



ALEXANDRIA | ARLINGTON REGION

**Alexandria/Arlington Regional Workforce Council  
Executive Committee Meeting Agenda  
April 8, 2022  
8:30 am to 9:30 am  
Via MS Teams**

<b>Welcome Message</b>	<i>Ellen Harpel</i>
<b>Review April Meeting Agenda</b>	<i>David Remick</i>
<b>Review &amp; Approve Consent Agenda Package</b>	<i>David Remick</i>
<b>Arlington DHS Update</b>	<i>David Remick</i>
<b>Adjourn</b>	<i>Ellen Harpel</i>

**UPCOMING MEETINGS**

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Regional Workforce Council Meeting	April 21, 2022	8:30am – 9:30am	MS Teams
One-Stop Operations Committee Meeting	April 21, 2022	9:30am – 10:30am	MS Teams
Executive Committee Meeting	June 10, 2022	8:30am – 9:30am	MS Teams
Regional Workforce Council Meeting	June 23, 2022	8:30am – 9:30am	MS Teams
One-Stop Operations Committee Meeting	June 23, 2022	9:30am – 10:30am	MS Teams



ALEXANDRIA | ARLINGTON REGION

**Alexandria/Arlington Regional Workforce Council  
Quarterly Meeting  
Agenda**

**April 21, 2022  
8:30 am to 9:30 am**

**Via MS Teams**

**Welcome Message** *Ellen Harpel*

**Executive Director's Report & Consent Agenda** *David Remick*

- Alberto Marino Resignation
- Vice Chair Nominations & Election

**Regional Labor Market Update** *Tucker Plumlee*

**Economic Development/Workforce System Updates** *System Partners*

- American Job Centers' ARPA Programs
- Economic Development Updates
- Workforce Development Updates

**Public Comment Period** *David Remick*

**Adjourn** *Ellen Harpel*

**UPCOMING MEETINGS**

Meeting	Date	Time	Location
Executive Committee Meeting	June 10, 2022	8:30am – 9:30am	MS Teams
Regional Workforce Council Meeting	June 23, 2022	8:30am – 9:30am	MS Teams
One-Stop Operations Committee Meeting	June 23, 2022	9:30am – 10:30am	MS Teams



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ALEXANDRIA/ARLINGTON  
REGIONAL WORKFORCE COUNCIL

### **Consent Agenda Notes**

- December 16, 2021 Meeting Minutes – Recommendation: Approval
- April 8, 2022 Executive Committee Meeting Minutes – Recommendation: Approval
- One-Stop Operator Quarterly Report – For Your Information Only
- PY20 Performance Report: Alexandria Workforce Development Center and Arlington Employment Center together served 109 people who obtained 69 jobs and earned an average of \$24.34 per hour during Program Year 2020. As a result, the region successfully met its WIOA Performance Goals for the period of 7/1/20-6/30/21. – For Your Information Only
- Addition to Eligible Training Provider List: Center for Employment Training (CET) has submitted their application to add their Building Maintenance and HVAC Specialists programs to the Eligible Training Provider List. Their application is complete and they informed the Regional Workforce Council that basic professionalism skills are incorporated into their curricula through guest lectures from employers. – Recommendation: Approval
- Supportive Services Policy Update: This policy is being revised to allow for the provisioning of \$50.00 pre-paid gas station gift cards for eligible WIOA participants.

## **Consent Agenda Begins**

## **December 16, 2021 Meeting Minutes**



ALEXANDRIA | ARLINGTON REGION

**Alexandria/Arlington Regional Workforce Council  
Quarterly Meeting Minutes  
December 16, 2021  
8:30 am to 9:30 am  
Virtual Meeting via MS Teams**

**Attendees:**

Kate Bates  
Lisa Bauer  
Patrick Brennan  
Karen Brown  
Dottie Brown  
Dennis Desmond  
James Egenrieder  
Daniel Gomez  
Annette Haggray  
Ellen Harpel  
Tricia Jacobs  
Alberto Marino  
Kris Martini  
Sean Steele  
Brian Stout  
Jennifer Van Buren  
Monica West  
Ricardo Wright

**Staff:**

Katrina Ashmore  
Alamelu Dev  
David Remick

Meeting commenced at 8:31 am.

- The December 16, 2021 Consent Agenda was approved by 17 members. Sean Steele abstained.
- David Remick presented "WIOA 101"
- Tucker Plumlee of Northern Virginia Community College provided a regional labor market update.

The meeting adjourned at 9:30 a.m.

## **April 8, 2022 Executive Committee Meeting Minutes**

## **One-Stop Operator Quarterly Report**



## **PY20 WIOA Performance Report**

# LWDA Area 12 Performance PY 2020 Summary



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ALEXANDRIA/ARLINGTON  
REGIONAL WORKFORCE COUNCIL

# Background

- In February 2022, the Department of Labor (DOL) released adjusted PY 2020 statewide performance, based on the state statistical adjustment model (SAM).
  - An objective regression model used to adjust performance for each primary indicator.
  - Adjusts performance based on economic conditions and actual participant characteristics to provide custom, evidence-based performance levels.
- Formal determinations of success/failure were only made for adjusted **2<sup>nd</sup> Quarter Employment** and **2<sup>nd</sup> Quarter Median Earnings**.

