for Manufacturing Center of Excellence
- Summit School
- TAP Center
- Trades Training Initiative
- Tri County
- Valley Health Care
- Wytheville Training Center

12. Describe the non-WIOA resources utilized to provide additional services to participants.

Non-WIOA resources will be utilized to provide additional services to participants to help them meet basic needs; overcome employment barriers and assure that continued participation in programs and activities will be maintained. The Workforce Development Specialist will work closely with the participant so that problems can be resolved, and services needed are provided. Services will be coordinated with Trade Act and Statewide Rapid Response.

People Incorporated/New River Community Action/Mountain CAP/Rooftop of Virginia

- Head Start and Early Head Start (Full day and part-day childcare).
- Resource Mothers (Prenatal and postnatal education).
- Comprehensive Health Investment program (Health care coordination, medical care management, social services, and transportation).
- Parents in Education program (Parent involvement program for parents with children entering kindergarten and first grade).

- After-school Childcare program.
- Cars for Work-provides zero interest loans to families requiring transportation to maintain employment or complete training.
- Home Ownership program prepares low-income families for homeownership.
- Housing Choice Voucher
- Homeless Intervention program-provides emergency assistance for rent and security deposits for up to six months.
- Child Care Resource and Referral (Establishment of improvement to quality childcare through services provided to parents and childcare providers).
- IDA Accounts-assists individuals in reaching financial self-sufficiency with a matched savings program to save for the purchase of a home, higher education or to start a business.

Other Workforce Development Board Programs/Grants

- WORC
- Power
- Health Resources and Services Administration (HRSA)
- Ready SWVA
- YouthBuild
- G3 Training Funds (through VCCS and Workforce Credential Grants)
- People Inc. – TANF Employment Program works in conjunction with the WIOA program to provide car loans, employment training, and supportive services to TANF-eligible clients.

Partner programs will be accessed by People Incorporated to maximize participant's services.

Other Agencies, Government Entities, and Educational Institutions:

Virginia Department of Aging and Rehabilitative Services

- | | |
|--------------------------------|-------------------------|
| • Job Development/Placement | • Supportive Services |
| • Occupational Skills Training | • Vocational Assessment |

Experience Works and Goodwill of the Valleys:

- Services for Older Workers (Work Experience, Training, and Supportive Services)

Virginia Community College System:

- | | |
|--------------------------|-------------------------|
| • Pell Grant Eligibility | • G3 |
| • Assessment Services | • Workforce Credentials |

Departments of Social Services (All 13 jurisdictions):

- | | |
|---|-----------------------------------|
| • Supportive Services such as TANF and VIEW | • Assessment Services |
| • Medicaid enrollment | • Assistance with childcare costs |

Departments of Health (All 13 jurisdictions):

- | | |
|---------------------|-------------------------|
| • Immunizations | • Other health services |
| • Well-child checks | • WIC enrollment |
| • Family planning | |

Community Services Boards

- Mental health counseling
- Substance Abuse treatment

New River & Mt. Rogers Adult Basic Education:

- GED and Literacy Activities
- GED Practice Tests
- Assessment Services
- Education Grants (see above under WDB)

Housing Authorities:

- Rental Assistance
- GED Training

Finally, many faith-based programs through area churches provide assistance with food, clothing, rent, utility bills and heating to the residents of the New River/Mount Rogers area.

Additional services can be found through private resources in the community.

- Food and Clothing: Bland Ministry Center, Second Harvest Food Band, and Faith in Action. The Crisis Center and Salvation Army can provide emergency services to people in need.
- Homeless shelters such as Crossroads, Haven of Rest Rescue Mission, and Salvation Army, will be utilized where appropriate on a short-term basis until other arrangements can be made for more permanent housing for the youth.
- Legal Services: Southwest Virginia Legal Aid Society will provide eligible civil legal advice and services to clients.
- Blue Ridge Job Corps will provide meal and clothing allowances as well as medical/dental services to eligible participants' dual enrolled in both programs.

13. State the geographic area to be served.

People Incorporated proposes to be the One-Stop operator and provide Adult, Dislocated Worker, and Youth services in the entire New River/Mount Rogers Workforce Development Area including the cities of Bristol, Galax and Radford and the counties of Bland, Carroll, Floyd, Grayson, Giles Montgomery, Pulaski, Smyth, Washington, Wythe.

14. Provide a statement indicating that your agency will comply with the General Terms and Conditions as contained in this package and all changes thereto.

People Incorporated of Virginia will comply with the General Terms and Conditions contained herein and all changes hereto.

TITLE:	General Terms and Conditions	PROGRAM:	All Programs
EFFECTIVE DATE:	07/01/2015, 07/01/2022	REVISIONS:	05/05/2022, 07/01/22

1. Definitions

The following terms will have the meaning as set forth below:

- a. “May” is permissive.
- b. “Will” is imperative.
- c. “Subcontract” will mean any contract, agreement, or purchase entered into by the Contractor with a third party for the purpose of procuring property and/or services under this contract.

2. Change

Changes can be made to the contract in any of the following ways:

- a. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
- b. The New River/Mount Rogers Workforce Development Area Consortium (Consortium) staff representative may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Consortium a credit for any savings. Said compensation shall be determined by one of the following methods:
 1. By mutual agreement between the parties in writing; or
 2. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. The contractor shall present the Consortium with all vouchers and records of expenses incurred and savings realized. The Consortium shall have the right to audit the records of the contractor, as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Consortium within thirty (30) days from the date of receipt of the written order from the Consortium. If the parties fail

to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedure for resolving disputes provided by the Disputes Clause of this contract. Neither the existence of a claim nor a dispute resolution process, litigation or any other provisions of this contract shall excuse the contractor from promptly complying with the changes ordered by the Consortium or with the performance of the contract generally.

3. Stop Work/Suspension of Performance

The Consortium Staff Representative may issue a stop performance notice at any time. The Contractor, upon receipt of such written notice, will immediately stop performance on the date specified in the notice and incur no further costs and will not undertake any further performance until directed to do so in writing by the Consortium Staff Representative. Any costs incurred or performances done by the Contractor after receipt of a stop performance notice is at the sole risk of the Contractor. Under no circumstances will a stop performance notice be used to terminate a contract. In any case, where it is determined that performance will not be permitted to be resumed; a formal termination notice will be issued.

4. Termination of Convenience

- a. The Consortium Staff Representative reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is more than 12 months, either party, without penalty, may terminate the resulting contract after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- b. After receipt of the Notice of Termination, the Contractor will cancel outstanding commitments covering the procurement or rental of materials, supplies, equipment, and miscellaneous items. In addition, the Contractor will exercise all reasonable diligence to accomplish the cancellation or diversion of outstanding commitments covering personal services that extend beyond the date of such termination to the extent that they relate to the performance of any work terminated by the notice. With respect to such canceled commitments, the Contractor agrees to each of the following:
 1. Settle all outstanding liabilities and all claims arising out of such cancellation of commitments.
 2. Assign to the Issuing Activity in the manner, at the time, and to the extent directed by the Consortium Staff Representative all of the rights, title, and interest of the Contractor under the orders and subcontracts so terminated. At its direction, the Issuing Activity will have the right to settle or pay any or all claims arising out of the termination of such order and subcontracts.

5. Termination of Default

If the Contractor fails to perform under this contract or fails to make satisfactory progress so as to endanger performance, the Consortium Staff Representative will advise the Contractor in writing and the Contractor has ten (10) days from receipt of such notice to correct the condition. If the deficiency is not satisfactorily remedied, the Contractor may be determined to be in default and the contract may be terminated by the Consortium Staff Representative through written notice.

In the event of such termination, the Contractor will be paid to the date of termination of such work as has been properly performed hereunder in accordance with the payment provisions. Should it finally be determined that the Contractor has, in fact, performed properly, and then the termination will be treated as a termination for convenience.

6. Disputes

- a. Except as otherwise provided in this contract, any dispute concerning a question of fact arising under this contract, which is not disposed of by agreement, will be decided by the Consortium Staff Representative, who will reduce the decision to writing and mail or otherwise furnish a copy of it to the Contractor. The decision of the Consortium Staff Representative will be final and conclusive unless, within thirty (30) calendar days from date of receipt of such decision, the Contractor mails or otherwise furnishes to the Consortium Staff Representative a written appeal addressed to the Issuing Activity. The decision of the Issuing Activity, or its duly authorized representative for the determination of such appeals, will be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, so grossly erroneous as to imply bad faith, or not supported by substantial evidence. In connection with any appeal proceeding under this clause, the Contractor will be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute hereunder, the Contractor will proceed diligently with the performance of the contract and in accordance with the Consortium Staff Representative's decision.
- b. The "Disputes" clause does not preclude consideration of law questions in connection with decisions provided for in paragraph "a" above; PROVIDED that nothing in this contract will be construed as making final the decision of any administrative official, representative, or board on a question of law.

7. Contract Modifications

Modifications to this contract can be effected only through the following methods:

- a. The Consortium Staff Representative, when necessary, will modify the contract:
 1. By use of the "Changes" clause, or
 2. For administrative reasons (such actions have no effect on performance required or terms of the contract).

