MODIFICATION OF AGREEMENT

HAMPTON ROADS ONE-STOP OPERATOR CONSORTIUM
MEMORANDUM OF UNDERSTANDING (MOU)

THIS MODIFICATION OF AGREEMENT, to be effective the 30th day of June, 2016, is entered into by the following mandatory partner entities authorized under the Workforce Innovation and Opportunity Act (WIOA) of 2014 and approved by the Hampton Roads Workforce Development Board (HRWDB) and the Chief Local Elected Officials (CLEOs) of Virginia Workforce Investment Area 16 to serve as the designated One-Stop Operator Consortium under WIA for the Hampton Roads Region. This relationship is documented under a current MOU executed by all parties hereto which will expire on June 30, 2016.

WHEREAS, the parties hereto did fully execute the aforesaid MOU pursuant to WIOA with the approval of the HRWDB and CLEOs; and,

WHEREAS, the Workforce Innovation and Opportunity Act (WIOA) of 2014 replaced the Workforce Investment Act (WIA) of 1998; and,

WHEREAS, the parties hereto desire to modify the aforesaid MOU in the following limited respects:

NOW, THEREFORE, the parties hereto mutually agree that the aforesaid MOU is hereby modified and amended effective the date first written above, in the following limited respects:

CHANGE SPECIFICATIONS

The purpose of this Modification is to extend the period of performance for the aforesaid current MOU until June 30, 2017 in order to provide for the continued operation of the Hampton Roads One-Stop System during the planning and implementation of the transition to a competitively procured One-Stop Operator, as required under WIOA to be in place by July 1, 2017. A Resource Sharing Contribution Schedule and Agreement and One-Stop System Performance Expectations Schedule for the period of July 1, 2016 to June 30, 2017 are attached and included as part of this Modification. Also, Opportunity Inc. will deploy one (1) WIOA Title I funded Career Developer staff person to be co-located in the VEC Portsmouth Office on a full-time basis to commence by October 1, 2016, in order to facilitate access to the full array of WIOA Title I customer services at that site location. This staff person will be incorporated into the Portsmouth VEC Workforce Services Team and will adhere to all related site requirements and restrictions. In addition, the VEC will increase its staff co-location in the Opportunity Inc. Comprehensive One-Stop Workforce Center from one (1) to two (2) full-time staff by October 1, 2016.

This Modification is caused at the request of Opportunity Inc of Hampton Roads in consultation with the other parties hereto. No other changes to the current MOU are authorized herein unless otherwise required by WIOA.
Except as hereinabove expressly provided the aforesaid MOU is hereby re-confirmed in every respect.

IN WITNESS WHEREOF, the parties hereto have caused this Modification of Agreement to be executed and sealed in their names, all as of the date and year first written above.

Hampton Roads One-Stop Operator Consortium

By: [Signature]

Dave Hanson
City Manager
City of Virginia Beach

Date: 10-26-2016

By: [Signature]

James A. Rothrock
Commissioner
Virginia Department for Aging and Rehabilitative Services

Date: 09/29/16

By: [Signature]

Ellen Marie Hess
Commissioner
Virginia Employment Commission

Date: 09/15/2016

By: [Signature]

Shawn Avery
President and CEO
Opportunity Inc of Hampton Roads

Date: 10/4/16

System Approval Authorities

By: [Signature]

William Nusbaum, Esq.
Chairperson
Hampton Roads Workforce Development Board

Date: 10/14/16

By: [Signature]

Honorable William D. Sessoms, Jr.
Mayor
City of Virginia Beach, Virginia

Date: 10-25-2016

ATTACHMENTS:
A. Resource Sharing Contribution Schedule and Agreement (7/1/16 to 6/30/17)
B. One-Stop System Performance Expectations Schedule (7/1/16 to 6/30/17)
RESOURCESHARING CONTRIBUTI ON SCHEDULE AND AGREEMENT  
Workforce Innovation and Opportunity Act (WIOA) 
7/1/16 to 6/30/17

Opportunity Inc. of Hampton Roads (OppInc)

Program Year 2015 One Stop System Budget ....................... $1,597,701.00
Less- Cash Payments from Partners ................................. $ 11,926.80
Net Contribution from Opportunity Inc of Hampton Roads ..... $1,585,774.20

VIRGINIA EMPLOYMENT COMMISSION (VEC)

- 2 co-located Full-time Staff- salary and fringe .................. $87,260
- Partner share of Glenrock Road per Resource Sharing Agreement ................. $2,528

Total ................................................................................. $90,788

Note: The VEC will co-locate one (1) full-time staff person in the Opportunity Inc. Comprehensive One-Stop Workforce Center in exchange for one (1) full-time Opportunity Inc. staff person to be co-located in the Portsmouth VEC Office.