# Performance Overview

- LWDA Area 12 met all measured success thresholds for performance across Adult, Dislocated Worker, and Youth programs.
  - Employment Rate 2nd Quarter After Exit for the Youth Program surpassed the 100% (**125.4%**), while the State scored overall 107.8%
  - Median Earnings 2nd Quarter After Exit for the DW Program surpassed the 100% (**132.8%**), while the State scored overall 96%
- Successful outcomes resulted in the increase of several of our negotiated targets.

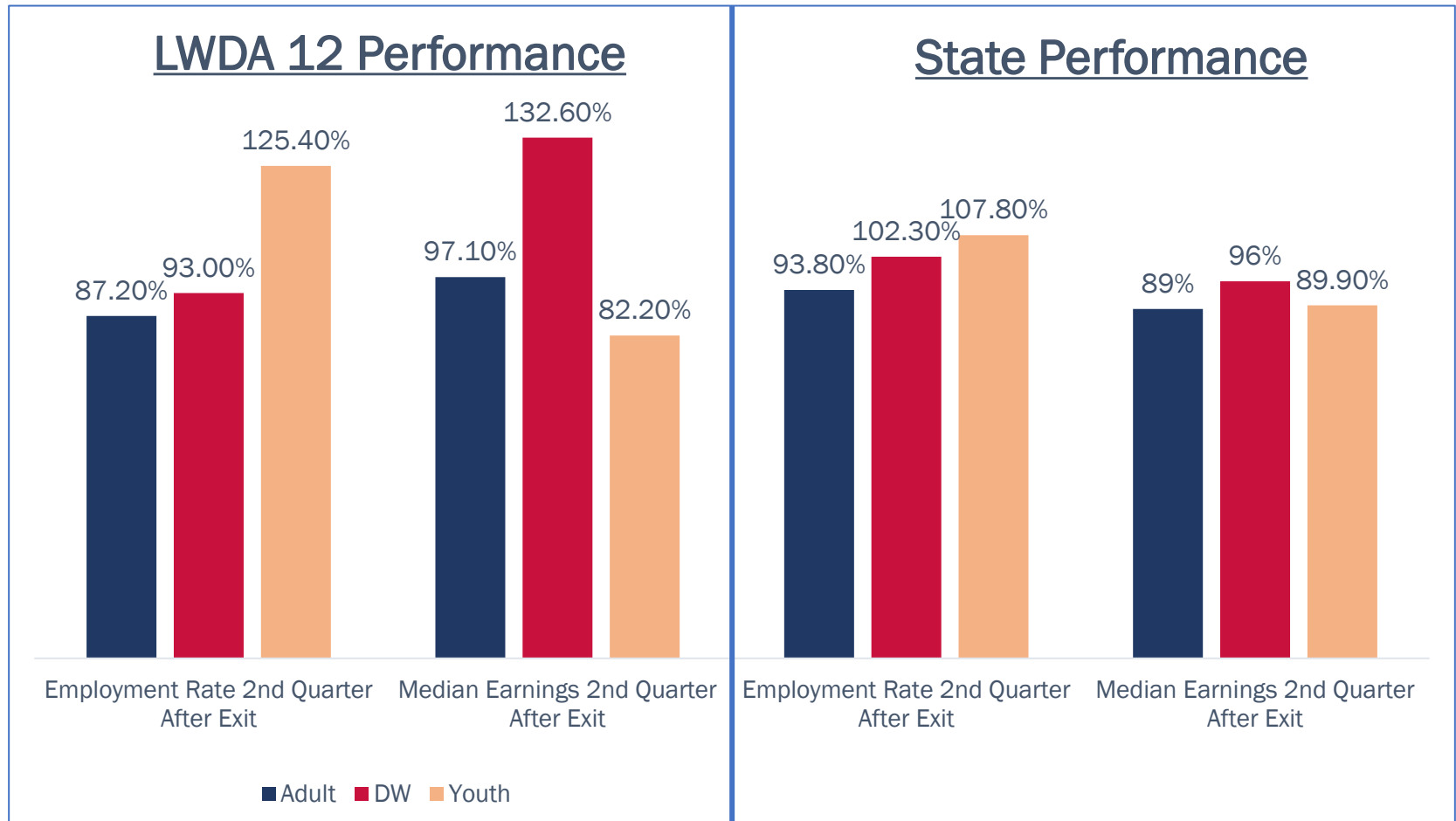
# Performance Overview Cont.

