

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
DANVILLE PITTSYLVANIA COUNTY CHAMBER OF COMMERCE  
AND  
PITTSYLVANIA COUNTY COMMUNITY ACTION, INCORPORATED

This Memorandum of Understanding (MOU) is entered into between Pittsylvania County Community Action, Incorporated (PCCA) Danville Pittsylvania County Chamber of Commerce Service to provide Workforce Investment Act (WIA) services to the adult and dislocated worker population in Pittsylvania County and the City of Danville.

The mutual understanding of the parties is expressed below:

- The memorandum is effective from July 1, 2013 to June 30, 2014. Pittsylvania County Community Action, Incorporated ("Operator") will serve as the Comprehensive Workforce Center for Pittsylvania County and the City of Danville until such time the Board and CLEO's deem. The Pittsylvania County Workforce Center will be located at 13995 US HWY 29 SUITE, CHATHAM, VIRGINIA 24531. The Danville Workforce Center will be located at 211 NOR DAN DRIVE SUITE 1055, Danville Virginia 24540. Intake and referrals will take place at all PCCA office sites in the county and city.

The Danville Pittsylvania County Chamber will provide the following:

- Will identify employers who have job openings and are willing to consider applicants referred by the Workforce Centers.
- Will ensure employers receive a pool of WIA candidates who are qualified for their job openings.
- Will work with employers to identify a pool of candidates for skilled and professional job openings that are more difficult to fill.
- Will ensure employers receive information and support for assessment and training that they require.
- Will increase the resources available to employers to maximize their access to workforce resources.
- Will provide data to employers to assist them in hiring and retention.
- Will provide data and feedback to workforce partners to assist in placement and training efforts.
- Will meet with designated staff at the Virginia Workforce Center at least weekly to coordinate efforts and update staff on employer needs and/or requests.

Danville Pittsylvania County Chamber further agrees to allow PCCA to have access to records pertaining to the partnership agreement and to retain such records for such period of time as required by WIB contracts and WIA legislative requirements.

Danville Pittsylvania County Chamber agrees to cooperate with any fiscal audits or programmatic monitoring activities that are conducted under the provisions of WIB contracts or legislative requirements.

Danville Pittsylvania County Chamber will take appropriate measures to enable exchange of client information with PCCA in order to enable coordination and collaboration in pursuit of positive outcomes. This includes obtaining signed release of information forms specifying "PCCA for case management purposes" each participant.

Pittsylvania County Community Action agrees to the following:

- Will provide the overall management of the WIA Adult and Dislocated Worker Programs in the City of Danville and Pittsylvania County.
- Will provide the initial intake and certification to determine eligibility for services under WIA.
- Will work with WIA Case Managers to match clients with worksites based on skills and education.
- Will recruit businesses to participate in adult internships/work experiences, OJT, and incumbent worker training.
- Will assist participants with worksite tours provided by employers.
- Will provide pre-employment training/Orientation to clients starting internships and employment.
- Will provide weekly visits to worksites to provide support to interns and employers.
- Will be responsible for picking up and processing timesheets.
- Will monitor services outlined in the proposal.
- Will provide supportive services as specified in the proposal.
- Will provide information and data as specified in the proposal.
- Will provide the necessary staff to manage the overall operation of the program.
- Will provide space for partner staff in both Workforce Centers per scheduled negotiations.

Danville Pittsylvania County Chamber of Commerce and Pittsylvania County Community Action agree to communicate regularly to ensure that employers' needs are being met and that duplication of efforts is avoided.

#### **DISPUTE/GRIEVANCE RESOLUTION:**

In the event that an impasse should arise between the partners and/or the WIB regarding the terms and conditions, the performance, or administration of this agreement, the following procedure will be initiated.

1. The partners will make every effort to resolve the issue among themselves.
2. The WIB Personnel or Executive Committee, whichever is appropriate, will meet with the partners and/or the Career Center operators to resolve the issue.
3. Both sides will present their side of the issue to the full WIB where a vote will take place.

4. The WIB President/Executive Director will present the WIB decision to CLEOs. The opposing side will then present their view; the decision of the CLEOs will be final within Region XVII.
5. Final appeal will go to the State WIA Unit.