VIRGINIA DEPT. OF AGING AND REHABILITATIVE SERVICES (DARS)

- 1 co-located Full Time Staff – salary and fringe ......... $71,920.00
- Partner share of Glenrock Road per Resource Sharing Agreement .................. $6,526.80

Total ................................................................................. $78,446.80

VIRGINIA BEACH ADULT LEARNING CENTER (VBALC)

- 1 co-located Part Time Staff ........................................ $3,055

Total ................................................................................. $3,055

PAUL D CAMP COMMUNITY COLLEGE (PDCCC)

- PDCCC Franklin Workforce Center. Contribution of Space Rent, Communications

  Switchboard, Utilities and Receptionist services ............... $19,440
REGION 20 ADULT EDUCATION CONSORTIUM

- Partner share of Glenrock Road per Resource Sharing Agreement ........................................ $1,872

  Total ......................................................................................................................... $1,872

TOTAL OVERALL RESOURCE CONTRIBUTIONS ....................................................... $1,779,376

Note: This schedule may be revised during the performance period of the Operator Consortium MOU.
Opportunity Inc of Hampton Roads  
Comprehensive One Stop  
Resource Sharing Agreement  
Program Year 2016  
July 1, 2016-June 30, 2017

<table>
<thead>
<tr>
<th>PARTNERS DEDICATED SPACE (in square feet)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OPPORTUNITY INC OF HAMPTON ROADS</td>
<td>6,692</td>
</tr>
<tr>
<td>DEPT OF AGING &amp; REHABILITATIVE SERVICES</td>
<td>148</td>
</tr>
<tr>
<td>VIRGINIA EMPLOYMENT COMMISSION</td>
<td>80</td>
</tr>
<tr>
<td>SPACE AVAILABLE FOR OTHER PARTNERS</td>
<td></td>
</tr>
<tr>
<td>5 @ 80 S.F. EACH WORKSTATION</td>
<td>400</td>
</tr>
<tr>
<td>3 @ 66 S.F EACH WORKSTATION</td>
<td>198</td>
</tr>
<tr>
<td>TOTAL</td>
<td>7,518</td>
</tr>
</tbody>
</table>

PARTNER SPACE CHARGES

ONE STOP LEASE IS 10,556 S.F @ $15.25 PER S.F.  
ANNUAL RENT - $160,979

S. F. OF AVAILABLE DEDICATED PARTNER OFFICE SPACE - 7,518

S. F. OF COMMON OR SHARED SPACE - 3,038

ANNUAL COST TO PARTNERS FOR SPACE- $21.41 S.F.  
$160,979 / 7,518 S.F. = $21.41

ANNUAL COST FOR ONE PARTNER OCCUPYING ONE:
80 S. F. WORKSTATION  80 S.F. x $21.41 = $1,712.80
148 S.F. OFFICE      148 S.F. x $21.41 = $3,168.68
66 S.F. WORKSTATION  66 S.F. x $21.41 = $1,413.06
OTHER PARTNER CHARGES

OTHER ONE STOP COSTS TO BE SHARED BY PARTNERS BASED ON NUMBER OF SQUARE FEET OCCUPIED

<table>
<thead>
<tr>
<th>Personnel (Salaries and Fringe Benefits)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>One Stop Manager</td>
<td>$48,425</td>
</tr>
<tr>
<td>Receptionist</td>
<td>$35,010</td>
</tr>
<tr>
<td><strong>Total Personnel</strong></td>
<td><strong>$83,435</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Shared Costs</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>$27,000</td>
</tr>
<tr>
<td>Office Equipment Usage</td>
<td>$18,165</td>
</tr>
<tr>
<td>Telephone, E Mail and Internet Access</td>
<td>$20,000</td>
</tr>
<tr>
<td>Office Supplies</td>
<td>$20,000</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$2,000</td>
</tr>
<tr>
<td><strong>Total Other</strong></td>
<td><strong>$87,165</strong></td>
</tr>
</tbody>
</table>

**Total Shared Costs** $170,600

ANNUAL COST TO PARTNERS FOR OTHER ONE STOP COSTS - $22.69 PER S.F. $170,600 / 7,518 S.F. = $22.69

OTHER COSTS FOR ONE PARTNER OCCUPYING ONE:

| 80 S.F. Workstation                     | 80 S.F. x $22.69 = $1,815.20 |
| 148 S.F. Office                         | 148 S.F. x $22.69 = $3,358.12 |
| 66 S.F. Workstation                     | 66 S.F. x $22.69 = $1,497.54 |

TOTAL COST FOR ONE PARTNER OCCUPYING ONE:

| 80 S.F. Workstation                     | $3,528.00 ($1,712.80 + $1,815.20) |
| 148 S.F. Office                         | $6,526.80 ($3,168.68 + $3,358.12) |
| 66 S.F. Workstation                     | $2,910.60 (1,413.06 + $1,497.54) |
ONE-STOP SYSTEM PERFORMANCE EXPECTATIONS SCHEDULE
Workforce Innovation and Opportunity Act (WIOA)
7/1/16 to 6/30/17

Customer Service Levels

New Basic Career Services Customers .................................................. 8,200
Total Customer Visits ....................................................................... 42,000
New Individualized Career Services Customers .................................. 700
New Training Services Customers ......................................................... 500*
(Includes ITA, OJT, Incumbent Worker and Customized Training)

* Based on funding availability.