- Additionally, LWDA 12 met the other success thresholds for performance measures **not counted** in this assessment
  - *Employment Rate 4th Quarter After Exit (Adult, DW, Youth)*
  - *Measurable Skill Gains (Adult, DW)*
  - *Credential Attainment (Adult, DW)*

## Highlights:

- Employment Rate 4th Quarter After Exit for the Youth Program surpassed the 100% (**135.3%**)
- Measurable Skill Gains for both the Adult and DW Program surpassed the 100% (**100.8% AD, 101.6% DW**)

# PY 2020 State & Local Comparison



- *Determination of success is set at scores greater than 50%.*

# PY 2020 State & Local Comparison Cont.

- Similar to *LWDA 12*, all local areas and the State overall met the minimum thresholds for all individual indicators included in the PY 2020 assessment.
- Statewide negotiated targets were further increased by the model as seen in our Area's adjustments .
- The impact of Covid-19 was statewide which further caused adjustments to negotiated levels and actual performance.

## **Supportive Services Policy Change**



## **SUPPORTIVE SERVICES/NEEDS RELATED PAYMENTS POLICY**

### **REFERENCES:**

- Workforce Innovation and Opportunity Act (WIOA) Title I
- Training and Employment Guidance Letter WIOA NO. 3-15
- Virginia Workforce Letter 14-17 - Minimum Training Expenditure Requirement

### **DEFINITIONS:**

- Needs-related Payments (NRPs) - Financial assistance provided to enable individuals to participate in training and one of the supportive services authorized by WIOA.
- Public Assistance - Federal, state, or local government cash payments for which eligibility is determined by a needs or income test.
- Supportive Services - Services such as transportation, child care, dependent care, housing, and NRPs necessary to enable individuals to participate in activities authorized under WIOA Title I. Aside from NRPs, supportive services are usually provided through a voucher system (e.g., transportation or food) or payments made directly to vendors (i.e., clothes, rent, or utilities).

### **POLICY:**

Program staff responsible for approving supportive services shall adhere to the guidance and procedures as set forth in this policy.

#### Eligibility Requirements

##### **a. Adults must:**

- Be unemployed;
- Not qualify for (or have ceased to qualify for) unemployment insurance; and
- Be enrolled in a program of training services under WIOA Title I.

##### **b. Dislocated Workers must:**

- Be unemployed;
- Have ceased to qualify for unemployment insurance or Trade Readjustment Allowances (TRA) under TAA;
- Be enrolled in a program of training services under WIOA Title I, by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker; or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months; or
- Be unemployed and not qualified for unemployment insurance compensation or TRA.

#### Documentation Requirements

- A copy of a UI entitlement decision or confirmation of UI benefits being exhausted, if applicable;
- Evidence of participation in training, such as a copy of ITA or attendance records for each period of training (quarter, semester, class, etc.);
- All eligibility determinations.

#### Administration and Approval of Supportive Services

- All supportive services are administered through the One-Stop Center staff.
- Supportive services must be approved by a WIOA program supervisor and reviewed by the fiscal unit before they are received.

- WIOA staff may only approve funds for the types of supportive services and amounts described in this policy. The WIOA managers and fiscal unit must approve all requests for services or costs that exceed the limits of this policy.
- All supportive services are contingent upon the customer's satisfactory performance while participating in and completing WIOA intensive or training activities as well as upon available funding. To maintain satisfactory performance, an in school youth customer who is in training must maintain good attendance and grades (a minimum grade point average of 2.0 or satisfactory progress), and be in compliance with the other program requirements. For a customer who is participating in intensive activities, he/she must be in compliance with program requirements, including active participation and bi-monthly contact with a case manager. The WIOA Program Managers may exercise authority to establish limits on amounts of funding and length of time funding is available to the participant.

#### Procurement and Payment Process

1. Program staff shall comply with local jurisdictional policies for procuring goods/services and for fiscal procedures. These policies address the competitive bid process, exceptions for sole source procurement and required forms.
2. All supportive service purchases must be made directly from a local jurisdiction authorized vendor. After services have been completed and invoices have been received, payment will be made directly to the vendor. In the event of a client being reimbursed, detailed receipts must be submitted.

#### Referrals

- WIOA program staff must seek services from other community resources as appropriate, prior to authorizing supportive services under WIOA. Referrals and follow-up will be made for other agencies or resources for assistance. Documentation of referrals indicating agencies/ resources providing services as well as denials will be included in customers' case files.

#### Allowable Supportive Services

- The range of supportive services available to WIOA customers - child care, transportation, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as laptops, eyeglasses, and protective eye wear. Supportive services are available to WIOA customers while they are participating in and completing individualized career services or training activities. The following items outline the supportive services:
  1. Child Care  
Customers who may be eligible for childcare services should be referred as appropriate to the local Child Care Assistance Programs for all childcare needs. Customers not qualified for local social service programs may be provided supportive services under WIOA Title I.
  2. Transportation  
Authorization for transportation assistance may be extended after employment is obtained for up to one month. Requests for other types of transportation assistance must be approved by the WIOA Program Manager and fiscal unit. Situations beyond the time limit will be reviewed and granted on a case-by-case basis by the WIOA Program Manager.
  3. Gas Assistance  
Customers who drive may be provided with mileage reimbursement at the rate set by the local jurisdiction or receive a \$50 pre-paid gas gift card. Authorization for gas assistance may be extended after employment is obtained for up to one month. Requests for gas assistance

must be approved by the WIOA Program Manager and fiscal unit. Situations beyond the time limit will be reviewed and granted on a case-by-case basis by the WIOA Program Manager.