This agreement may be terminated within 60 calendar days of written notice to the West Piedmont Workforce Investment Board and to PCCA. Termination may be based on noncompliance of agreed upon contracted services, and when all channels of resolution have been exhausted.

#### **EQUAL OPPORTUNITY AND NONDISCRIMINATION OBLIGATIONS:**

The partners to this MOU agree that they will not discriminate in its employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, faith based organizations or on the basis of any other classification protected under state and federal law. The partners to this MOU certify that they are equal opportunity employers, have policies and procedures in place to address these issues, and that such policies and procedures have been given to all employees and posted, as required by law.

The partners to this MOU assure that they will comply with the nondiscrimination and equal opportunity provisions of Section 188 of the Workforce Investment Act of 1998 and its implementing regulation at 29 CFR Part 37.

The partners to this MOU must comply with all State and Federal laws prohibiting discrimination in employment practices and services. In the event of any party's noncompliance with the nondiscrimination clause or with any such laws, as determined by an administrative agency of the state or federal government or a court of competent jurisdiction, this MOU may be terminated or suspended by the LWIB, and other sanctions may be imposed and remedies invoked.

The partners to the MOU must, upon request of the LWIB or the commonwealth, furnish all necessary employment documents and records to the LWIB or the Commonwealth for purposes of investigation to ascertain compliance with provision of this clause. In addition, all partners must permit access to its books, records, and accounts as necessary. If the partners to this MOU do not possess documents or records reflecting the necessary information requested, the parties must furnish such information on reporting forms supplied by the LWIB or Commonwealth.

The partners to this MOU will assure that complaints alleging discrimination on any of the above bases will be processed in accordance with 29 CFR Part 37.76.

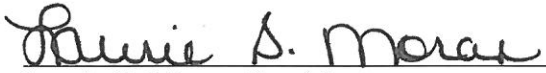
The partners must be responsible for, and agree to indemnify and hold harmless, the Commonwealth of Virginia from all losses, damages, expenses, claims, demands, suits and actions brought by any party against the Commonwealth of Virginia as a result of a party's failure to comply with the provisions of the paragraph above.

**SIGNATURES:**

This document contains the entire understanding of all partners to the MOU, there are no promises or undertakings either oral or written, other than those expressly set forth herein. Any and all previous dealings between the parties as to matters covered by this MOU are merged into this document. If a court of competent jurisdiction holds any part or parts to this MOU invalid, the remainder of the agreement shall be enforceable as written.

The individuals whose signatures appear on this document represent that they are duly authorized by their respective organizations to sign this MOU. Each signatory further represents that this document has been reviewed and approved by their respective organizations in accordance with all applicable laws, ordinances, organizational regulations and policies, or procedures governing the review and execution of contracts. The laws of the Commonwealth of Virginia shall govern this MOU.

DANVILLE PITTSYLVANIA COUNTY CHAMBER OF COMMERCE

  
Laurie S. Moran, President

2-27-13  
Date

PITTSYLVANIA COUNTY COMMUNITY ACTION, INCORPORATED

  
Everlena B. Ross, Executive Director

2-27-13  
Date

## **West Piedmont Workforce Investment Board, Area 17**

### **Proposal for Business Services – Danville and Pittsylvania County**

#### **a. WIA Business Services**

The Workforce Investment Act of 1998 provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of the nation's businesses and the needs of job seekers and those who want to further their careers. Title I of the legislation is based on the following elements:

- Training and employment programs must be designed and managed at the local level where the needs of businesses and individuals are best understood.
- Customers must be able to conveniently access the employment, education, training, and information services they need at a single location in their neighborhoods.
- Customers should have choices in deciding the training program that best fits their needs and the organizations that will provide that service. They should have control over their own career development.
- Customers have a right to information about how well training providers succeed in preparing people for jobs. Training providers will provide information on their success rates.
- Businesses will provide information, leadership, and play an active role in ensuring that the system prepares people for current and future jobs.<sup>1</sup>

Recognizing the importance of the employer in providing information and leadership, as well as utilizing the workforce system to hire WIA-eligible adults and dislocated workers, the West Piedmont Workforce Investment Board (WPWIB) identified the employer as its primary customer. During the WPWIB's strategic planning process in 2012, the WPWIB reaffirmed that the employer was its primary customer; and because of this, a concerted effort has been placed in this area of business services.