Business Services

New Job Orders ................................................................................. 400
Job Seeker Referrals ........................................................................ 350
Referral Hire Rate ............................................................................... 40%
Facilitated Hiring Events .................................................................... 12

Department of Labor (DOL) Performance Measures**

Adult Entered Employment Rate ......................................................... 65.62%
Adult Employment Retention Rate ....................................................... 75.01%
Adult Average Six Month Earnings ..................................................... $10,418
Dislocated Worker Employment Rate .................................................. 67.73%
Dislocated Employment Retention Rate ................................................. 80.21%
Dislocated Average Six Month Earnings ................................................. $13,544

Virginia Board of Workforce Development (VBWD) Performance Measures**

Adult Employment and Credential Rate ............................................... 50.00%
Dislocated Worker Employment and Credential Rate ............................ 51.02%

** Based on Program Year 2015 values. Program Year 2016 values have not been negotiated with the State, at this time. Values will be revised accordingly, based on the results of the State negotiation.
MODIFICATION OF AGREEMENT

HAMPTON ROADS ONE-STOP OPERATOR CONSORTIUM
MEMORANDUM OF UNDERSTANDING (MOU)

THIS MODIFICATION OF AGREEMENT, to be effective the 30th day of June, 2015, is entered into by the following mandatory partner entities authorized under the Workforce Investment Act (WIA) of 1998 and approved by the Hampton Roads Workforce Development Board (HRWDB) and the Chief Local Elected Officials (CLEOs) of Virginia Workforce Investment Area 16 to serve as the designated One-Stop Operator Consortium under WIA for the Hampton Roads Region. This relationship is documented under a current MOU executed by all parties hereto which is set to expire on June 30, 2015.

WHEREAS, the parties hereto did fully execute the aforesaid MOU pursuant to WIA with the approval of the HRWDB and CLEOs; and,

WHEREAS, the Workforce Innovation and Opportunity Act (WIOA) of 2014 will replace WIA on July 1, 2015; and,

WHEREAS, the parties hereto desire to modify the aforesaid MOU in the following limited respects:

NOW, THEREFORE, the parties hereto mutually agree that the aforesaid MOU is hereby modified and amended effective the date first written above, in the following limited respects:

CHANGE SPECIFICATIONS

The purpose of this Modification is to extend the period of performance for the aforesaid current MOU until June 30, 2016 in order to provide for the continued operation of the Hampton Roads One-Stop System during the planning and implementation of the transition to a competitively procured One-Stop Operator, which will be required under WIOA. In addition, a Resource Sharing Contribution Schedule and Agreement and One-Stop System Performance Expectations Schedule for the period of July 1, 2015 to June 30, 2016 are attached and will be included as part of this Modification.

This Modification is caused at the request of Opportunity Inc of Hampton Roads in consultation with the other parties hereto. No other changes to the current MOU are authorized herein unless otherwise required by WIOA.

Except as hereinabove expressly provided the aforesaid MOU is hereby re-confirmed in every respect.
IN WITNESS WHEREOF, the parties hereto have caused this Modification of Agreement to be executed and sealed in their names, all as of the date and year first written above.

Hampton Roads One-Stop Operator Consortium

By: James K. Spore
   City Manager
   City of Virginia Beach
   Date: June 30, 2015

By: James K. Rothrock
   Commissioner
   Virginia Department for Aging and Rehabilitative Services
   Date: 6/17/15

By: Ellen Marie Hess
   Commissioner
   Virginia Employment Commission
   Date: 6/25/2015

By: Shawn Avery
   President and CEO
   Opportunity Inc of Hampton Roads
   Date: 6/30/15

System Approval Authorities

By: Ute Heldenreich
   Chairperson
   Hampton Roads Workforce Development Board
   Date: 6/30/15

By: Honorable William D. Sessoms, Jr.
   Mayor
   City of Virginia Beach, Virginia
   Date: 6/30/2015

ATTACHMENTS:
A. Resource Sharing Contribution Schedule and Agreement (7/1/15 to 6/30/16)
B. One-Stop System Performance Expectations Schedule (7/1/15 to 6/30/16)
RESOURCESHARING CONTRIBUTIONSCHEDULE AND AGREEMENT
Workforce Innovation and Opportunity Act (WIOA)
7/1/15 to 6/30/16

Opportunity Inc. of Hampton Roads
Program Year 2015 One Stop System Budget................................. $1,483,690
Less- Cash Payments from Partners ............................................ $12,013
Net Contribution from Opportunity Inc of Hampton Roads .......... $1,471,677

VEC
- 1 co-located Full-time Staff- salary and fringe........................... $43,630
- Partner share of Glenrock Road per Resource Sharing Agreement ........................................ $3,558
Total ......................................................................................... $47,188

DARS
- 1 co-located Full Time Staff- salary and fringe.......................... $71,920
- Partner share of Glenrock Road per Resource Sharing Agreement ........................................ $6,583
Total ......................................................................................... $78,503

VIRGINIA BEACH ADULT LEARNING CENTER
- 1 co-located Part Time Staff ..................................................... $3,055
Total ......................................................................................... $3,055

TCC
- 1 co-located Part Time Staff ..................................................... $21,400
Total ......................................................................................... $21,400

PDCCC
- PDCCC Franklin Workforce Center. Contribution of Space Rent, Communications Switchboard, Utilities and Receptionist services ........... $19,440
REGION 20 ADULT EDUCATION CONSORTIUM

- Partner share of Glenrock Road per Resource Sharing Agreement ........................................... $1,872

  Total ........................................................................................................... $1,872

TOTAL OVERALL RESOURCE CONTRIBUTIONS ........................................ $1,643,135

Note: This schedule may be revised during the performance period of the Operator Consortium MOU.
PARTNERS DEDICATED SPACE (in square feet)

| Opportunity Inc of Hampton Roads | 6,692 |
| DARS | 148 |
| SPACE SCHEDULED ON A ROTATING BASIS FOR ALL OTHER PARTNERS (2 @ 80 S.F. EACH) | 160 |
| TOTAL | 7,000 |

PARTNER SPACE CHARGES

ONE STOP LEASE IS 10,556 S.F. @ $15.25 PER S.F. ANNUAL RENT IS $160,979

S. F. OF AVAILABLE DEDICATED PARTNER OFFICE SPACE IS 7,000

S. F. OF COMMON OR SHARED SPACE IS 3,556

ANNUAL COST TO PARTNERS FOR SPACE: $23.00 S.F.