4. **Eye Care, Workplace/Training Accessibility, and Digital Equity/Literacy Assistance**  
Program staff may refer customers to an approved vendor for an eye examination and a pair of eyeglasses. Eyeglasses and examination expense cannot exceed \$200.00. Staff may also request approval by the WIOA Program Manager for supportive services to assist customers with workplace/training accessibility issues which cannot be provided by other sources. Workplace/training accessibility expenses cannot exceed \$200.00. Program staff may also refer customers to an approved vendor for Digital Equity/Literacy needs, including the purchase of a laptop. Digital Equity/Literacy expenses cannot exceed \$1,000.00. If a laptop is purchased with WIOA funds, the expense cannot exceed \$500.00.
5. **Work/Training Clothes**  
Financial assistance will be limited to an amount not to exceed \$200.00 per customer for these items. The items must be for a work or training related activity. Uniforms or work boots are an example.
6. **Minor Tools or Supplies**  
If the tools or supplies are needed to become employed, staff may provide financial assistance up to \$200.00. Customers must be enrolled in a work-related activity or have a specific verifiable job offer.
7. **Financial Crisis Assistance**  
Requests for emergency assistance for counseling, housing assistance, meals or other basic needs unable to be provided by other community resources and which are required to help an individual stay in training or to be able to successfully complete program participation must be well documented and must be approved by the WIOA Program Manager.

#### Needs Related Payments

Please note that the One-Stop Centers serving the City of Alexandria and Arlington County operate within their respective jurisdiction's Human Services Departments. Both Departments offer customers access to a myriad of supportive services and financial assistance. As a result, Needs Related Payments will not be offered through WIOA in LWDA 12.

## **Eligible Training Provider Application**



### Training Provider Application

1. Name of Training Organization Center for Employment Training		2. Federal Tax ID# 94-1658311	
3. Mailing Address 6295 Edsall Road	4. City Alexandria	5. State VA	6. Zip 22312-2670
7. Physical Address 6295 Edsall Road	8. City Alexandria	9. State CA	10. Zip 22312-2670
11. Name & Title of Contact Person: Arnise "Erica" DeJohnette, Director of Contacts, Planninhg, and MIS			
12. Email Address of Contact Person: ericah@cetweb.edu		13. Phone Number of Contact Person: 408-287-7924 extension 1777	
14. Mailing Address of Contact Person (if different from above) 701 Vine Street, San Jose, CA 95110			
15. Year Established 1994		16. Website Address: https://cetweb.edu	
17. Type of Entity Vocational Training School Other (please Describe) _____			
18. Does your organization provide job search assistance or placement services? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (if yes, please describe) After graduation students are provided training related job leads/referrals, continued assistance with resumes, employment applications, cover and thank you letters. The Industrial Relations Speacilaists conducts follow-up with students to support placement and job retention.			
19. What types of financial aid are available to students? Federal PELL grants are available for those who qualify VA approved school. Direct Loan Program (subsidized and unsubsidized)			
20. Does your organization have a tuition refund policy? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (if yes, please attach the policy including time frames and percentage of reimbursement)			
21. Name of Financial Aid Contact Person Regbe Gebreyesus		22. Email Address of Financial Aid Contact Person rgebreyesus@cetweb.edu	

## Training Provider Application

23. Please provide three customer references including contact information:

1.

Sulaiman Fofanah, CET Building Maintenance Alumni  
Ph: 571-552-8341  
e-mail: rubedos514@gmail.com

2.

Daniel Leulseged, CET Building Maintenance Alumni  
Ph: 571-239-1142  
e-mail: dankl251@yahoo.com

3.

Demarco Murray Stubbs  
Ph: 202-471-9434  
e-mail: demarco.murraystubbs@yahoo.com

## SUPPLEMENTAL INFORMATION

In addition to the attachments associated with the previous sections of this application, copies of the following documents **MUST** be included:

- \_\_\_\_\_ 1. Copy of Virginia oversight documentation (SCHEV, VA School of Nursing, etc.)
- \_\_\_\_\_ 2. Copy of License to Conduct Business in Virginia
- \_\_\_\_\_ 3. Copy of Training Provider Non-discrimination Policy
- \_\_\_\_\_ 4. Copy of Training Provider Grievance Procedure for individuals with complaints on issues, such as discrimination, accessibility, etc.
- \_\_\_\_\_ 5. Suspension/Debarment Certification (included in packet)
- \_\_\_\_\_ 6. Anti-Discrimination Certification (included in packet)
- \_\_\_\_\_ 7. For each training program, fill out training program application (included in packet) and provide documentation which includes:
  - 1) Training Program description, 2) Outline of the Program, 3) Skills to be obtained.