Following the WPWIB's initial declaration of the employer being the primary customer, the Danville Pittsylvania County Chamber of Commerce, Inc. (Chamber) partnered with Pittsylvania County Community Action, Incorporated (PCCA) through a Memorandum of Understanding, originally dated from July 1, 2010 – June 30, 2011 and subsequently renewed twice through June 30, 2013, to provide Workforce Investment Act (WIA) services to the adult and dislocated worker population in Pittsylvania County and the City of Danville. Specifically, the Chamber provided business outreach services to increase awareness and participation by employers with the Virginia Workforce Center. The Chamber became the WPWIB's advocate of all WPWIB-funded activities for employers. Through the Business Services outreach, the Chamber built relationships with businesses and business-focused organizations by coordinating and streamlining services, acting as an informational resource, assisting with recruitment of qualified applicants and training needs, and offering quality individualized services.

Specifically through the partnership with PCCA, the Chamber:

- Recruited employers to participate in adult internships, work experiences, OJTs, and incumbent worker training;
- Recruited employers to participate in round table meetings, workshops, and seminars;
- Recruited employers to participate in wage and benefit surveys;

- Recruited employers to participate in meetings (both group and individual) to learn about workforce and human resource services available which save time and reduce cost for employers;
- And provided program outreach by promoting WIA business services to the public and area employers.

Through the WIA Business Services, the Chamber proposes to continue working with employers to leverage regionally subsidized activities or training programs such as target recruitment events, adult internships or work experiences, on-the-job training, incumbent worker training, federal bonding program, customized training, plant closing/layoff, resource lab, pre-employment screening, and labor market information.

The Business Services Manager will support our employers with recruitment efforts, assessment and training resources, and monitoring and communication of pertinent labor market data. The partnership also provides an additional avenue for the WPWIB to work collaboratively with workforce partners in our region and for support of the WPWIB's strategic initiatives.

While the Danville Pittsylvania County Chamber of Commerce has a strong team committed to the success of the Business Services program, the primary work will be executed by a Business Services Manager who has approximately two years of experience in the position. Kate Blair Farmer, who joined the Chamber as Business Services Manager in May 2011, has advanced her technical expertise through attendance at the National Association of Workforce Boards (NAWB) Forum, the Southern Growth Policies Board annual conference, the Virginia Employment Commission's employer conference, and the Virginia Manufacturer Associations' conference on "Dream It, Do It." In addition, Kate is currently completing the Business Services certification as part of the Workforce Center Certification which is being managed by the WPWIB. As of February 28, 2013, Kate has completed five of the seven part certification. We anticipate her certification will be completed by or before March 31, 2013.

Laurie S. Moran, President of the Chamber, is a past president and the current secretary of the West Piedmont Workforce Investment Board. She also chairs the National Association of Workforce Boards (NAWB). Her national position afforded the opportunity to testify before the US House of Representatives' Education and Workforce Committee on H.R. 4297, the Workforce Investment Improvement Act of 2012, in April 2012. Laurie serves on the Dan River Region Collaborative's steering committee and is a member of the Certified Work Ready Communities Academy team for the Dan River Region. She has also participated in numerous national conferences on workforce development with an emphasis on WIA programs.



**b. WIA Service to Employers**

The Chamber has a proven track record of employer engagement as it relates to job fairs and/or target recruitment events, adult internships and/or work experiences, on-the-job training, incumbent worker training, federal bonding program, customized training, planned closing/layoff services, resource lab at the Virginia Workforce Centers, pre-employment screening, and labor market information.

In the current fiscal year (July 1, 2012 – January 31, 2013), the Chamber's Business Services has worked with 62 employers who identified 364 job openings. As a direct result of the Chamber's efforts and through a strong partnership with Pittsylvania County Community Action and the Virginia Workforce Center, there were 123 core job placements, 14 on-the-job training placements, and 22 adult interns placed with these employers.

An action plan for Business Services for 2013-14 has been attached which outlines the specific outcomes and strategies that the Chamber will use in engaging employers to use the WIA services provided through the WPWIB.