$160,979 / 7,000 S.F. = $23.00

ANNUAL COST FOR ONE PARTNER OCCUPYING ONE:

80 S.F. WORKSTATION 80 S.F. X $23.00 = $1,840.00
148 S.F. OFFICE 148 S.F. X $23.00 = $3,404.00
### OTHER PARTNER CHARGES

**OTHER ONE STOP COSTS TO BE SHARED BY PARTNERS BASED ON NUMBER OF SQUARE FEET OCCUPIED**

**PERSONNEL (SALARIES AND FRINGE BENEFITS)**

- ONE STOP MANAGER: $47,116
- RECEPTIONIST: $33,952

**TOTAL PERSONNEL**:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$81,068</td>
</tr>
</tbody>
</table>

**OTHER SHARED COSTS**

- SECURITY: $27,000
- OFFICE EQUIPMENT USAGE: $5,987
- TELEPHONE, E MAIL AND INTERNET ACCESS: $18,300
- OFFICE SUPPLIES: $16,000
- MISCELLANEOUS: $2,000

**TOTAL OTHER**:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$69,287</td>
</tr>
</tbody>
</table>

**TOTAL SHARED COSTS**:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$150,355</td>
</tr>
</tbody>
</table>

**ANNUAL COST TO PARTNERS FOR OTHER ONE STOP COST - $21.48 PER S.F.**

\[ \text{Cost} = \frac{\text{Total Cost}}{7,000 \text{ S.F.}} = \frac{150,355}{7,000} = 21.48 \]

**OTHER COSTS FOR ONE PARTNER OCCUPYING ONE:**

- **80 S.F. OFFICE**:
  - $1,718.40
- **148 S.F. OFFICE**:
  - $3,558.40 ($1,840.00 + $1,718.40)

**TOTAL COST FOR ONE PARTNER OCCUPYING ONE:**

- **80 S.F. OFFICE**:
  - $3,558.40 ($1,840.00 + $1,718.40)
- **148 S.F. OFFICE**:
  - $6,583.04 ($3,404.00 + $3,179.04)
ONE-STOP SYSTEM PERFORMANCE EXPECTATIONS SCHEDULE  
Workforce Innovation and Opportunity Act (WIOA) 
7/1/15 to 6/30/16

**Customer Service Levels**

<table>
<thead>
<tr>
<th>Service</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Basic Career Services Customers</td>
<td>8,200</td>
</tr>
<tr>
<td>Total Customer Visits</td>
<td>42,000</td>
</tr>
<tr>
<td>New Individualized Career Services Customers</td>
<td>300</td>
</tr>
<tr>
<td>New Training Services Customers</td>
<td>500*</td>
</tr>
</tbody>
</table>

*Includes ITA, OJT, Incumbent Worker and Customized Training*

* Based on funding availability.

**Business Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Job Orders</td>
<td>400</td>
</tr>
<tr>
<td>Job Seeker Referrals</td>
<td>350</td>
</tr>
<tr>
<td>Referral Hire Rate</td>
<td>40%</td>
</tr>
<tr>
<td>Facilitated Hiring Events</td>
<td>12</td>
</tr>
</tbody>
</table>

**Department of Labor (DOL) Performance Measures**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Entered Employment Rate</td>
<td>65.62%</td>
</tr>
<tr>
<td>Adult Employment Retention Rate</td>
<td>75.01%</td>
</tr>
<tr>
<td>Adult Average Six Month Earnings</td>
<td>$10,418</td>
</tr>
<tr>
<td>Dislocated Worker Employment Rate</td>
<td>67.73%</td>
</tr>
<tr>
<td>Dislocated Employment Retention Rate</td>
<td>80.21%</td>
</tr>
<tr>
<td>Dislocated Average Six Month Earnings</td>
<td>$13,544</td>
</tr>
</tbody>
</table>

**Virginia Board of Workforce Development (VBWD) Performance Measures**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Employment and Credential Rate</td>
<td>50.00%</td>
</tr>
<tr>
<td>Dislocated Worker Employment and Credential Rate</td>
<td>51.02%</td>
</tr>
<tr>
<td>Overall Career Readiness Certificate Attainment Rate</td>
<td>25.00%</td>
</tr>
</tbody>
</table>

**Based on Program Year 2014 values. Program Year 2015 values have not been negotiated with the State, at this time. Values will be revised accordingly, based on the results of the State negotiation.**
MEMORANDUM OF UNDERSTANDING
ONE-STOP OPERATOR CONSORTIUM