- b. The Contractor may recommend revisions to the Consortium Staff Representative. When the Contractor desires to recommend revisions to the Consortium Staff Representative, the recommendation will be submitted in writing with complete budget adjustment. The Contractor will submit the applicable revised budget page(s) with the recommendation. No modification to the contract may be implemented until finalized, unless specific written permission is granted by the Consortium Staff Representative.

8. Financial Limitation

The Issuing Activity will have no liability for any costs incurred above the ceiling limit shown in Block 13 of the Proposal and Award Sheet for this contract. Any costs incurred by the Contractor above that limit during the performance period, as specified in Block 7 of the Proposal and Award Sheet will be at the sole risk of the Contractor. This in no way restricts the right to increase the ceiling by mutual consent of both parties; provided such an increase was accomplished prior to any incurred cost exceeding the existing ceiling.

9. Eligibility Certification

The Contractor agrees that all participants in this contract must be certified eligible. Eligibility will be performed and documented by the Contractor with periodic review by Consortium staff. Any repayment of funds resulting from WIOA services provided to an ineligible participant will be the responsibility/liability of the Contractor.

10. Equal Opportunity and Nondiscrimination

- a. The Contractor agrees to comply with Equal Opportunity and Nondiscrimination requirements as follows:
 1. Equal Opportunity: Section 188 of the Workforce Innovation and Opportunity Act of 1998 (WIOA) prohibits discrimination against all individuals in the United States on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship or participation in any WIOA Title I-financially assisted program or activity. Prohibitions against discrimination are made on the basis of the following:
 - Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin, which includes discrimination affecting persons with limited English proficiency;
 - Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
 - The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
 - And Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in education programs.

2. The Contractor will provide an explanation of clients rights and protections under 29 CFR Part 38 to each client. Additionally the Contractor will provide a copy of Virginia's Equal Opportunity Notice (English or Spanish version) to each client and maintain a copy in each client's file.
 3. The CONTRACTOR shall comply with Section 188 of the Workforce Innovation and Opportunity Act, and Title VI of the Civil Rights Act as noted above, as well as guidance regarding services and access for persons with limited English proficiency, to the extent they apply to the subject matter of this contract. Specific guidance is provided at Part IV, Department of Labor Federal Register/Volume 68, No. 103, issued Thursday, May 29, 2003, and Department of Health and Human Services Federal Register/Volume 65, No. 169, August 30, 2000 and Department of Health and Human Services Federal Register Volume 68, Number 153, August 8, 2003.
- b. Participants under this program will be subject to the same rules and regulations, and will receive no less than those benefits/services of other employees similarly employed or trainees of the Contractor.
 - c. Contractor will also comply with the requirements of the Virginia Fair Employment Act.

11. Grievances or Complaints

All grievances or complaints, if not satisfied through informal discussion with appropriate supervisors, will be filed in accordance with Contractor's established grievance procedures. Appeals to decision rendered will be processed in accordance with the procedures provided by the Consortium Staff Representative.

12. Whistleblower Protection

This grant, the Contractor, and all employees working on this grant are subject to the whistleblower rights and remedies established at 41 U.S.C. 4712. The Contractor shall inform its employee in writing, in the predominant language of the workforce of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in Section 3.908 of the Federal Acquisition Regulation (48 CFR 3.908); note that for the purpose of this term and condition, use of the term "contract", "contractor", "subcontract", or "subcontractor" in section 3.908 should be read as "grant", "grantee", "subgrant", or "subgrantee"). The Contractor shall insert the substance of this clause in all subgrants and contracts over the simplified acquisitions threshold.

13. Availability of Funds

It is understood and agreed between the Contractor and the Workforce Development Area Consortium that the Workforce Development Area Consortium will be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.

14. Accountability for Funds

The Contractor agrees to receive, administer, disburse, and account for the said funds and such property as may be acquired therewith or otherwise be placed under its control in accordance with all applicable local, state, and federal requirements. By receipt of said funds, the Service Provider will be accountable for mis-expenditure of said funds. Any required repayment will not be by or from federal funds.

15. Cost Liability

Neither the Governor, the Commonwealth of Virginia, nor the New River/Mount Rogers Workforce Development Area Consortium assumes liability by virtue of this contract for any costs incurred above the amount provided pursuant to this contract for costs incurred by the Contractor that are determined to be unallowable. Any such costs will be at the sole risk of the Contractor. The foregoing provisions of this paragraph are not intended to preclude and will not be deemed to preclude the Contractor from asserting any defense that may be asserted hereafter.

The Contractor is responsible to ensure that all known outstanding financial obligations under this contract, except for wages and salaries incurred, have been paid within 60 days after the contract ending date. Upon expiration of this 60 day period, the Issuing Activity no longer has any liability for such costs, and they become the sole financial responsibility of the Contractor. Furthermore, any contract funds in the possession of the Contractor for these obligations revert to the control of the Issuing Activity and must be returned immediately, unless specifically directed otherwise in writing by the Consortium Staff Representative. In the event unusual circumstances indicate the Contractor may have difficulty satisfying such obligations within the specified time allotted, he must notify the Consortium Staff Representative in writing within 30 days after the contract ending date. Such notification will in no way be construed as relieving the Contractor of stated responsibility and liability nor as any acceptance of liability on the part of the Issuing Activity after expiration of said 60 day period.

16. Allowable Costs

- a. Funds granted under the Workforce Innovation and Opportunity Act may be expended only for purposes specified in this contract.
- b. The program activities against which program costs will be allocated, controlled, and reported are as directed in applicable regulations.

17. Payments

Payments for contract services shall be cost reimbursement only.

No payment shall be due the Contractor for work performed prior to the effective date nor beyond the termination date of the contract. Advance payment status shall be requested subject to approval by the Consortium Staff Representative.

18. Withholding of Payment

Payment of final invoice may be withheld until the Contractor has completed required actions to close out the contract.

19. Property Accountability

- a. All consumable property acquired through cost reimbursement contracts, unless specifically exempted, shall revert to the Issuing Activity upon the termination of this contract. The Issuing Activity may, however, assign such property to the Contractor for use under another or a subsequent contract. Subsequent to closeout of this contract, the Issuing Activity is responsible for the relocation/disposal of all remaining property purchased under this contract.
- b. The Contractor assumes responsibility for inventory control, maintenance, and physical security of non-consumable Consortium property.
- c. For those Contractors on cost reimbursement, all requirements for purchase or rental of non-consumable property for direct WIOA activities must be approved by the Consortium Staff Representative (or duly-authorized representative) prior to purchasing or any commitment to purchase or acquired. (Approval of budget figures for purchasing and/or renting non-consumable property does not constitute approval for purchase or rental.)
- d. Intangible Property:
 1. Inventions and Patents -- The Contractor will report promptly and fully to the Consortium any program which produces patentable items, patent rights, processes or inventions in the course of work under the WIOA contract. Unless the Contractor and the Consortium previously agreed on the disposition, the Consortium will determine whether protection of the invention or discovery will be sought. The Consortium will also determine how the invention or discovery rights, including rights under any patent issued thereon, will be allocated and administered.
 2. Copyrights -- Unless otherwise provided in the terms and conditions of the contract, the Contractor may copyright material or permit others to do so for copyrightable material developed under a contract. If any material developed under a WIOA contract is copyrighted, the Department of Labor will have a royalty-free, nonexclusive, and irrevocable right to reproduce, publish, and otherwise use, and authorize others to use, the work for federal purposes.

20. Loss or Theft of Federal Property

All equipment or other non-consumable property purchased through cost reimbursement contracts is Consortium property. In any instance of loss or theft of such property, the Contractor will take the following minimum actions:

- a. Report the loss or theft to local police and request a copy of the police report; and

- b. Report the loss or theft in writing to the Consortium Staff Representative with a copy to the Contractor's file. Include in the report at least the following:
 - 1. A description of the missing article of property including the cost, serial number, WIA tag numbers, and other such pertinent information;
 - 2. A description of the circumstances surrounding the loss or theft; and
 - 3. A copy of the police report or, should the police not make such information available, a description of the report made to the police, including the date and name of the police officer who declined to make the police report available.

21. Reporting Requirements in General

Each Contractor will submit periodic reports as requested. Other requested information will be submitted no later than the date specified at the time of the request.

22. Retention of Records

- a. Records will be retained in accordance with established requirements. Contractor will notify the Consortium Staff Representative prior to destroying any records pertinent to the contract. Participant records must be retained for a minimum of three (3) years after completion of last clean audit while financial records must be retained for a minimum of five (5) years. Both participant and financial records should be maintained in a secured locked file cabinet or other secured arrangement.
- b. Records will be retained if audit findings have not been resolved until such time as the requirements in (a) above have been met.

23. Confidentiality of Records

The Contractor will not divulge any information regarding applicants, participants, or their families without the express written permission of the applicant or participant. Based on written agreements that ensure the privacy of program data, the contractor will provide information necessary for the purposes related to the performance or evaluation of the contract. Participant information/data may be divulged to parties having responsibilities under the contract for monitoring or evaluating the services and performances of the contract, to the Consortium Staff Representative (or duly-authorized representative) or to governmental authorities to the extent necessary for proper administration of the law.

The contractor will make available to members of the public, who request them, the names of all individuals employed in staff positions. If the participant provides express documented permission to the contractor, the contractor may make available to the public information regarding the participant to the extent the permission allows.