**c. Employer Recruitment and Outreach**

The Chamber will use a variety of methods for employer recruitment and outreach. Methods will include:

- **Employer Meetings** – The Chamber's Business Services Manager and/or President will meet in individual, face-to-face meetings with at least 50 employers to market the services of the WIA and encourage their willingness to consider WIA-eligible adult and dislocated workers.
- **Small Group Meetings** – The Chamber will utilize round table discussions, workshops, and seminars to support employer needs on workforce issues. As part of those meetings and programs, the Chamber will promote the WIA services that are available to employers.
- **Outreach** – The Chamber will utilize its e-newsletter, media releases, and Chamber meetings to promote the WIA services that are available to employers.

The attached action plan for Business Services for 2013-14 outlines strategies that the Chamber will utilize for employer recruitment and outreach with identified goals and outcomes.

**d. Records Management and Reporting**

The Chamber maintains a detailed spreadsheet of every employer visit. Included on the spreadsheet are employer name, contact person, date of contact, employer response and/or identified workforce needs, and follow-up when applicable. The spreadsheet is available for review by PCCA and WPWIB upon request.

The Chamber provides a quarterly update to PCCA and WPWIB on the outcomes achieved in the current Business Services Action Plan. In addition, an annual report is provided to PCCA and WPWIB.

e. **Sequence of Program Activities and Services**

The flow chart that reflects the linkage with and support of the Contractors of the Adult and Dislocated Worker Programs is included in the overall proposal.

f. **Acknowledgement – General Complaint Policy**

The Danville Pittsylvania County Chamber of Commerce acknowledges that our organization will adhere to the WPWIB's General Complaint Policy for the participant grievance process.

g. **Coordination and collaboration with community resource organizations to deliver program services**

The Chamber has a strong track record of partnerships and collaboration in the area of workforce development.

For the past three years, the Chamber has maintained a formal Memorandum of Understanding (MOU) with Pittsylvania County Community Action for Business Services for Danville and Pittsylvania County. Through the partnership with PCCA, the Chamber's Business Services Manager and the Job Developer for the Virginia Workforce Center in Danville and Pittsylvania County have maintained a close and coordinated working relationship. The Chamber's Business Services Manager initiates most of the outreach to employers. As employers are identified who need the services of the Virginia Workforce Center, the Job Developer is brought into the conversations with a seamless transition from the Business Services Manager to the Job Developer. This partnership allows the Chamber to identify and recruit employers who have job openings and who are willing to consider WIA-eligible adult and dislocated workers, while the Job Developer can focus on supporting WIA participants in obtaining and maintaining employment. The Business Services Manager and the Job Developer hold weekly meetings with regular phone calls and email communications to ensure the employers' needs are being met in a timely and efficient manner. This partnership between the two positions has allowed the Danville and Pittsylvania County region to maximize its outcomes and place more WIA-eligible adults and dislocated workers into jobs.

A Memorandum of Understanding for the upcoming program year between PCCA and the Chamber is attached. In addition, the job descriptions for both positions have been attached to show the separation and coordination of duties.

As part of the Chamber's Business Services action plan, the Chamber coordinates quarterly meetings with the business services representatives from the various workforce agencies and organizations. Participants have included Region XII Adult Education, Averett University, Dan River Region Collaborative, Danville Community College, Danville's office of economic development, Danville Social Services, Department of Rehabilitative Services, Danville Public Schools Adult & Career Education Center, Goodwill Industries, National College, Pittsylvania County Department of Social Services, Pittsylvania County Adult & Career Education, Pittsylvania County Economic Development, the Rapid



Response regional office at New River Community College, Southern Area Agency on Aging, Telamon, and the Virginia Employment Commission.

In addition, letters of support have been attached to highlight the partnerships and collaboration that the Chamber has developed over the past three years. Letters represent Danville's office of economic development, Dan River Region Collaborative, Institute for Advanced Learning & Research, Town of Gretna, and employers.

**h. Proposed timeline for delivery of services to employers**

An action plan with timeline has been attached for 2013-14. A revised action plan, based on delivery of proposed outcomes and changing needs of the region, will be developed annually and included with each year's MOU.

**i. Amount or type of leveraged cash and/or in-kind resources**

A budget for Business Services, which includes leveraged cash and/or in-kind resources is attached.