## SUPPLEMENTAL INFORMATION

In addition to the attachments associated with the previous sections of this application, copies of the following documents **MUST** be included:

X

1. Copy of Virginia oversight documentation (SCHEV, VA School of Nursing, etc.)

X

2. Copy of License to Conduct Business in Virginia

3. Copy of Training Provider Non-discrimination Policy

X

4. Copy of Training Provider Grievance Procedure for individuals with complaints on issues, such as discrimination, accessibility, etc.

X

5. Suspension/Debarment Certification (included in packet)

X

6. Anti-Discrimination Certification (included in packet)

X

7. For each training program, fill out training program application (included in packet) and provide documentation which includes:  
1) Training Program description, 2) Outline of the Program,  
3) Skills to be obtained.



## **CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION—LOWER TIER COVERED TRANSACTIONS**

(1) The prospective lower tier subcontract proposer certifies, by submission of this proposal, that neither it nor its principals is 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 lower tier subcontract proposer is unable to certify to any of the statements in this certification, such prospective subcontract proposer shall attach an explanation to this proposal.

**Center for Employment Training**

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Organization



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Authorized Signature

**2/8/2022**

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Date

**Arnise DeJohnette, Director of Contracts, Planning and MIS**

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Printed Name and Title

## Anti-Discrimination Certification

The training provider certifies that it will comply fully with all non-discrimination and equal opportunity provisions of the laws listed below:

- 1) Nondiscrimination provisions of WIOA Section 188, and its implementing regulations at 29 CFR part 38, which prohibit discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity.
- 2) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- 3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities.
- 4) Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.
- 5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- 6) Title II, Subpart A of the Americans with Disabilities Act of 1990, as amended, which prohibits discrimination on the basis of disability.
- 7) Genetic Information and Nondiscrimination Act of 2008, which prohibits discrimination on the basis of genetic information with respect to health insurance and employment.

The training provider also certifies that it will:

- 1) Will collect and maintain data necessary to show compliance with the non-discrimination provisions of the WIOA Sec. 188, as provided in the regulations.
- 2) Will state in all solicitations or advertisements for employees placed by or on behalf of the provider, that the provider is an equal opportunity employer.
- 3) Notices, advertisement and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- 4) Make any and all reasonable accommodations to provide access and equity of services to disabled persons applying to or enrolled in any approved program of study.

## Center for Employment Training

Organization



Authorized Signature

2/8/2022

## Certification and Representation

I, Arnise DeJohnette (Name) as Director of Contracts, Planning, and MIS (Title) of  
Center for Employment Training (Applicant Agency), hereby

certify and represent the following:

1. That the information contained in this application and all attachments is true and correct to the best of my knowledge and belief; and
2. That Center for Employment Training (Applicant Entity) will permit representatives of the Workforce Development Board and the Commonwealth of Virginia access to its facilities, staff, and records for the purpose of verifying information contained in this application and for collecting any additional information related to its qualifications as a provider of training services under the WIOA.
3. I understand that approval by a LWDB places the provider and program on the state Eligible Training Provider List but does not guarantee a local area will fund the approved training activity through the issuances of an ITA. That determination is further based on local policy which must include, at minimum, relevance of training to demand occupations that are in demand regionally, availability of local funds, and likelihood that training will support the individual in meeting their career objectives and employment. The selection of a training provider is based on participant choice.

Signed this 8th day of February, 2022

Signature 

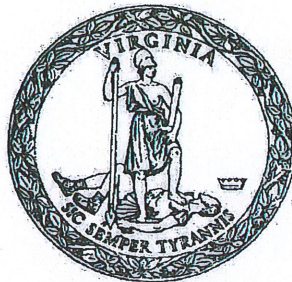
Telephone Number 909-478-7818 ext. 1777 or Mobile: 951-333-2195

Email Address ericah@cetweb.edu

FOR LWDB OFFICE USE ONLY			
Date Received by WDB	Date Approved by WDB	Date WDB Submitted to State	Authorized WDB Signature



# Commonwealth of Virginia



## VOCATIONAL NON-COLLEGE DEGREE SCHOOL CERTIFICATION TO OPERATE

*In accordance with the provisions of Title 23.1, Article 3 of the Code of Virginia, and applicable regulations 8 VACV 40-31 et seq., this certification to operate grants the vocational non-college degree school listed below permission to enroll students; and offer instruction leading to a nondegree certificate program or a nondegree diploma program in the Commonwealth of Virginia.*

**Name and Location of School:**

Center for Employment Training  
6295 Edsall Rd Ste 220  
Alexandria, VA 22312-2670

**Ownership:**

Center for Employment Training

**Issue Date:**

July 28, 2021

**Valid-Through Dates:**

September 1, 2021 - August 31, 2022

**School Code:**

33003

Certification to operate is valid for one year unless revoked or suspended for cause.  
In Witness Whereof, the State Council of Higher Education for Virginia has caused this  
certificate to be issued.