24. Legal Actions

The Contractor agrees to give the Issuing Activity immediate notice in writing of any action or suits filed and prompt notice of any claims made against the Contractor, Subcontractor(s), or any of the parties involved in the implementation and administration of the WIOA program.

25. Right of Access

The VCCS, the U.S. Secretary of Labor, the Comptroller General of the United States, the Workforce Investment Area Consortium, or any of their representatives will have access to work and training sites and to any books, documents, papers, and records (including computer records) of the Subcontractor(s) which are directly pertinent to this contract, in order to conduct audits and examinations and to make excerpts, transcripts, and photocopies. This right also includes timely and reasonable access to the personnel for the purpose of interviews and discussions related to such documents. The right of access is not limited to the required retention period (five years), but will last as long as the records are retained.

26. Inspections

- a. All Contractor operations incident to performance under this contract will be subject to inspection by the Consortium Staff Representative (or duly-authorized representative) to the extent reasonable and practicable at all times and places during the contract period. Instances of Contractor non-compliance with requirements of this contract will be properly corrected. Failure to correct these discrepancies promptly is cause for termination of this contract for fault, as provided under "Termination for Default."
- b. The inspections by the Consortium Staff Representative (or duly-authorized representative) do not relieve the Contractor from any responsibility for failure to meet contract requirements, which may be discovered at a later date.

27. Liability Clause

The Issuing Activity has no liability with respect to bodily injury, illness, or any other damages or loss to person or property, or claims in respect to any such injury, illness, damages, or losses whether concerning persons or property in the Contractor's organization or third parties. The Contractor will obtain a public liability insurance policy in accordance with Virginia State law. Premiums chargeable for the insurance will be paid by the Contractor.

28. Assurances

The Contractor assures that he/she:

- a. Will fully comply with the Workforce Innovation and Opportunity Act, all federal regulations issued pursuant to the Grant, and all state and Issuing Activity policies and requirements.
- b. Will establish and use internal program management procedures sufficient to prevent fraud and program abuse.

- c. Will maintain auditable and otherwise adequate records, which support the expenditure of all funds under its contract.
- d. Will comply with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 701 et seq.) as it requires removing all architectural barriers to the handicapped.
- e. Will comply with the child labor requirements of the Fair Labor Standards Act or the Child Labor Laws of Virginia, whichever is more restrictive.
- f. Will comply with the provisions of the Hatch Act, which limits the political activity of certain state and local government employees.
- g. Will, for contracts in excess of \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act [42 U.S.C. 1857-8(c)(1)] or the Federal Water Pollution Control Act [33 U.S.C. 1319(c)] and is listed by the Environmental Protection Agency (EPA) or is not otherwise exempt, assure that:
 - 1. No facility to be utilized in the performance of the contract has been listed on the EPA List of Violating Facilities.
 - 2. It will notice the Consortium Staff Representative of the receipt of any communication from the Director, Office of Federal Activities, U.S. Environmental Protection Agency, indicating that a facility to be utilized for the contract is under consideration to be listed on the EPA List of Violating Facilities.
 - 3. It will include substantially this assurance, including this third part, in every non-exempt subcontract.
- h. Will comply with the Executive Order 11246 (Equal Employment Opportunities), the Copeland Anti-Kick-Back Act, and the Davis-Bacon Act, whenever the Act's provisions apply to the contract.
- i. Will comply with all applicable provisions of the Americans with Disabilities Act.

29. Title to Property Acquired or Materials Developed

Title to all property furnished by the Consortium will remain with the Consortium unless or until such title is specifically relinquished in writing by the Consortium. Title to all property purchased by the Contractor for which the Contractor is entitled to be reimbursed as a direct item of cost or materials developed will pass to and vest in the Consortium upon delivery of such property by the vendor or materials by the Contractor. Property and materials developed, the cost of which is reimbursable to the Contractor under this contract, will pass to and vest in the Consortium upon:

- a. Commencement of processing or use of such property and/or materials developed in the performance of the contract, or
- b. Reimbursement of the cost thereof by the Consortium in whole or in part, whichever first occurs.

Title to Property will not be affected by the incorporation or attachment thereof to any property and/or materials not owned by the Consortium or any part thereof, which becomes a fixture or loses its identity or personality by reason of affixation to any realty.

30. Ownership of Materials

The VCCS, the USDOL, and the Consortium will have unlimited rights to any data, materials, reports, studies, photographs, negatives, films, videos, or other documents first produced or delivered under this contract.

31. Order of Precedence

In the event there are inconsistencies or conflicts in the contract, unless otherwise provided therein, the inconsistencies shall be resolved by giving precedence in the following order:

- a. The Workforce Innovation and Opportunity Act,
- b. State Procurement Regulations,
- c. The regulations as approved by the Secretary of Labor,
- d. And these General Terms and Conditions.

32. Federal Rules and Regulations

This contract is under State Procurement Regulations and the Contractor agrees to abide by these and all present or future rules and regulations imposed upon the WIOA.

33. Contingency Clause

The Contractor agrees to comply with all present or future federal and/or state rules and regulations imposed upon the Issuing Activity. The Contractor further agrees that, as a result of any changes in the Workforce Innovation and Opportunity Act Grant, passage of replacement legislation, or other legislation causing a change to current legislation which affects this contract programmatically and/or monetarily, compliance on the Contractor's part is assured. The Contractor agrees to a mutual consent modification being issued to implement changes, if such changes are considered within the scope of original intent of this contract. If such changes are not within said scope, termination of this contract by act of law will be considered to have occurred, and settlement will be under General Terms and Conditions "Termination for Convenience." Furthermore, since all funding for this contract is contingent on the availability of federal funds by authorization and appropriation for activities contained in the contract, the Issuing Activity reserves the right to unilaterally amend or terminate the contract should the necessary funding authorizations and appropriations not be made or be changed after initially being enacted.

34. Internal Organization

The Contractor agrees that it will not, by act of commission or omission, do or fail to do any act that would hinder, frustrate or delay the performance of this contract or any act or duty required hereby.

35. Subletting and Assignment

The Contractor will not assign this contract or any part therein, unless otherwise provided or without the written consent of the Consortium Staff Representative, but in no case will such consent relieve the Contractor from the obligation under or change the terms of the contract. The Contractor will not transfer or assign any contract funds or claims due or to become due without the written approval of the Consortium Staff Representative having been obtained. The transfer or assignment of any contract funds, either in whole or in part, or any interest therein, which will be due or become due to the Contractor, will cause the annulment of said transfer or assignment so far as the Consortium is concerned.

36. Standard of Conduct

The Contractor hereby agrees that in administering this sub-grant, they will comply with the standards of conduct, hereinafter specified, for maintaining the integrity of the project and avoiding any conflict of interest in their administration.

a. General Assurance

Every reasonable course of action will be taken by the Contractor in order to maintain the integrity of this expenditure of public funds and to avoid any favoritism or questionable or improper conduct. This sub-grant will be administered in an impartial manner, free from personal, financial, or political gain. The Contractor, their executive staff and employees, in administering this sub-grant, will avoid situations, which give rise to a suggestion that any decision was influenced by prejudice, bias, special interest, or personal gain.

b. Conducting Business Involving Relatives

No relatives by blood, adoption, or marriage for any executive or employee of the Contractor will receive favorable treatment for enrollment into services provided by, or employment with, the Contractor. The Contractor will also avoid entering into any agreements for services with a relative by blood, adoption, or marriage. When it is in the public interest for the Contractor to conduct business (only for the purpose of services to be provided) with a relative, the Contractor will obtain approval from the Consortium Staff Representative before entering into an agreement. All correspondence will be kept on file and available for monitoring and audit reviews.

c. Conducting Business Involving Close Personal Friends and Associates

Executives and employees of the Contractor will be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the sub-grant, will exercise due diligence to avoid situations which may give rise to an

assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the Contractor to conduct business with a friend or associate of an executive or employee of the Contractor, a permanent record of the transaction will be retained.

d. **Avoidance of Conflict of Economic Interest**

An executive, officer, agent, representative, or employee of the Contractor will not solicit or accept money or any other consideration from a third person or entity for the performance of an act reimbursed in whole or in part by the Contractor. Supplies, materials, equipment, or services purchased with sub-grant funds will be used solely for purposes allowed under the grant.

37. **Bonding**

A blanket fidelity bond must be secured for all officers, directors, agents, and employees of the Contractor/Subcontractor(s) with authority over and accessibility to WIOA funds. Coverage will be in the sum of \$100,000. Once contracts are awarded, the face value of the bond must be at least the total of all contracts awarded or \$100,000, whichever is greater.

38. **Coverage**

All entities/organizations funded, either partially or wholly using Workforce Innovation and Opportunity Act funds will be required to obtain, have in force and produce documentation of coverage necessary to cover any disallowed cost that may result from their activities under the Workforce Innovation and Opportunity Act. All entities must meet this requirement as a condition of receiving a contract with the Consortium and subsequent funding.