1) PARTIES: The Parties to this Memorandum of Understanding (MOU) are:

THE HAMPTON ROADS WORKFORCE DEVELOPMENT BOARD (HRWDB)

And

THE CHIEF LOCAL ELECTED OFFICIALS OF VIRGINIA WORKFORCE INVESTMENT AREA 16

And

THE CITY OF VIRGINIA BEACH

And

THE VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES (DARS)

And

THE VIRGINIA EMPLOYMENT COMMISSION (VEC)

And

OPPORTUNITY INC OF HAMPTON ROADS

2) VISION AND MISSION STATEMENT: The Hampton Roads Workforce Development Board (HRWDB), Chief Local Elected Officials, One-Stop Operator Consortium and Community Partner Organizations envision the operation of a One-Stop System that will support the development and maintenance of a World Class Workforce for the Hampton Roads Region, also known as Virginia Workforce Investment Area 16. Such a One-Stop System will provide for the ongoing delivery of a comprehensive array of valuable workforce development services and products to a diverse population of jobseeker and employer customers, in a coordinated and seamless manner. In addition, such a System is regionally focused; customer driven, and optimally supported by resource contributions from the collaborative efforts of engaged community partner organizations, and is predicated on the concepts of customer service, performance accountability and continuous improvement. The mission of the One-Stop System in Hampton Roads is to effectively provide products and services through a collaborative delivery system that are responsive to the needs of employers and career/job seekers, that continually creates and replenishes a well trained, well educated and globally competitive workforce in the Hampton Roads Region.

3) PURPOSE AND SCOPE: The purpose of this MOU is to identify the entities that will serve as the One-Stop System Operator Consortium; certify those entities to serve in that capacity on behalf of The HRWDB and Chief Local Elected Officials (CLEOs); identify a Management Team, Managing Partner and a Fiscal Agent for the Operator Consortium; provide a basic framework for the delivery of services; identify resource contributions to support the operation of the System; identify basic performance expectations; and, address a number of other operational matters. The scope of operations involves the delivery of the full array of Workforce Investment Act (WIA) and Partner Organization services to all interested residents and employers of the eight (8) localities which comprise Virginia Workforce
Investment Area 16, through a System of one (1) Comprehensive and (2) Satellite One-Stop Centers, as specified in the One-Stop System Business Plan.

4) ONE-STOP OPERATOR CONSORTIUM: The Operator Consortium members consist of The City of Virginia Beach; The Virginia Department for Aging and Rehabilitative Services (DARS); The Virginia Employment Commission (VEC); and, Opportunity Inc. of Hampton Roads. This Operator Consortium was originally certified by The HRWDB at their meeting of January 24, 2007, in accordance with applicable State and Federal WIA Policy and is hereby certified to continue under this MOU. The Consortium members will meet on a semi-annual basis, unless otherwise necessary. Opportunity Inc will be responsible for facilitating the meetings.

5) MANAGEMENT TEAM, MANAGING PARTNER AND FISCAL AGENT: The One-Stop Consortium Management Team will be comprised of the designated representatives of DARS and VEC and the Opportunity Inc One-Stop System Director and will meet on a quarterly basis, unless otherwise necessary. Opportunity Inc will be responsible for facilitating the meetings. In addition, Opportunity Inc will provide WIA Title I funded customer resources and serve as the Managing Partner and Fiscal Agent for the System.

6) OPERATOR CONSORTIUM RESPONSIBILITIES: The Consortium, working in collaboration with community partner organizations, and primarily through Opportunity Inc. for the "day to day" delivery of customer services in accordance with State and Federal rules, regulations and policies, will be responsible for the following:

- Ensure the operation of the System in an efficient, effective and seamless manner and provide for continuous improvement and develop an Operational Plan for such.
- Review and evaluate System performance and identify required actions or strategies for improvement.
- Identify and recruit additional System partners and resource contributions.
- Develop and implement a One-Stop Professional Development Plan in accordance with applicable State Policy.
- Review One-Stop Center site locations and recommend changes and/or enhancements, as appropriate.
- Advise on the development of a System Outreach, Recruitment and Public Relations Plan, and participate accordingly.
- Develop a plan to measure customer satisfaction, review the related results, and make recommendations for change and/or enhancements, as appropriate.
- Assist in the development of additional operational policies and procedures necessary for the operation of the System, as needed.
- Review the HRWDB Strategic Plan and provide input, accordingly.
- Consult with the HRWDB on matters related to the One-Stop System.
- Communicate HRWDB strategic goals and objectives to One-Stop partners.
- Participate in the resolution of One-Stop customer complaints, as needed.
- Review the various products and services available for Career/Job Seeker and Business customers on an ongoing basis and identify additional products or services or enhancements.
- Share relevant customer information and conduct co-case management, as applicable and appropriate, in order to reduce duplication of services and maximize financial and human resources.

Note: While the above list contains many of the Consortium responsibilities, it is not intended to be all inclusive.
7) ONE-STOP CENTERS: There will be one (1) Comprehensive Center located in Norfolk and Satellite Centers located in the Paul D. Camp Community College (PDCCC) Franklin Workforce Development Center, the City of Suffolk Workforce Development Center and the USIFCOM Center located in Suffolk. Note: Center locations are subject to change based on need.