*Certification to operate is not transferable or assignable.*

A handwritten signature in cursive script that reads "Peter Blake".

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Peter Blake, Director  
State Council of Higher Education for Virginia



2021

**BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE  
COUNTY OF FAIRFAX, DEPARTMENT OF TAX ADMINISTRATION (DTA)**

2021

PHONE: 703-222-8234 TTY: 711 WEBSITE: [www.fairfaxcounty.gov/taxes](http://www.fairfaxcounty.gov/taxes)

CENTER FOR EMPLOYMENT TRA  
CENTER FOR EMPLOY TRA  
6295 EDSALL RD 220  
ALEXANDRIA VA 22312-2670

Notice: This is your 2021 Business, Professional and Occupational License (BPOL). The bottom-half is perforated to allow you to tear off and post this license in your establishment. Please note, if your check is not honored by the bank, this license shall be invalid.

**2021 LICENSE INFORMATION**

<b>ACCOUNT #:</b>	000-00-3651	<b>LICENSE PERIOD:</b>	01/01/2021 - 03/01/2022
<b>ORDINANCE CODE:</b>	47222-99	<b>LICENSE BASIS:</b>	\$0
<b>NAICS:</b>	611699	<b>LICENSE RATE:</b>	\$ .19 per \$100
<b>LOCATION:</b>	6295 EDSALL RD 220 ALEXANDRIA VA 22312	<b>FED. I.D. OR E.I.N.:</b>	94-1658311
<b>CLASSIFICATION:</b>	BUSINESS SERV OCCUPATION	<b>LICENSE NUMBER:</b>	2158186
<b>DATE PAYMENT RECEIVED:</b>	02/26/2021	<b>INSTALLMENT(S):</b>	

For any questions concerning this license, please call 703-222-8234 between the hours of 8:00 a.m. and 4:30 p.m. Monday - Friday (Hearing impaired persons may call TTY: 711), or send us an e-mail through our website, [www.fairfaxcounty.gov/taxes](http://www.fairfaxcounty.gov/taxes).

As with all taxes, our goal is to administer the BPOL tax fairly and in accordance with State and County Codes. Our staff strives to provide professional assistance and quality customer service. Please let us know if we are not meeting your needs. Your satisfaction is important to us and your comments are always welcome.

Juan B. Rengel, Director  
Personal Property and Business License Division  
Department of Tax Administration

CC: Jay Doshi, Director  
Department of Tax Administration

**FAIRFAX COUNTY DEPARTMENT OF TAX ADMINISTRATION  
2021 BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE  
(BPOL) FOR ORDINANCE 47222-99 : BUSINESS SERV OCCUPATION**

THIS LICENSE HAS BEEN ISSUED BY THE FAIRFAX COUNTY DEPARTMENT OF TAX ADMINISTRATION (DTA) AND IS GRANTED TO:

158186



CENTER FOR EMPLOYMENT TRA  
CENTER FOR EMPLOY TRA  
6295 EDSALL RD 220  
ALEXANDRIA VA 22312-2670

**THIS LICENSE IS VALID THRU  
03/01/2022**

Dept. Tax Administration, Suite 223  
12000 Government Center Parkway  
Fairfax, Va. 22035, Phone: 703-222-8234  
Website: [www.fairfaxcounty.gov/taxes](http://www.fairfaxcounty.gov/taxes)

# Center for Employment Training

## Grievance Procedure

This process is consistent with the nondiscrimination and equal opportunity provisions found in Section 188 of the Workforce Innovation & Opportunity Act (WIOA) and Title 29 CFR part 38.

Students are encouraged to seek assistance with a complaint or grievance with their primary instructor first. If the complaint is not resolved, the student must submit the complaint in writing to the Center Director; the complaint should describe the specific allegations, the desired outcome, and include evidence or documentation. The Center Director in consultation with the Regional Director will issue a written response within 10 business days. If the resolution is not satisfactorily resolved, the student must submit the complaint in writing to the Chief Operations Officer.

In the event their complaint or grievance is not resolved to the student's satisfaction using the steps outlined above, the student may address their complaint or grievance to Corporate Administration using the following procedure:

1. Use the following link to file a complaint or grievance: <https://cetweb.edu/contact-us/>
2. Complete the contact information;
3. Describe the complaint or grievance, and
4. Click on the "Send" box.

In completing the student complaint or grievance information, the student must describe the specific allegations, the desired outcome, and include evidence or documentation.

The Human Resources Director and Regional Director will receive the complaint or grievance and will notify all parties involved of the receipt and nature of the complaint or grievance within three business days.

Upon submittal, the Student will be contacted within 10 business days.

The final determination will be made within 45 business days from the initial filing date. Based on the nature of the complaint or grievance, the due process for resolution may be extended but shall not exceed 90 days. The decision of the Human Resources Director and Regional Director shall be final and must contain an explanation of how and why the decision was made.