39. **Performance**

The Workforce Development Area Consortium may monitor and evaluate the Contractor's performance under the contract through analysis of required reports, expenditure statements, site visits, interviews with or surveys of relevant agencies/organizations and individuals having knowledge of the Contractor's services or operations, audit reports and other mechanisms deemed appropriate by the Workforce Development Area Consortium. The Program Operator is required to meet (80%-100%) or exceed (100%+) all negotiated performance standards contained in the approved contract. Should the Program Operator fail (less than 80%) to meet one (1) or more performance standards, technical assistance will be provided by Consortium Board staff, and the Program Operator will be required to develop and submit, for approval, a plan of action to meet or exceed the failed performance standards. Should the Program Operator fail to meet the negotiated performance standards for two (2) consecutive years or achieve less than 50% of any performance standard, including the first year of contract operation, the Consortium Board may elect to terminate the contract for non-performance. Performance under this contract may be a consideration in future contracts and negotiations.

40. **Service Levels**

The Workforce Development Area Consortium may monitor and evaluate the Contractor's service levels under the contract through analysis of required monthly reports, expenditure state-

ments, audit reports and other mechanisms deemed appropriate by the Workforce Development Area Consortium. The Program Operator is required to meet or exceed service level standards contained in the approved contract as previously defined in #38 above. Should the Program Operator fail to meet service level standards, technical assistance will be provided by Consortium Board staff, and the Program Operator will be required to develop and submit, for approval, a plan of action to meet or exceed the failed service levels. Should the Program Operator fail to meet the negotiated performance standards for two (2) consecutive years or achieve less than 50% of any service level standard, including the first year of contract operation, the Consortium Board may elect to terminate the contract for failure to attain Service Levels. Service Level attainment under this contract may be a consideration in future contracts and negotiations.

Service Levels that will be reviewed are: New Enrollments, Place Rate, Employed and received a credential, required training expenditure (Adult, DLW), required Work Experience expenditure (Youth), and the percentage of the contract expended.

41. Audit

The Contractor will have an independent audit performed annually. The Contractor will ensure that the auditor, immediately and in writing, notifies the Consortium of possible acts of fraud discovered during the performance of the audit. The Contractor will ensure the auditor issues the Workforce Development Area Consortium a copy of the audit report upon its completion. The Consortium, VCCS, and the Virginia Auditor of Public Accounts will determine the acceptability of the audit reports.

The Consortium will provide the VCCS with written documentation of the disposition of all questioned costs and administrative finds in the audit. The disposition must detail actions taken and include appropriate supporting documentation. A determination of allowability of questioned costs will not be deemed final until accepted by the USDOL Grant Officer.

42. Modification

No waiver or modification of the terms of the contract, including, without limitation, this provision, will be valid unless in writing and duly executed by the parties to be bound thereby.

43. Public Announcements

When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with federal money, the Contractor(s) receiving funds pursuant to this contract will clearly identify:

- a. The percentage of the total costs of the program or project that will be financed with federal money.
- b. The dollar amount of federal funds for the project or program, and
- c. The percentage and dollar amount of the total cost of the project or program that will be financed by non-federal sources.

44. Disallowed Costs

The Consortium will give the VCCS timely notification of the possibility of disallowed costs incurred by its Contractors/Subcontractors. In appropriate cases, the VCCS will petition the USDOL for guidance. In the event that repayment is required, the Consortium will use prompt and efficient debt collection procedures to obtain cash repayment of disallowed costs. The Consortium will not forego debt collection procedures without the express written approval of the VCCS. Any required repayment will not be by or from federal funds.

45. Policies and Procedures

Program Operators are required to comply with all Federal, State and locally approved policies and procedures that are applicable to the execution of contractually approved deliverables. WDB approved policies and procedures are contained on the WDB's website and can be viewed at www.nrmrwib.org.

46. Participant Files/Records Transfer

Should a Program Operator cease operations or if another Program Operator is awarded a contract to provide service delivery in lieu of the former Operator, the following participant files/records storage and/or transfer provisions will apply.

- d. The current Program Operator is responsible for the completeness/accuracy of all participant files/records until such time as those records are turned over to the WDB. The Operator will be required to sign a statement, provided by the WDB, attesting to the completeness/accuracy of all participant files/records in their possession that will be transferred to the WDB. Even after transfer, the Program Operator retains responsibility and liability for all activities that occurred during the period functioning as a Program Operator for the WDB.
- e. The WDB will secure all participant files/records providing the Program Operator with an acceptance receipt. The WDB will be responsible for the security and storage of all files/records obtained from the Program Operator.
- f. In the event that a new Program Operator has been awarded a contract to deliver services previously performed by the former Program Operator, the new Operator assumes responsibility and liability for all actions occurring once they are in receipt of the files/records. The WDB will insure that original documents for all active participants are provided to the new Operator and copies of those documents are placed in the original file secured from the former Operator and retained in storage. The new Operator will sign an acceptance letter provided by the WDB, listing all files/records that have been provided to them by the WDB and accepting responsibility/liability for the maintenance of those files/records. For participants who have excised and are no longer receiving any services, including follow-up, all files/records for those participants will remain in storage. The former Program Operator will provide the following at time of transfer:
 1. A full client list.

2. A separate list differentiating active and inactive participants by name and State ID number.
 3. A chain of custody document signed by all parties including date of transfer, recipient entity and any transfer issues.
- g. All secured participant files/records will be retained by the WDB for a minimum of three (3) years following completion of the last clean audit. Financial records will be retained for a minimum of five (5) years. The WDB will pay all storage costs for all effected documents. The WDB will also be responsible for destruction of documents once the required retention period has expired. Should any issues arise concerning records transferred to the new Operator, the WDB will act as a mediator between both Operators to insure that a resolution to the issue is achieved in a timely manner.

47. Staff Time Documentation

Any staffing related reimbursement request submitted to the WDB must be supported by individual staff time and attendance records that record daily time worked in all applicable programs, functions and/or activities. The lack of staff time and attendance records or the inadequacy of those being maintained may be cause for the WDB to withhold payment of any effected invoices until such time as sufficient documentation is provided to the WDB.

48. Purchasing

Contractor agrees to purchase American made equipment and products in compliance with WIOA Sec. 502 and Secs. 8301-8303 of the Buy American Act.

49. Violation/Breach of Contract Terms (Contract over \$150,000)

In the event that the terms of this contract are violated or breached, the following remedies will apply:

- a) WDB Executive Director will meet with the Contractor representative to review and evaluate the specific violation/breach of contract terms;
- b) Technical assistance will be provided by Board staff to the Contractor in an effort to correct or resolve the violation/breach; and
- c) If the technical assistance doesn't resolve the violation/breach, the Board, at their sole discretion, reserves the right to administratively terminate the contract for cause and/or pursue legal remedies as appropriate to achieve a satisfactory resolution to the violation/breach.

ONE STOP OPERATIONAL COSTS

People Incorporated of
Contractor Virginia
Contract No. _____
Modification No. _____
Date: _____
Program Year: _____

Specify individual categories/items for which funds are being budgeted.

	<i>Item</i>	<i>Budget</i>
1	Staff Wages 10% Director, 10% program Analyst, 10% Compliance/Reporting	19,476
2	Fringe	7,675
3	Indirect Costs 11%	4,895
4	Phone/Internet	4,000
5	Rent	4,000
6	Supplies	3,000
7	Professional Development	2,081
8	Career Fairs	1,873
9	Travel	3,000
10		
11		
12		
13		
14		
15		
16		
	TOTAL	\$ 50,000

One-Stop CUMULATIVE MONTHLY PROJECTED EXPENDITURES

CONTRACTOR People Incorporated of Virginia
 CONTRACT NO. _____
 MODIFICATION NO. _____
 DATE _____
 PROGRAM YEAR: _____

Operational			
Month	Costs	Other	Total
Jul-23	4,250		4,250
Aug-23	4,250		4,250
Sep-23	4,150		4,150
Oct-23	4,150		4,150
Nov-23	4,500		4,500
Dec-23	3,500		3,500
Jan-24	4,150		4,150
Feb-24	4,150		4,150
Mar-24	4,250		4,250
Apr-24	4,000		4,000
May-24	4,650		4,650
Jun-24	4,000		4,000
Total			50,000

DLW PROGRAM COSTS

CONTRACTOR	People Incorporated of Virginia
CONTRACT NO.	
MODIFICATION NO.	
DATE	
PPROGRAM YEAR:	

I. OPERATIONAL COSTS

A. Personal Services (from Staff Worksheet)		\$54,789
B. Fringe Benefits (Staff)		\$22,133
C. Travel		\$2,400
D. Communications		\$4,800
E. Utilities		\$2,400
F. Materials/Supplies		\$4,000
G. Insurance		\$2,000
H. Contractual Services (Specify)		\$1,800
1. Janitorial	\$1,800	
2.		
3.		
I. Leases/Rentals		\$18,795
K. Miscellaneous		\$55,425
1. Advertising		
2. Reproduction		
3. Other (Specify)	\$55,425	
Indirect Costs (11%)	\$46,925	
Equipment for new CM Staff	\$6,500	
Professional Development	\$2,000	
PROGRAM OPERATIONAL COSTS TOTAL		\$168,542