8) CAREER/JOB SEEKER SERVICES: At a minimum, the following services may be accessed directly at the Comprehensive Center and either directly or through referral at the Satellite Centers.

<table>
<thead>
<tr>
<th>UNIVERSAL ACCESS CORE SERVICES</th>
<th>INTENSIVE SERVICES</th>
<th>TRAINING SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach, intake and orientation to the information, services, programs, tools and resources available through the One-Stop System; Initial assessment of skill level(s), aptitudes, abilities and supportive service needs; Self-help job search and placement assistance; Access to employment opportunity and labor market information; Performance information and program costs for eligible providers of training services; Information on the overall performance of the One-Stop System; Information on the availability of supportive services and referral to such, as appropriate; Information on unemployment insurance claim filing; Determination of potential eligibility for mandatory Partner Organization services and programs, and referral(s); Information and assistance in applying for financial aid for training and education programs; and, Access to the core services and information about the governing rules and programs of mandatory Partner Organizations.</td>
<td>Comprehensive and specialized assessments of skill levels; Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals; Referral to training services; Group counseling; Literacy activities related to work readiness; Individual counseling and career planning; Case management for participants seeking training services; Individual job search, referral and placement assistance; Work experience and internships; Short-term prevocational services, (i.e. development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills and professional conduct, to prepare individuals for unsubsidized employment or training; and,</td>
<td>Occupational Skills Training through Individual Training Accounts (ITAs); On-the-Job Training (OJT); Programs that combine workplace training with related instruction which may include cooperative education; Training programs operated by the private sector; Skill upgrading and retraining; Entrepreneurial training; Adult education and literacy activities provided in combination with the training services described above; Customized Training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training; and, Other training services as provided by the Partner Organization governing rules.</td>
</tr>
</tbody>
</table>
9) BUSINESS SERVICES: Services to businesses will be coordinated primarily through the Opportunity Inc Business Services Director and One-Stop Business Services Coordinator, with participation of partner organizations, as appropriate. Services available to businesses include the following:

- Job orders and referral of pre-screened potential employees.
- Posting job openings within the One-Stop Centers.
- Assistance with employee recruitment needs to include assessments of job candidates, to include the Career Readiness Certificate (CRC).
- Facilitation of Job Fairs or other hiring events.
- On-the-Job Training (OJT) Contracts.
- Customized Training Contracts.
- Information regarding other training resources within the region.
- Labor Market Information.
- Providing interview facilities with the One-Stop Centers.
- Incumbent Worker Training for Layoff Aversion purposes.
- Americans with Disabilities Act (ADA) information and related compliance requirements.
- Information regarding the Federal Bonding Program and other tax credits available to businesses.
- Coordinate and/or host Commonwealth Workforce Network meetings, as appropriate.

Note: In all cases services can be customized to the specific needs of an individual employer.

10) RESOURCE SHARING AGREEMENT AND CONTRIBUTIONS: The cost of the operation of the One-Stop System is shared by the parties to this MOU. Additional resources may also be provided by third party partners of the One-Stop System. The estimated total costs for the One-Stop System and related resource contributions are shown on the attached Resource Sharing Agreement and Contribution Schedule (Attachment A). This schedule will be reviewed and updated as needed, but at least on an annual basis. Actual cost contributions and amounts to be billed to partners associated with the Schedule will be calculated by Opportunity Inc. on a calendar quarter basis and partners will be billed in the month following the end of each calendar quarter. Supporting documentation for the amounts billed will be available as requested. Resource contribution commitments for entities who are not signatories to this MOU will be documented in their individual partner MOU.

11) CUSTOMER REFERRALS: The One-Stop System is focused on the premise of a shared service delivery infrastructure that will empower all partner organizations to offer the widest array of services that best meets the needs of the job seeker, and employer customer groups, within the constraints of each partner’s governing rules. It is envisioned that the System will integrate core information from all local partner organizations, in order to facilitate each partner’s ability to deliver services to all customer groups in a seamless manner. The basis for referrals will always be customer driven and will include follow-up contact to ensure the effective and efficient receipt of services. The referral process and associated procedures will be predicated upon the input and acceptance by all partner organizations staffing the
One-Stop Centers and will include verbal, written and/or electronic transactions. The Virginia Virtual One-Stop System (VOS) will be used to the fullest extent possible.

Referral activities will incorporate referrals from the One-Stop Center to partner programs; from partner programs to the One-Stop Center; and, between partner programs. All referral activities will involve an interface between staff and customers, in order to specifically identify the appropriate referral point of contact for the customer. Collaborative efforts involving the Operator Consortium and the partners to facilitate the exchange of job listings, job orders and other pertinent information will be ongoing. The process of intake, registration and enrollment activities will be conducted in accordance with applicable State and Federal WIA Policy, each partner organization's governing rules and supplemented by One-Stop System local procedures, as developed and implemented by the Operator Consortium.