When solutions from the CET Regional and Human Resources Directors have been exhausted without satisfaction, the student has the option to submit a grievance to the appropriate state, federal, and accreditation agencies listed in the table below:

In California	
Bureau for Private Postsecondary Education 1747 North Market Blvd, Suite 225 Sacramento, CA 95834 Phone: (888) 370-7589 Fax: (916) 263-1897 Website: <a href="http://www.bppe.ca.gov">www.bppe.ca.gov</a> <a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>	Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818
In Texas	In Virginia
Texas Workforce Commission Career Schools and Colleges, Room 226T 101 E. 15th Street, Austin, TX 78778-001 Phone: (512) 936-3100 Website: <a href="http://csc.twc.state.tx.us">http://csc.twc.state.tx.us</a>	State Council of Higher Education for Virginia 101 N. 14th St., 9th Floor James Monroe Bldg. Richmond, VA 23219 Phone: (804) 371-2285 Website: <a href="http://www.schev.edu">http://www.schev.edu</a>

<b>If tuition is paid by U.S. Department of Labor, Student Complainant may file an appeal to:</b>	
Yvette Galindo Equal Opportunity Officer Center for Employment Training 701 Vine Street, San Jose, CA 95110 Phone: (408) 287-7924 Email: <a href="mailto:ygalindo@cetweb.edu">ygalindo@cetweb.edu</a>	Or Director, Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210
<b>If tuition paid by Workforce Investment Act (WIA) Title I funds, Student Complainant may file an appeal to:</b>	
Yvette Galindo Equal Opportunity Officer Center for Employment Training 701 Vine Street, San Jose, CA 95110 Phone: (408) 287-7924 Email: <a href="mailto:ygalindo@cetweb.edu">ygalindo@cetweb.edu</a>	Or Director, Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210
<b>For Section 167 Programs:</b>	<b>For all DOL Programs:</b>
San Francisco Regional Office Regional Administrator – Region VI Employment and Training Administration U. S. Department of Labor 90 7th Street, Ste. 17-300 San Francisco, CA 94103	Office of Inspector General United States Department of Labor 200 Constitution Avenue, N.W., Room S-5506 Washington, D.C. 20210 Fax to (202) 693-5210 website: <a href="http://www.oig.dol.gov/hotnet1.htm">www.oig.dol.gov/hotnet1.htm</a>
<b>For Dislocated Worker Programs:</b>	
Ms. Marina Tapia, Project Analyst La Cooperativa Campesina de California 1107-9th St, Ste. 420 Sacramento, CA 95814 (916) 388-2224	Or Yvette Galindo Equal Opportunity Officer Center for Employment Training 701 Vine St., San Jose, CA 95110 Phone: (408) 287-7924 Email: <a href="mailto:ygalindo@cetweb.edu">ygalindo@cetweb.edu</a>
<b>When local or federal remedies have been exhausted, student may file an appeal to:</b>	
Council on Occupational Education 7840 Roswell Road, Bldg. 300, Suite 325 Atlanta, GA 30350 Phone: (800) 917-2081 Website: <a href="http://www.council.org">www.council.org</a>	

Student Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Admissions Advisor Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Admissions Advisor Signature: \_\_\_\_\_



# PROGRAM INFORMATION

Program Name	Class Code	Clock Hours	Weeks	Program Tuition
Building Maintenance	BM30	900	30	\$14,249

## Program Objectives

This program will provide a fundamental knowledge of methods, materials and equipment used in skilled maintenance and repair work such as carpentry, electrical and plumbing. The program will also provide a fundamental knowledge and skills of safety standards for carpentry, electrical and plumbing maintenance repairs. Upon completion of training, the student will be able to operate, in accordance with safety regulations, equipment and hand and power tools used in building maintenance; plan, coordinate and perform skilled building maintenance in area of assignment and be able to read and understand instruction manuals, blueprints, plans and drawings. Additionally, students will demonstrate proficiency in customer service, the use of the internet, and job search skills.

## Methods of Instructional Delivery and Interactions

This program will be taught through a combination of direct instruction, hands-on classroom/shop/lab projects, collaborative and individual projects. During the pandemic, instruction will be asynchronous online using the Canvas LMS; assignments will be interactively sent/received through this media and regular email. MS Teams, integrated in Canvas, will be used for live conferencing.

## Methods of Evaluation

Students will be evaluated using a variety of traditional methods including, but not limited to, performance evaluations and/or electronic assessments. CET does not allow the use of notes, open book, open computer/laptop, and cell phones while testing, unless otherwise authorized by the CET Education Department following industry standards.

## Testing and Scoring Criteria

Students will be required to sign an acknowledgement stating that they have completed their practical hands-on training for applicable competencies prior to taking the final written competency test in Canvas.

Students will be required to pass each competency evaluation with a minimum passing score of 70%.