II. CASE MANAGEMENT COSTS

A. Personal Services (From Staff Worksheet)		\$85,905
B. Fringe Benefits (Staff)		\$41,457
Career Service Personnel	\$51,543	
Career Services Fringe	\$24,874	
Training Personnel	\$34,362	
Training Fringe	\$16,583	
C. Travel		\$8,000
CASE MANAGEMENT COSTS TOTAL		\$8,000

III. CAREER SERVICES COSTS

A. Basic Work Readiness (Conover 50x35 Participants)	\$1,750
B. Out of Area Job Search	\$500
C. Follow-up Services (Employment/Credential Verifications)	\$1,800
D. Other Career Services	
1. Assessments (TABE, CareerScope, NCRC)	\$3,500

2.			
3.			
	OTHER SUBTOTAL	\$3,500	
E. Other Training Services (Not Included in VI)			
1.			
2.			
3.			
	OTHER TRAINING SERVICES SUBTOTAL	\$0	
	CAREER SERVICES COST TOTAL		\$83,967

IV. SUPPORTIVE SERVICES COST

1.	Emergency Housing		
2.	Child care		
3.	Certification Tests (non-training)		
4.	Travel for work (pre-pay check)		
	SUPPORTIVE SERVICES COST TOTAL		\$0

V. NEEDS BASED PAYMENTS COST TOTAL

\$0

VI. TRAINING COSTS

A. Occupational Classroom Training			
1.	ITA's	\$40,000	
2.	Non-ITA's		
	OCCUPATIONAL CLASSROOM TOTAL		\$40,000
B. On-the-Job Training 2 x 40hrs x 16 weeks @ \$15/hr with a 50% reimbursement			\$9,600
C. Customized Training			
D. Class-Size Training Contracts			
E. Transitional Jobs			
F. Registered Apprenticeship			
G. Incumbent Worker Training			\$30,000
H. Work Experience/Internships			
1.	Work Experience		
2.	Internships 3x280 hrs x \$14/hr	\$11,760	
	WORK EXPERIENCE/INTERNSHIP TOTAL		\$11,760
I. Remedial Training/Pre-Vocational Services			
J. Books/Fees/Travel/Materials and Related			
1.	Books and Supplies	\$22,000	
2.	Fees	\$10,000	
3.	Travel	\$35,000	
4.	Materials	\$2,500	
5.	Related Costs	\$3,000	
6.	License	\$4,000	
7.			
8.			
9.			
	BOOKS/FEES/TRAVEL/MATERIALS RELATED TOTAL		\$76,500

K. Certification Tests

TRAINING COSTS TOTAL

PROGRAM COSTS TOTAL

\$218,805

\$479,314

DLW WORKSHEET STAFF WAGES

CONTRACTOR: People Incorporated of Virginia

CONTRACT NO:

MODIFICATION NO:

DATE:

Staff Position	Annual Salary	No. Pay Periods	Pay Per Period	Personnel Services					
				Program Cost				Other WIOA	Non-WIOA
				Operational		Case Management			
				%	Amount	%	Amount	%	%
Director of Workforce Dev.	\$100,484.80	26.00	3,864.80	20.00%	\$ 20,097		\$ -	65.00%	15.00%
Workforce Services Coordinator	\$54,412.80	26.00	2,092.80	25.00%	\$ 13,603		\$ -	60.00%	15.00%
Program and Data Analyst	\$49,545.60	26.00	1,905.60	20.00%	\$ 9,909		\$ -	65.00%	15.00%
Compliance and Reporting	\$44,720.00	26.00	1,720.00	25.00%	\$ 11,180		\$ -	70.00%	5.00%
WFD Specialist - Abingdon Angela	\$41,392.00	26.00	1,592.00		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Abingdon Jennifer	\$41,392.00	26.00	1,592.00		\$ -	45.00%	\$ 18,626	55.00%	0.00%
WFD Specialist - Wytheville Will	\$42,931.20	26.00	1,651.20		\$ -	45.00%	\$ 19,319	55.00%	0.00%
WFD Specialist - Wytheville Sarah	\$39,644.80	26.00	1,524.80		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Galax Sarina	\$41,392.00	26.00	1,592.00		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Galax	\$39,062.40	26.00	1,502.40		\$ -	45.00%	\$ 17,578	55.00%	0.00%
WFD Specialist - Tristan	\$39,062.40	26.00	1,502.40		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Radford 2	\$39,062.40	26.00	1,502.40		\$ -	45.00%	\$ 17,578	55.00%	0.00%
WFD Specialist - Narrows	\$39,062.40	26.00	1,502.40		\$ -	20.00%	\$ 7,812	80.00%	0.00%
WFD Specialist - TBD	\$33,280.00	26.00	1,280.00		\$ -	15.00%	\$ 4,992	30.00%	55.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
TOTALS	\$ 645,444.80		\$ 24,825		\$ 54,789		\$ 85,905		

DLW CUMULATIVE MONTHLY PROJECTED EXPENDITURES

CONTRACTOR	People Incorporated of Virginia
CONTRACT NO.	
MODIFICATION NO.	
DATE	
PROGRAM YEAR:	

Month	Operational Costs	Case Mng Costs	Career Services	Supportive Services Cost	Needs Based		Total
					Payments Costs	Training Costs	
Jul-23	14,045	665	6,998			18,235	39,943
Aug-23	14,045	668	6,995			18,234	39,942
Sep-23	14,046	665	6,998			18,234	39,943
Oct-23	14,045	668	6,996			18,233	39,942
Nov-23	14,045	665	6,998			18,234	39,942
Dec-23	14,045	667	6,998			18,233	39,943
Jan-24	14,046	667	6,997			18,234	39,944
Feb-24	14,045	665	6,997			18,234	39,941
Mar-24	14,046	668	6,998			18,233	39,945
Apr-24	14,045	667	6,997			18,234	39,943
May-24	14,045	667	6,998			18,234	39,944
Jun-24	14,044	668	6,997			18,233	39,942
					Funding Amount		\$ 479,314

DLW PROGRAM SUMMARY

CONTRACTOR People Incorporated of Virginia
 CONTRACT NO. _____
 MODIFICATION NO. _____
 DATE _____
 PROGRAM YEAR: _____

Cumulative Enrollment and Termination

	I.	A.	B.	II.	A.	B.	C.	III.	IV.
Report Period	Total Participants	New Enrollments	Carryovers	Total Terminations	Entered Unsubsidized Employment	Other Positive	Non Positive	Current on Board	Attained a Recognized Credential
1st Qtr. 7-1 to 9-30	67	20	47	16	15	0	1	51	8
2nd Qtr. 7-1 to 12-31	80	33	47	36	34	0	2	44	17
3rd Qtr. 7-1 to 3-31	98	51	47	68	65	0	3	30	32
4th Qtr. 7-1 to 6-30	107	60	47	93	88	0	5	14	48

RELATIONSHIPS: I-II=III; II A + II B = II

SIGNIFICANT SEGMENTS CUMULATIVE SUMMARY

Significant Segments	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Significant Segments	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
Male	26	33	40	47	Disability	3	5	8	11
Female	41	47	58	60	White (Non-Hispanic)	50	59	70	73
18 - 21	4	6	11	14	Black (Non-Hispanic)	7	9	12	15
22 - 44	25	30	34	37	Hispanic	10	12	15	17
45 - 54	32	35	41	42	American Indian & Alaskan Native	0	0	1	1
55 & Over	6	9	12	14	Asian & Pacific Islander	0	0	0	1
					Dropouts	0	1	3	5

Adult PROGRAM COSTS

CONTRACTOR	People Incorporated of Virginia
CONTRACT NO.	
MODIFICATION NO.	
DATE	
PPROGRAM YEAR:	

I. OPERATIONAL COSTS

A. Personal Services (from Staff Worksheet)		\$62,290
B. Fringe Benefits (Staff)		\$24,961
C. Travel		\$3,000
D. Communications		\$5,400
E. Utilities		\$2,491
F. Materials/Supplies		\$7,500
G. Insurance		\$2,400
H. Contractual Services (Specify)		\$2,008
1. Janitorial	\$2,008	
2.		
3.		
I. Leases/Rentals		\$18,975
K. Miscellaneous		\$66,649
1. Advertising		
2. Reproduction	\$500	
3. Other (Specify)	\$66,149	
Indirect Costs (11%)	\$57,649	
Equipment for new CM Staff	\$6,500	
Professional Development	\$2,000	
PROGRAM OPERATIONAL COSTS TOTAL		\$195,674

II. CASE MANAGEMENT COSTS

A. Personal Services (From Staff Worksheet)		\$110,225
B. Fringe Benefits (Staff)		\$53,084
Career Service Personnel	\$66,135	
Career Service Fringe	\$31,850	
Training Personnel	\$44,090	
Training Fringe	\$21,234	
C. Travel		\$10,000
CASE MANAGEMENT COSTS TOTAL		\$10,000

III. CAREER SERVICES COSTS

A. Basic Work Readiness (Conover \$50x75 participants)		\$3,750
B. Out of Area Job Search		\$500
C. Follow-up Services		\$1,800
D. Other Career Services		
1. Assessments (TABE/CareerScope/NCRC)	\$4,500	

2.			
3.			
	OTHER SUBTOTAL		\$4,500
E. Other Training Services (Not Included in VI)			
1.			
2.			
3.			
	OTHER TRAINING SERVICES SUBTOTAL		\$0
	CAREER SERVICES COST TOTAL		\$108,535