**Danville Pittsylvania County Chamber of Commerce Virginia Workforce Center**  
**Business Services Action Plan 2013-14**

<b><i>Assist employers with recruitment efforts</i></b>			
<b>Targeted Outcomes</b>	<b>Proposed Action Steps</b>	<b>Who's Responsible</b>	<b>Timeline</b>
Identify at least 50 employers, representing at least 300 jobs, who have job openings and who are willing to consider WIA-eligible adult and dislocated workers	<ol style="list-style-type: none"> <li>1. Coordinate a community-wide and/or targeted job fairs as needed</li> <li>2. Meet with area employers to determine hiring needs and requirements</li> <li>3. Meet with prospective employers, as requested, to provide support and assistance with their hiring needs</li> <li>4. Promote adult internships and/or work experiences, OJT, incumbent worker training, federal bonding, and customized training as tools to utilize WIA clients</li> </ol>	Chamber	July 1, 2013 - June 30, 2014
Identify at least 50 small and medium sized businesses to support their ability to increase jobs	<ol style="list-style-type: none"> <li>1. Coordinate and/or market at least four workshops that address hiring and human resource topics for small and medium sized businesses</li> <li>2. Provide information to small and medium sized businesses to connect them to the services available through the Virginia Workforce Center</li> <li>3. Support and promote the national campaign to encourage small businesses to "Just Add One" which focuses on job growth</li> </ol>	Chamber	July 1, 2013 - June 30, 2014

# Danville Pittsylvania County Chamber of Commerce Virginia Workforce Center

## Business Services Action Plan 2013-14

<p>Ensure employers receive a pool of WIA-eligible adult and dislocated workers who are qualified for their job openings</p>	<ol style="list-style-type: none"> <li>1. Communicate employers' hiring needs and requirements to liaisons at the Virginia Workforce Center</li> <li>2. Provide interview and recruitment event space for employers</li> <li>3. Review and screen applications and/or resumes that can be forwarded to employers who are hiring</li> <li>4. Maintain strong lines of communications throughout the hiring process between the Virginia Workforce Center and Chamber to ensure employers are receiving candidates that meet their requirements in a timely manner</li> </ol>	<ol style="list-style-type: none"> <li>1. Chamber</li> <li>2. Virginia Workforce Center (VWC)</li> <li>3. VWC with support from Chamber as requested</li> <li>4. Chamber and VWC</li> </ol>	<p>July 1, 2013 - June 30, 2014</p>
<p>Work with employers to identify a pool of candidates for skilled and professional job openings that are more difficult to fill</p>	<ol style="list-style-type: none"> <li>1. Support the Chamber's Young Professionals network to enhance and grow the pool of skilled and professional job applicants in our region</li> <li>2. Develop strong partnerships with educational institutions to market skilled and professional job openings</li> <li>3. Utilize technology (website, social media, etc.) to promote skilled and professional jobs in the region</li> <li>4. Support the region's efforts to become a Certified Work Ready Community (CWRC) by serving on the CWRC Academy team</li> <li>5. Support the region's efforts to become a Certified Work Ready Community by encouraging employers to use the National Career Readiness Certificate (NCRC) in their recruitment efforts</li> </ol>	<p>Chamber</p>	<p>July 1, 2013 - June 30, 2014</p>

**Danville Pittsylvania County Chamber of Commerce Virginia Workforce Center**  
**Business Services Action Plan 2013-14**

<b><i>Assist employers with assessment and training resources</i></b>			
<b>Targeted Outcomes</b>	<b>Proposed Action Steps</b>	<b>Who's Responsible</b>	<b>Timeline</b>
Ensure employers receive information and support for assessment and training that they require	<ol style="list-style-type: none"> <li>1. Meet with area employers to determine their assessment and training requirements</li> <li>2. Work with smaller businesses and/or companies with smaller numbers of employees to aggregate their demand for cost-effective training resources</li> <li>3. Coordinate at least three customer service workshops for area employers</li> <li>4. Coordinate and/or promote at least two workshops or seminars that focus on workforce-related issues for area employers</li> <li>5. Coordinate and/or participate in at least two round-table meetings for specific industry sectors to discuss their workforce needs and provide them with information on workforce resources available to them</li> <li>6. Participate with Southside VA SHRM to stay informed of HR's workforce issues</li> <li>7. Maintain communications with education and training providers to address employer needs</li> </ol>	Chamber	July 1, 2013 - June 30, 2014