12) DURATION OF AGREEMENT AND MODIFICATION AND TERMINATION PROCESS: This MOU shall become effective upon the signatures of authorized representatives and shall remain in force from the date signed to June 30, 2015, unless otherwise modified or terminated. This MOU shall be reviewed on an annual basis by all parties to assess the effectiveness of the System and to determine potential changes and course of action. Any modification to this MOU will be initiated by the party(s) desiring such change(s) and will be formally executed by a modification document signed by authorized representatives of all parties hereto. This MOU may be renewed upon the agreement of all parties, in writing, provided that the renewal agreement includes any and all agreed upon modifications and/or amendments, the revised effective and termination dates, and the signature of each party dated prior to the termination date of the current MOU. A copy of the renewal document shall be provided to each partner. The HRWDB reserves the right to incorporate any change(s) in law, rules, regulations or other administrative or legal change(s) mandated upon The HRWDB, without the necessity for a formal modification to this MOU, but with the signed approval of the parties to this Agreement. Any party(s) hereto upon sixty (60) days written notice, stating the specific reason(s) for termination, may terminate their participation in this MOU.

13) SYSTEM ACCOUNTABILITY AND ANNUAL PERFORMANCE EXPECTATIONS: The Operator Consortium commits to the ongoing performance accountability and ongoing improvement of the System and will work with The HRWDB, CLEOs and other partners in a collaborative manner, to that end. The Operator Consortium further commits to delivering services to all customers in a seamless and, where applicable, universal manner and to the concept of ongoing continuous improvement of the System. In addition, specific performance metrics will be identified, with goals quantified on a program year basis. Performance against those goals will be tracked, reported and evaluated on an ongoing basis. Please see Attachment B.

14) CONFIDENTIALITY: Each party to this MOU agrees to comply with the provisions of all applicable Federal and State Laws and Regulations relating to the confidentiality of customer records.

15) SYSTEM NAME: The parties hereto understand that the name “Opportunity Inc One-Stop Workforce System” will be used to identify the System operated under the purview of this MOU. It is further understood that all centers in the Hampton Roads Region will be affiliated with the Virginia Workforce Network, operated by the Commonwealth of Virginia.

16) DISPUTE SITUATIONS: In the event that a dispute should arise regarding the terms and conditions of this MOU, the parties agree to first attempt to come to agreement themselves. If this first attempt at dispute resolution is not successful, the parties agree to bring the matter to the HRWDB Executive Committee for resolution.
17) ADHERENCE TO APPLICABLE LAWS: The parties hereto agree to abide by all applicable Federal and State and Laws, Regulations, Rules and Procedures, as these provisions currently exist, or may be amended, all of which are incorporated herein by reference and made part of the terms and conditions of this MOU. Included by reference, but not limited to, are the various Equal Opportunity/Non-Discrimination Laws and Provisions; Workforce Investment Act (WIA); Fair Labor Standards Act; Child Labor Laws; Americans with Disabilities Act (ADA); and, Occupational Safety and Health Act.

Expertise from the Virginia Department for Aging and Rehabilitative Services (DARS) and the Virginia Department for the Blind and Vision Impaired (DBVI), will be utilized as technical resources to ensure programmatic and physical accessibility to One-Stop System services.

18) INSURANCE: The Operator Consortium agrees to maintain or verify the existence of all applicable and required insurance coverages for all physical sites operated under the purview of this MOU.

19) INDEMNIFICATION AND LIABILITY: By executing this MOU, each party hereto agrees to work together to deliver One-Stop Services. However, the parties hereto do not constitute legal partners to the extent that encompasses joint and several liability. Therefore, each party under this MOU is responsible for its own employees, representatives, agents and sub-contractors.

20) MUTUAL RESPECT OF ORGANIZATIONAL PRACTICES: The parties to this MOU agree to respect each other’s organizational practices and management structures in the provision of services under this MOU.

21) SIGNATORIES: The organizations listed below under One-Stop System Operator Consortium comprise a consortium of mandated partners, as specified in Chapter 3, Section 121 (d)(2) (A) (ii) of the Workforce Investment Act of 1998 and applicable State WIA Policy.
IN WITNESS THEREOF, all parties hereto shall set their signatures to document agreement with the aforementioned areas of mutual understanding.

HAMPTON ROADS
ONE-STOP SYSTEM OPERATOR CONSORTIUM

By: ____________________________
John R. Broadway
Commissioner
Virginia Employment Commission
12/10/12
Date

By: ____________________________
James A. Rothrock
Commissioner
Virginia Department for Aging
and Rehabilitative Services
12/21/12
Date

By: ____________________________
James K. Spore
City Manager
City of Virginia Beach
12/20/12
Date

By: ____________________________
Judy Bagland
President and CEO
Opportunity Inc. of Hampton Roads
12/19/12
Date

SYSTEM APPROVAL
AUTHORITIES

By: ____________________________
Joseph Donnelly
Chairperson
Hampton Roads Workforce Development Board
12/19/12
Date

By: ____________________________
Honorable William D. Sections, Jr.
Mayor
City of Virginia Beach
12/20, 2012
Date

ATTACHMENTS:

A. Resource Sharing Agreement and Contribution Schedule
B. System Performance Expectations
Opportunity Inc. of Hampton Roads

Program Year 2012 One Stop System Budget ........................................ $1,567,176
Less- Cash Payments from Partners ......................................................... $36,232
Net Contribution from Opportunity Inc of Hampton Roads ....................... $1,530,944

VBC
- 1 co-located Full-time Staff - salary and fringe .................................. $43,630
- Partner share of Glenrock Road per Resource Sharing Agreement .............. $5,616
Total ........................................................................................................ $49,246