IV. SUPPORTIVE SERVICES COST

1.	Housing/Utilities	\$5,000	
2.	Child Care	\$1,500	
3.	Certification Tests (non-training related)	\$1,500	
4.	Transportation to Work (pre-paycheck)	\$1,500	
	SUPPORTIVE SERVICES COST TOTAL		\$9,500

V. NEEDS BASED PAYMENTS COST TOTAL

\$0

VI. TRAINING COSTS

A. Occupational Classroom Training

1.	ITA's	\$72,000	
2.	Non-ITA's		
	OCCUPATIONAL CLASSROOM TOTAL		\$72,000

B. On-the-Job Training 2 x 40hrs x 16 weeks @ \$15/hr with a 50% reimbursement

\$9,600

C. Customized Training

D. Class-Size Training Contracts

E. Transitional Jobs

F. Registered Apprenticeship

G. Incumbent Worker Training

H. Work Experience/Internships

1.	3 x 280 hrs x \$14.00/hr	\$11,760	
2.			
			\$11,760

I. Remedial Training/Pre-Vocational Services

J. Books/Fees/Travel/Materials and Related

1.	Books and Supplies	\$20,000	
2.	Fees	\$10,000	
3.	Travel	\$49,461	
4.	Uniforms/Materials	\$20,000	
5.	Related Costs	\$3,000	
6.	License	\$4,000	
7.			
8.			
9.			
	BOOKS/FEES/TRAVEL/MATERIALS RELATED TOTAL		\$106,461

K. Certification Tests

TRAINING COSTS TOTAL

PROGRAM COSTS TOTAL

	\$265,145
	\$588,854

Adult WORKSHEET STAFF WAGES

CONTRACTOR: People Incorporated of Virginia

CONTRACT NO:

MODIFICATION NO:

DATE:

Staff Position	Annual Salary	No. Pay Periods	Pay Per Period	Personnel Services					
				Program Cost				Other WIOA	Non-WIOA
				Operational		Case Management			
				%	Amount	%	Amount	%	%
Director of Workforce Dev.	\$100,484.80	26.00	3,864.80	25.00%	\$ 25,121		\$ -	60.00%	15.00%
Workforce Services Coordinator	\$54,412.80	26.00	2,092.80	25.00%	\$ 13,603		\$ -	60.00%	15.00%
Program and Data Analyst	\$49,545.60	26.00	1,905.60	25.00%	\$ 12,386		\$ -	60.00%	15.00%
Compliance and Reporting	\$44,720.00	26.00	1,720.00	25.00%	\$ 11,180		\$ -	70.00%	5.00%
WFD Specialist - Abingdon Angela	\$41,392.00	26.00	1,592.00		\$ -	5.00%	\$ 2,070	95.00%	0.00%
WFD Specialist - Abingdon Jennifer	\$41,392.00	26.00	1,592.00		\$ -	55.00%	\$ 22,766	45.00%	0.00%
WFD Specialist - Wytheville Will	\$42,931.20	26.00	1,651.20		\$ -	55.00%	\$ 23,612	45.00%	0.00%
WFD Specialist - Wytheville Sarah	\$39,644.80	26.00	1,524.80		\$ -	5.00%	\$ 1,982	95.00%	0.00%
WFD Specialist - Galax Sarina	\$41,392.00	26.00	1,592.00		\$ -	5.00%	\$ 2,070	95.00%	0.00%
WFD Specialist - Galax	\$39,062.40	26.00	1,502.40		\$ -	55.00%	\$ 21,484	45.00%	0.00%
WFD Specialist - Radford 1	\$39,062.40	26.00	1,502.40		\$ -	5.00%	\$ 1,953	95.00%	0.00%
WFD Specialist - Radford 2	\$39,062.40	26.00	1,502.40		\$ -	55.00%	\$ 21,484	45.00%	0.00%
WFD Specialist - Narrows	\$39,062.40	26.00	1,502.40		\$ -	20.00%	\$ 7,812	80.00%	0.00%
Follow up Clerk	\$33,280.00	26.00	1,280.00		\$ -	15.00%	\$ 4,992	30.00%	55.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
TOTALS	\$ 645,444.80		\$ 24,825		\$ 62,290		\$ 110,225		

Adult PROGRAM SUMMARY

CONTRACTOR People Incorporated of Virginia
 CONTRACT NO. _____
 MODIFICATION NO. _____
 DATE _____
 PROGRAM YEAR: _____

Cumulative Enrollment and Termination

	I.	A.	B.	II.	A.	B.	C.	III.	IV.
Report Period	Total Participants	New Enrollments	Carryovers	Total Terminations	Entered Unsubsidized Employment	Other Positive	Non Positive	Current on Board	Attained a Recognized Credential
1st Qtr. 7-1 to 9-30	108	8	100	24	23		1	84	9
2nd Qtr. 7-1 to 12-31	117	17	100	42	40		2	75	18
3rd Qtr. 7-1 to 3-31	129	29	100	68	65		3	61	32
4th Qtr. 7-1 to 6-30	138	38	100	104	99	0	5	34	52

RELATIONSHIPS: I-II=III; II A + II B = II

SIGNIFICANT SEGMENTS CUMULATIVE SUMMARY

Significant Segments	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Significant Segments	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
Male	47	53	58	64	Disability	5	8	11	13
Female	61	64	71	74	White (Non-Hispanic)	79	85	89	92
18 - 21	9	11	14	16	Black (Non-Hispanic)	13	14	18	21
22 - 44	36	39	42	44	Hispanic	16	17	20	23
45 - 54	54	56	59	61	American Indian & Alaskan Native	0	0	1	1
55 & Over	9	11	14	17	Asian & Pacific Islander	0	1	1	1
					Dropouts	0	1	3	5

Adult CUMULATIVE MONTHLY PROJECTED EXPENDITURES

CONTRACTOR	People Incorporated of Virginia
CONTRACT NO.	
MODIFICATION NO.	
DATE	
PROGRAM YEAR:	

Month	Operational Costs	Case Mng Costs	Career Services	Supportive Services Cost	Needs Based		Total
					Payments Costs	Training Costs	
Jul-23	16,306	833	9,443	770		16,439	43,791
Aug-23	16,306	833	8,683	798		21,477	48,097
Sep-23	16,306	833	8,791	789		20,151	46,870
Oct-23	16,306	833	9,660	808		29,166	56,773
Nov-23	16,306	833	8,791	760		22,802	49,493
Dec-23	16,306	833	9,226	789		20,946	48,100
Jan-24	16,306	833	8,574	808		22,537	49,059
Feb-24	16,306	833	8,574	798		26,249	52,761
Mar-24	16,306	833	9,985	789		21,212	49,125
Apr-24	16,306	833	9,334	808		22,007	49,288
May-24	16,306	833	8,791	798		21,477	48,206
Jun-24	16,306	833	8,683	789		20,681	47,292
					Funding Amount		588,854

BUDGET DATA
COST REIMBURSEMENT CONTRACTS
Adult and DLW Services

Contract No. _____
Modification No. _____
Date: _____
Program Year: _____

CONTRACTOR People Incorporated of Virginia

	% Of Total	Amount
1. Program Operational Costs	34%	\$364,216
2. Case Management <i>** does not include Provision Career Services or Training</i>	2%	\$18,000
3. Career Services	18%	\$192,503
4. Supportive Services Costs	1%	\$9,500
5. Need Based Payments Costs	0%	\$0
6. Training Costs	45%	\$483,950
TOTAL CONTRACT AMOUNT	100%	\$1,068,168

* Training Expenditure Rate: 45% of Adult and DLW program costs

Minimum 45% Training Expenditure

Youth PROGRAM COSTS

	People Incorporated of
CONTRACTOR	Virginia
CONTRACT NO.	_____
MODIFICATION NO.	_____
DATE	_____
PROGRAM YEAR:	_____

I. OPERATIONAL COSTS

A. Personal Services (from Staff Worksheet)	\$79,705	
B. Fringe Benefits (Staff)	\$31,972	
C. Travel	\$2,500	
D. Communications	\$4,800	
E. Utilities	\$2,400	
F. Materials/Supplies	\$4,500	
G. Insurance	\$2,200	
H. Contractual Services (Specify)	\$2,066	
1. Janitorial	\$2,066	
2. _____	_____	
3. _____	_____	
I. Leases/Rentals	\$23,875	
J. Equipment	_____	
K. Miscellaneous	\$78,206	
1. Advertising	_____	
2. Reproduction	_____	
3. Other (Specify)	_____	
Indirect Costs (11%)	\$69,706	
Equipment for new CM Staff	\$6,500	
Professional Development	\$2,000	
OPERATIONAL COSTS TOTAL		\$232,224

II. CASE MANAGEMENT COSTS

A. Personal Services (From Staff Worksheet)	\$181,845	
B. Fringe Benefits (Staff)	\$87,130	
Travel	\$9,500	
CASE MANAGEMENT COSTS TOTAL		\$278,475

III. PARTICIPANT SERVICES COSTS

A. Work Experience (25% minimum)	
1. Work Experience	\$43,680
13x280 hours x \$12.00/hr	_____
2. Summer Activity 2023	\$82,080
19x360 hours x \$12.00/hr	_____
3. Summer Activity 2024	\$47,840
23x160 hours x \$13.00/hr	_____