# Danville Pittsylvania County Chamber of Commerce Virginia Workforce Center

## Business Services Action Plan 2013-14

<i>Work collaboratively with workforce partners in our region</i>			
Targeted Outcomes	Proposed Action Steps	Who's Responsible	Timeline
Increase the resources available to employers to maximize their access to workforce resources	<ol style="list-style-type: none"> <li>1. Convene quarterly meetings of the business service representatives from the various workforce partners in Danville and Pittsylvania County to promote better communication and collaboration among the partners</li> <li>2. Support the work of the Dan River Region Collaborative to align resources and efforts with the Virginia Workforce Center</li> </ol>	Chamber	July 1, 2013 - June 30, 2014

<i>Monitor and communicate pertinent labor market data</i>			
Targeted Outcomes	Proposed Action Steps	Who's Responsible	Timeline
Provide data to employers to assist them in hiring and retention	<ol style="list-style-type: none"> <li>1. Compile and distribute a wage and benefit survey for manufacturers in the Danville-Pittsylvania County region</li> <li>2. Determine other labor market data that would assist employers and provide to them as requested</li> </ol>	Chamber	<ol style="list-style-type: none"> <li>1. September 2013</li> <li>2. July 1, 2013 - June 30, 2014</li> </ol>
Provide data and feedback to workforce partners to assist in placement and training efforts	<ol style="list-style-type: none"> <li>1. Provide an analysis of data/feedback to the West Piedmont Workforce Investment Board to assist in policy discussions, including, but not limited to, an analysis of barriers that prevent employers from using the services and/or clients of the Virginia Workforce Center</li> <li>2. Provide data and feedback to training partners to assist them in determining training needs of employers</li> </ol>	<ol style="list-style-type: none"> <li>1. Chamber with data provided by the VWC as required (i.e. job placements and retention)</li> <li>2. Chamber</li> </ol>	July 1, 2013 - June 30, 2014

# Danville Pittsylvania County Chamber of Commerce Virginia Workforce Center

## Business Services Action Plan 2013-14

<i>Support the strategic initiatives of the West Piedmont Workforce Investment Board</i>			
Targeted Outcomes	Proposed Action Steps	Who's Responsible	Timeline
Promote a skilled workforce and workforce system	<ol style="list-style-type: none"> <li>1. Support the WIB's efforts for entrepreneurship education and a public awareness campaign targeted to educators and youth</li> <li>2. Encourage entrepreneurship education in middle and high school by determining the feasibility of implementing a Young Entrepreneurs Academy (YEA) in Danville and Pittsylvania County</li> <li>3. Support entrepreneurship efforts for adults by partnering with and promoting efforts by The Launch Place</li> <li>4. Support Star Quality childcare centers and other initiatives of Smart Beginnings in Danville and Pittsylvania County by serving on their board</li> </ol>	Chamber	July 1, 2013 - June 30, 2014
Raise the skill level of workers in order to increase access to employment opportunities and post-secondary education	<ol style="list-style-type: none"> <li>1. Serve on advisory committees for adult basic education in Danville and Pittsylvania County to provide an employer voice</li> <li>2. Evaluate the success of Business IQ Program and launch program in Danville and/or Pittsylvania County if outcomes are considered positive</li> <li>3. Support region's efforts to become a certified work-ready community</li> <li>4. Partner with the Dan River Region Collaborative and other partners to leverage alternative revenue sources for workforce services</li> </ol>	Chamber	July 1, 2013 - June 30, 2014



**Danville Pittsylvania County Chamber of Commerce Virginia Workforce Center**  
**Business Services Action Plan 2013-14**

Support the career pathways model to meet business needs for a prepared workforce	<ol style="list-style-type: none"><li>1. Coordinate and/or partner on the sponsorship of 'career day' and/or other career exploration opportunities for middle and/or high school students that focus on career pathways in demand occupations</li><li>2. Participate with the Dan River Region Collaborative on sector strategies with a focus on advanced manufacturing, healthcare, IT, and energy</li><li>3. Support accelerated/integrated education and training programs, such as Plugged-In Virginia</li></ol>	Chamber	July 1, 2013 - June 30, 2014
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