DARS
- 1 co-located Full Time Staff - salary and fringe .................................... $71,920
- Partner share of Glenrock Road per Resource Sharing Agreement .............. $5,616
Total ........................................................................................................ $77,536

VIRGINIA BEACH ADULT LEARNING CENTER
- 1 co-located Part Time Staff ................................................................. $3,055
Total ........................................................................................................ $3,055

TCC
- Partner share of Glenrock Road (negotiated amount) ............................ $25,000
- 1 co-located Part Time Staff ................................................................. $21,400
Total ........................................................................................................ $46,400

PDCCC
- PDCCC Franklin Workforce Center. Contribution of space rent, communication, switchboard services, utilities and receptionist services .... $19,440
Total ........................................................................................................ $19,440

TOTAL OVERALL RESOURCE CONTRIBUTIONS .......................... $1,726,621

Note: This schedule may be revised during the performance period of the Operator Consortium MOU.
### Resource Sharing Agreement and Contribution Schedule

**Partners Dedicated Space (in square feet)**

<table>
<thead>
<tr>
<th>Partnership</th>
<th>Space (SQ FT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunity Inc of Hampton Roads</td>
<td>6,600</td>
</tr>
<tr>
<td>VEC</td>
<td>120</td>
</tr>
<tr>
<td>DARS</td>
<td>120</td>
</tr>
<tr>
<td><strong>Space Scheduled on a Rotating Basis For</strong></td>
<td><strong>80</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,000</strong></td>
</tr>
</tbody>
</table>

**Space Partner Charges**

- **One Stop Lease is 10,000 S.F @ $15 per S.F. Annual Rent is $150,000**
- **S.F. of Available Dedicated Partner Office Space is 7,000**
- **S.F. of Common or Shared Space is 3,000**

**Annual Cost to Partners for Space - $25.71 per S.F.**

\[
\frac{150,000}{7,000} \text{ S.F.} = 25.71
\]

**Example - Annual Cost for One Partner Occupying One 120 S.F. Office**

\[
120 \text{ S.F.} \times 25.71 = 3,085.20
\]

**Other Partner Charges**

**Personnel (Salaries and Fringe Benefits)**

<table>
<thead>
<tr>
<th>Position</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Stop Manager</td>
<td>$44,250</td>
</tr>
<tr>
<td>Receptionist</td>
<td>$33,862</td>
</tr>
</tbody>
</table>

**Total Personnel**

\[
44,250 + 33,862 = 78,112
\]

**Other Shared Costs**

- **Security**
  - Cost: $27,500
- **Office Equipment Usage**
  - Cost: $8,000
- **Telephone, E-Mail and Internet Access**
  - Cost: $17,000
- **Office Supplies**
  - Cost: $16,900
- **Miscellaneous**
  - Cost: $1,000

**Total Other**

\[
27,500 + 8,000 + 17,000 + 16,900 + 1,000 = 70,000
\]

**Total Shared Costs**

\[
78,112 + 70,000 = 148,112
\]

**Annual Cost to Partners for Other One Stop Cost - $21.09 per S.F.**

\[
\frac{148,112}{7,000} \text{ S.F.} = 21.09
\]

**Example - Annual Cost for One Partner Occupying One 120 S.F. Office**

\[
120 \text{ S.F.} \times 21.09 = 2,530.80
\]

**Total Annual Cost for One Partner Occupying One 120 S.F. Office**

\[
5,616.00 \ (3,085.20 + 2,530.80)
\]
System Performance Expectations
7/1/12 to 6/30/13

Customer Services Levels

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Expected Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Core Service Customers</td>
<td>8,200</td>
</tr>
<tr>
<td>Total Customer Visits</td>
<td>42,000</td>
</tr>
<tr>
<td>New WIA Intensive Service Customers</td>
<td>575*</td>
</tr>
<tr>
<td>New WIA Training Service Customers</td>
<td>500*</td>
</tr>
<tr>
<td>(Includes ITA, OJT and Customized Training)</td>
<td></td>
</tr>
</tbody>
</table>

* Based on annual funding availability.

Business Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Expected Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Job Orders</td>
<td>180</td>
</tr>
<tr>
<td>Job Seeker Referrals</td>
<td>250</td>
</tr>
<tr>
<td>Job Seeker Referral Hire Rate</td>
<td>50%</td>
</tr>
<tr>
<td>Hiring Events Facilitated</td>
<td>12</td>
</tr>
</tbody>
</table>

DOLCI Common Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Expected Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Entered Employment Rate</td>
<td>58%</td>
</tr>
<tr>
<td>Adult Employment Retention Rate</td>
<td>60%</td>
</tr>
<tr>
<td>Adult Average Earnings</td>
<td>$7,000</td>
</tr>
<tr>
<td>DW Entered Employment Rate</td>
<td>58%</td>
</tr>
<tr>
<td>DW Employment Retention Rate</td>
<td>60%</td>
</tr>
<tr>
<td>DW Average Earnings</td>
<td>$9,000</td>
</tr>
</tbody>
</table>

Additional Virginia Workforce Council Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Expected Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Readiness Certificate (CRC) Attainment</td>
<td>5%</td>
</tr>
<tr>
<td>Adult/DW Employment and Credential Rate</td>
<td>45%</td>
</tr>
</tbody>
</table>

Note: Performance measures and expectations will be revised as needed.