6. On the Job Training	\$6,000	
2 @ 400hrs x 7.50 reimbursement rate		
WORK EXPERIENCE SUBTOTAL		\$179,600
B. Occupational Skills Training (Non-ITA's)		25.22%
1. Tuitions/Fees		
2. Books/Supplies		
3. Other (Specify)		
a. _____		
b. _____		
C. Occupational Skills Training (ITA's)		
1. Tuitions/Fees	\$6,500	
2. Books/Supplies	\$2,500	
3. Other (Specify)	\$5,000	
a. Travel for Training	\$3,500	
b. Certifications	\$1,500	
OCCUPATIONAL SKILL TRNG. SUBTOTAL		\$14,000
D. Supportive Services (Specify)		
1. Emergency Housing/Utilities		
2. Childcare		
3. Certifications/Mileage non-training		
SUPPORTIVE SERVICES SUBTOTAL		\$0
E. Tutoring/Study Skills	\$500	
F. Adult Mentoring	\$500	
G. Leadership Development	\$1,000	
H. Follow-up Services (Carhan Employment/Training/Credenti	\$1,704	
I. Alternative Secondary School Services	\$500	
J. Education Offered with Workforce Preparation-Camp	\$1,000	
K. Comprehensive Guidance and Counseling	\$500	
L. Financial Literacy Education	\$500	
M. Entrepreneurial Skills Training	\$500	
N. Career Awareness, Counseling and Exploration	\$500	
O. Prep/Transition to Post-Secondary Ed./Training	\$500	
P. Contracts for Training		
Q. Other (Specify)		
1. _____		
2. _____		
3. _____		
E - Q SUBTOTAL		\$7,704
PARTICIPANT SERVICES COSTS TOTAL		\$201,304
TOTAL PROGRAM COSTS		\$712,003

Youth WORKSHEET STAFF WAGES

CONTRACTOR: People Incorporated of Virginia

CONTRACT NO:

MODIFICATION NO:

DATE:

Staff Position	Annual Salary	No. Pay Periods	Pay Per Period	Personnel Services					
				Program Cost				Other WIOA	Non-WIOA
				Operational		Case Management			
				%	Amount	%	Amount	%	%
Director of Workforce Dev.	\$100,484.80	26.00	3,864.80	30.00%	\$ 30,145		\$ -	55.00%	15.00%
Workforce Services Coordinator	\$54,412.80	26.00	2,092.80	35.00%	\$ 19,044		\$ -	50.00%	15.00%
Program and Data Analyst	\$49,545.60	26.00	1,905.60	30.00%	\$ 14,864		\$ -	55.00%	15.00%
Compliance and Reporting	\$44,720.00	26.00	1,720.00	35.00%	\$ 15,652		\$ -	60.00%	5.00%
WFD Specialist - Abingdon Angela	\$41,392.00	26.00	1,592.00		\$ -	95.00%	\$ 39,322	5.00%	0.00%
WFD Specialist - Abingdon Jennifer	\$41,392.00	26.00	1,592.00		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Wytheville Will	\$42,931.20	26.00	1,651.20		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Wytheville Sarah	\$39,644.80	26.00	1,524.80		\$ -	95.00%	\$ 37,663	5.00%	0.00%
WFD Specialist - Galax Sarina	\$41,392.00	26.00	1,592.00		\$ -	95.00%	\$ 39,322	5.00%	0.00%
WFD Specialist - Galax	\$39,062.40	26.00	1,502.40		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Radford 1	\$39,062.40	26.00	1,502.40		\$ -	95.00%	\$ 37,109	5.00%	0.00%
WFD Specialist - Radford 2	\$39,062.40	26.00	1,502.40		\$ -		\$ -	100.00%	0.00%
WFD Specialist - Narrows	\$39,062.40	26.00	1,502.40		\$ -	60.00%	\$ 23,437	40.00%	0.00%
Follow up Clerk	\$33,280.00	26.00	1,280.00		\$ -	15.00%	\$ 4,992	30.00%	55.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
					\$ -		\$ -		100.00%
TOTALS	\$ 645,444.80		\$ 24,825		\$ 79,705		\$ 181,845		

Youth PROGRAM SUMMARY

CONTRACTOR People Incorporated of Virginia
 CONTRACT NO. _____
 MODIFICATION NO. _____
 DATE _____
 PROGRAM YEAR: _____

Cumulative Enrollment and Termination

	I.	A.	B.	II.	A.	B.	C.	III.	IV.
Report Period	Total Participants	New Enrollments	Carryovers	Total Terminations	Entered Unsubsidized Employment	Other Positive	Non Positive	Current on Board	Attained a Recognized Credential
1st Qtr. 7-1 to 9-30	106	11	95	12	10		2	94	5
2nd Qtr. 7-1 to 12-31	118	23	95	35	30		5	83	11
3rd Qtr. 7-1 to 3-31	130	35	95	50	42		8	80	21
4th Qtr. 7-1 to 6-30	139	44	95	60	50		10	79	31

RELATIONSHIPS: I-II=III; II A + II B = II

SIGNIFICANT SEGMENTS CUMULATIVE SUMMARY

Significant Segments	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Significant Segments	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
Male	40	46	54	62	Disability	11	19	22	29
Female	66	72	76	77	White (Non-Hispanic)	75	83	91	96
14 - 17	4	7	9	10	Black (Non-Hispanic)	16	17	19	21
18 - 24	102	111	121	129	Hispanic	15	17	18	19
In School	23	26	28	29	American Indian & Alaskan Native	0	0	1	1
Out of School	83	92	102	110	Asian & Pacific Islander	0	1	1	2
					Dropouts	3	5	9	11

Youth CUMULATIVE MONTHLY PROJECTED EXPENDITURES

CONTRACTOR	People Incorporated of Virginia
CONTRACT NO.	
MODIFICATION NO.	
DATE	
PROGRAM YEAR:	

Month	Operational Costs	Case Mng Costs	Column3	Column2	Column1	Participant Services	Total
Jul-23	19,352	23,206				15,967	58,525
Aug-23	19,352	23,206				16,967	59,525
Sep-23	19,352	23,206				18,266	60,824
Oct-23	19,352	23,206				16,967	59,525
Nov-23	19,352	23,206				17,934	60,492
Dec-23	19,352	23,206				13,434	55,992
Jan-24	19,352	23,206				17,967	60,525
Feb-24	19,352	23,206				16,934	59,492
Mar-24	19,352	23,206				17,967	60,525
Apr-24	19,352	23,206				16,100	58,658
May-24	19,352	23,206				18,867	61,425
Jun-24	19,352	23,206				13,934	56,492
					Funding Amount		712,003

BUDGET DATA
COST REIMBURSEMENT CONTRACTS
DELIVERERS OF WIOA YOUTH SERVICES

PROGRAM OPERATOR: People Incorporated of Virginia
CONTRACT #: _____
MODIFICATION #: _____
DATE: _____
PROGRAM YEAR: _____

CONTRACTOR People Incorporated of Virginia

	% Of Total	<i>Amount</i>
1. Operational Costs	33%	\$232,224
2. Case Management Costs	39%	\$278,475
3. Participant Services Costs	28%	\$201,304
TOTAL CONTRACT AMOUNT	100%	\$712,003

* Work Experience Expenditure Rate: 25% of Youth program costs
Minimum 25% Work Experience Expenditure

**RESOLUTION AUTHORIZING RESPONSE TO
REQUESTION FOR PROPOSAL – WIOA TITLE I PROGRAMS
NEW RIVER/MOUNT ROGERS INVESTMENT AREA**

WHEREAS, People Incorporated of Virginia (hereinafter referred to as “Corporation”) is a Virginia nonprofit, tax-exempt 501(c)3 organization with a mission to provide opportunities for economically disadvantaged people to reach their goals in order to enhance their lives, their families, and their communities,

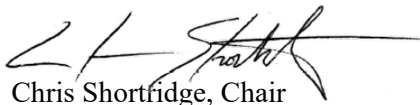
WHEREAS, the Corporation has a history of providing workforce development services in Southwest Virginia generally and the New River/Mount Rogers Workforce Investment Area specifically, in order to promote the agency’s mission,

WHEREAS, the Corporation is committed to continuing to serve the New Rivers/Mount Rogers Workforce Investment Area through the provision of workforce development programs,

NOW, THEREFORE, be it resolved that the Corporation is hereby authorized to submit an application for the WIOA Title I Programs for the New River/Mount Rogers Workforce Investment Area to provide services in the defined region. The Corporation hereby authorizes Bryan Phipps, President and CEO, or his designee, to negotiate a contract on behalf of and execute said contract in the name of People Incorporated of Virginia, any and all documentation required for the submission of said response.

Passed and adopted this the 18th day of January, 2023 by the following vote:

The undersigned secretary of the Corporation does hereby attest and certify that the foregoing is a true and full copy of a resolution by the People Incorporated of Virginia Board of Directors adopted at a duly convened meeting on the date mentioned above, and that said resolution has not been altered, amended or repealed.



Chris Shortridge, Chair

Jan. 18, 2023
Date

People Incorporated of Virginia

Headquarters 1173 West Main Street, Abingdon, VA 24210 **Phone:** 276.623.9000 or 276.466.6527 **Fax:** 276.628.2931 **Email:** info@peopleinc.net
Bristol Office 800 Martin Luther King, Jr. Boulevard, Bristol, VA 24201 **Phone:** 276.466.5587 **Fax:** 276.466.0728 **Email:** bristol@peopleinc.net
Grundy Office 20694 Riverside Drive, Grundy, VA 24614 **Phone:** 276.935.4747 **Fax:** 276.935.4368 **Email:** buchanan@peopleinc.net
Lebanon Office 122 Price Street, Lebanon, VA 24266 **Phone:** 276.889.0999 **Fax:** 276.889.0117 **Email:** russell@peopleinc.net
Manassas Office 9324 West Street, Manassas, VA 20110 **Phone:** 571.445.3020 **Fax:** 571.445.3030 **Email:** pwc@peopleinc.net
Woodstock Office 135 South Main Street, Woodstock, VA 22664 **Phone:** 540.459.9096 **Fax:** 540.459.8732 **Email:** woodstock@peopleinc.net
Culpeper Office 219 East Davis Street, Suite 100, Culpeper, VA 22701 **Phone:** 833.277.9330 **Email:** info@peopleinc.net





Katie Collins
1093 East Main Street
Radford, Virginia 24141
Phone 540-633-5133 Ext. 420
Fax 540-633-2585
Email: kcollins@nrca.org
Website: www.newrivercommunityaction.org

March 8, 2023

Bryan Phipps
President and CEO
People Incorporated
1173 West Main Street
Abingdon, VA 24210

Dear Mr. Phipps,

I am pleased to offer my commitment of support to People Incorporated on behalf of New River Community Action Partnership for the WIOA provider in the New River Mt. Rogers Workforce Development Area. As People Incorporated's sister agency serving Radford City and the counties of Montgomery, Giles, Floyd and Pulaski, we welcome the opportunity to expand our partnership. During your agency's years of service, our clients have benefited from the superior service and dedication of People Incorporated staff.

Through our partnership, we hope to provide two-way access to support services for clients. To that end, New River Community Action commits to providing the following services as needed:

- Refer eligible clients to People Incorporated for workforce services as the WIOA provider.
- Accept referrals from People Incorporated for clients who might be eligible for services from New River Community Action Agency.
- Establish an MOU for the use of existing New River CAA office space by People Incorporated WIOA staff to meet with clients in outlying areas where the Workforce Development Board lacks One Stop and/or affiliate sites.

We believe this partnership will benefit our mutual clients as it will not only continue to provide them with high-quality workforce services but do so in more convenient locations. We look forward to partnering with People Incorporated in this endeavor.

Regards,

Katie Collins
Director of Administration



NONPROFIT RATE AGREEMENT

EIN: 54-0763686

DATE: 11/03/2022

ORGANIZATION:

People Incorporated of Virginia
1173 West Main Street
Abingdon, VA 24210

FILING REF.: The preceding
agreement was dated
06/22/2021

The rates approved in this agreement are for use on grants, contracts and other agreements with the Federal Government, subject to the conditions in Section III.

SECTION I: INDIRECT COST RATES

RATE TYPES: FIXED FINAL PROV. (PROVISIONAL) PRED. (PREDETERMINED)

EFFECTIVE PERIOD

<u>TYPE</u>	<u>FROM</u>	<u>TO</u>	<u>RATE(%)</u>	<u>LOCATION</u>	<u>APPLICABLE TO</u>
FINAL	07/01/2020	06/30/2021	11.00	All	All Programs
PROV.	07/01/2021	06/30/2024			Use same rates and conditions as those cited for fiscal year ending June 30, 2021.

*BASE

Total direct costs excluding capital expenditures (buildings, individual items of equipment; alterations and renovations), that portion of each subaward in excess of \$25,000 and flow-through funds.

ORGANIZATION: People Incorporated of Virginia

AGREEMENT DATE: 11/03/2022

SECTION II: SPECIAL REMARKS

TREATMENT OF FRINGE BENEFITS:

The fringe benefits are specifically identified to each employee and are charged individually as direct costs. The directly claimed fringe benefits are listed below.

TREATMENT OF PAID ABSENCES

Vacation, holiday, sick leave pay and other paid absences are included in salaries and wages and are claimed on grants, contracts and other agreements as part of the normal cost for salaries and wages. Separate claims are not made for the cost of these paid absences.

ORGANIZATION: People Incorporated of Virginia

AGREEMENT DATE: 11/03/2022

Fringe Benefits include: FICA, Unemployment Insurance, Worker's Compensation Insurance, Retirement, Payroll Taxes, Annual Leave and Health Insurance.

Equipment means tangible personal property (including information technology systems) having a useful life of more than one year and a per-unit acquisition cost which equals or exceeds \$5000.

The indirect cost rate has been negotiated in compliance with the Administration for Children and Families Program Instruction (ACF-PI-HS-08-03) dated 5/12/2008, which precludes recipients of Head Start grants to use any Federal funds to pay for any part of the compensation of an individual either as a direct cost or any pro-ration as an indirect cost if that individual's compensation exceeds the rate payable of an Executive Level II. As of January, 2021 (*) the rate of compensation for an Executive Level II is \$199,300 per year.

TREATMENT OF ADMINISTRATIVE COSTS:

This organization charges all costs direct to a final cost objective, e.g. a particular award, project, service, or other direct activities, with the exception of the costs listed below:

1. Salaries & Wages and Related Fringe Benefits

Director of Facilities of Support, Chief Operating Officer, Chief Financial Officer, Director of Accounting, Accountant (4), HR Staff, Director of Planning and Evaluation, IT Specialist, Follow-Up Clerk, Program Developer (50%) - 3, Compliance Officer, Director of Community Engagement (75%), Public Information Officer (75%), Governance Coordinator, Receptionist and Cash Management.

2. Non-Labor Expenses

Travel, Equipment, Material & Supplies, Contractual and Other.

Your next proposal based on actual costs for the fiscal year ending 06/30/2022, is due in our office by 12/31/2022.

ORGANIZATION: People Incorporated of Virginia

AGREEMENT DATE: 11/03/2022

SECTION III: GENERAL

A. LIMITATIONS:

The rates in this Agreement are subject to any statutory or administrative limitations and apply to a given grant, contract or other agreement only to the extent that funds are available. Acceptance of the rates is subject to the following conditions: (1) Only costs incurred by the organization were included in its indirect cost pool as finally accepted; such costs are legal obligations of the organization and are allowable under the governing cost principles; (2) The same costs that have been treated as indirect costs are not claimed as direct costs; (3) Similar types of costs have been accorded consistent accounting treatment; and (4) The information provided by the organization which was used to establish the rates is not later found to be materially incomplete or inaccurate by the Federal Government. In such situations the rate(s) would be subject to renegotiation at the discretion of the Federal Government.

B. ACCOUNTING CHANGES:

This Agreement is based on the accounting system purported by the organization to be in effect during the Agreement period. Changes to the method of accounting for costs which affect the amount of reimbursement resulting from the use of this Agreement require prior approval of the authorized representative of the cognizant agency. Such changes include, but are not limited to, changes in the charging of a particular type of cost from indirect to direct. Failure to obtain approval may result in cost disallowances.

C. FIXED RATES:

If a fixed rate is in this Agreement, it is based on an estimate of the costs for the period covered by the rate. When the actual costs for this period are determined, an adjustment will be made to a rate of a future year(s) to compensate for the difference between the costs used to establish the fixed rate and actual costs.

D. USE BY OTHER FEDERAL AGENCIES:

The rates in this Agreement were approved in accordance with the authority in Title 2 of the Code of Federal Regulations, Part 200 (2 CFR 200), and should be applied to grants, contracts and other agreements covered by 2 CFR 200, subject to any limitations in A above. The organization may provide copies of the Agreement to other Federal Agencies to give them early notification of the Agreement.

E. OTHER:

If any Federal contract, grant or other agreement is reimbursing indirect costs by a means other than the approved rate(s) in this Agreement, the organization should (1) credit such costs to the affected programs, and (2) apply the approved rate(s) to the appropriate base to identify the proper amount of indirect costs allocable to these programs.

BY THE INSTITUTION:

ON BEHALF OF THE FEDERAL GOVERNMENT:

People Incorporated of Virginia

DEPARTMENT OF HEALTH AND HUMAN SERVICES

(INSTITUTION)

(AGENCY)

Darryl W. Mayes -S

Digitally signed by Darryl W. Mayes -S
DN: c=US, ou=U.S. Government, ou=HHS, ou=PSC,
ou=People, o=2342.19200300.100.1.1-2000131669,
cn=Darryl W. Mayes -S
Date: 2022.11.15 07:48:58 -0500

(SIGNATURE)

(SIGNATURE)

Janet Shrader

Darryl W. Mayes

(NAME)

(NAME)

CFO

Deputy Director, Cost Allocation Services

(TITLE)

(TITLE)

11/28/22

11/3/2021

(DATE)

(DATE) 5399

HHS REPRESENTATIVE:

Lucy Siow

Telephone:

(301) 492-4855