## Graduation Requirements

To be eligible for a Graduation Certificate students must complete 100% of the actual program hours and must complete all program competencies within 100% and 150% of the scheduled program hours.

Program Competencies		Hours
1.	Safety Standards	75
2.	Basic Math	100
3.	Carpentry	140
4.	Electrical	140
5.	Plumbing	140
6.	Interior Maintenance	65
7.	Exterior Maintenance	60
8.	EPA Certification Prep	120
9.	Customer Service Skills	20
10.	Basic Computer Skills	20
11.	Job Preparedness	20
Total Hours of Instruction		900

*Because instruction is personalized, competency completion time may vary among students.*

## Instructional Equipment

Students in this program will have access to a variety of tools, equipment, and shop materials and supplies for training on a daily basis, including, but not limited to: propane torches, pipe cutters, framing and claw hammers, access to computer systems running Windows 7 and Office 2016.

## Instructional Materials and Uniforms

The cost of required program books is included in the tuition. In some programs, students may receive a uniform item and protective equipment. Students may purchase additional CET uniform items.

Through utilization of bulk purchasing practices, non-profit pricing opportunities, and the customization of textbooks, CET is able to provide books to students at below competitive market rates. Prices are subject to change without notice.

**Note:** Students who receive federal financial aid may have the right to opt out of having CET provide books and uniforms, and choose to purchase these items on their own. This cost will be deducted from the published program tuition; students opting out must do so at enrollment or prior to the end of the 10-day cancellation period.

Students may not opt out of purchasing books that have been customized for CET training programs and PPE, which has been approved to meet industry health and safety standards. Students will be required to sign a statement of receipt for issued items. For more information, see page 18 of the Student Catalog.

**Program Schedule:** BM30X: M – F, 8:00am – 3:00pm



# PROGRAM INFORMATION

Program Name	Class Code	Clock Hours	Weeks	Program Tuition
HVAC Specialist	HVSN25, HVS30	780	31.2, 26	\$12,736

## Program Objectives

This program will prepare students to perform the duties and responsibilities required by entry level positions in the heating, ventilation, and air-conditioning installation and service trade, such as air conditioning window unit installer servicer, HVAC installer-service helper, refrigeration mechanic helper, refrigeration unit repairer, maintenance technician, and air conditioning installer servicer helper. Students will learn safety, hand tools, electrical trouble-shooting, equipment, and plumbing related to HVAC maintenance and repair. Students will learn aspects of refrigeration and ductwork, silver brazing and soldering, and tubing, pipe, and fittings, as well as refrigeration recovery. Students will also demonstrate proficiency in customer service, the use of the internet, and job search skills.

## Methods of Instructional Delivery and Interactions

This program will be taught through a combination of direct instruction, hands-on classroom/shop/lab projects, collaborative and individual projects. During the pandemic, instruction will be asynchronous online using the Canvas LMS; assignments will be interactively sent/received through this media and regular email. MS Teams, integrated in Canvas, will be used for live conferencing.

## Methods of Evaluation

Students will be evaluated using a variety of traditional methods including, but not limited to, performance evaluations. CET does not allow the use of notes, open book, open computer/laptop, and cell phones while testing, unless otherwise authorized by the CET Education Department following industry standards.

## Testing and Scoring Criteria

Students will be required to sign an acknowledgement stating that they have completed their practical hands-on training for applicable competencies prior to taking the final written competency test in Canvas.

Students will be required to pass each competency evaluation with a minimum passing score of 70%.

## Graduation Requirements

To be eligible for a Graduation Certificate students must complete 100% of the actual program hours and must complete all program competencies within 100% and 150% of the scheduled program hours.

## Program Schedule:

HVS30: M – F, 8am – 3pm

HVSN25: M – F, 5pm – 10pm

Program Competencies		Hours
1.	Introduction to HVAC	40
2.	Safety	20
3.	Hand Tools	20
4.	Piping Systems	60
5.	Electricity	150
6.	Heating Systems	130
7.	AC Systems	120
8.	Refrigerant Recovery	105
9.	Ductwork	90
10.	Basic Computer Skills	15
11.	Job Preparedness	30
Total Hours of Instruction		780

*Because instruction is personalized, competency completion time may vary among students.*

## Instructional Equipment

Students will have access to a variety of tools, equipment, materials, and supplies for training on a daily basis, including, but not limited to: vacuum pumps, refrigerant recovery and refrigerant recycle machines, acetylene torches, pipe cutters, black pipe stock and die heads, tubing bender, swaging tools, multimeters, tape measures. In addition, students will have access to computer systems running Windows 7 and Office 2016 software.

## Instructional Materials and Uniforms

The cost of required program books is included in the tuition. In some programs, students may receive a uniform item and protective equipment. Students may purchase additional CET uniform items.

Through utilization of bulk purchasing practices, non-profit pricing opportunities, and the customization of textbooks, CET is able to provide books to students at below competitive market rates. Prices are subject to change without notice.

**Note:** Students who receive federal financial aid may have the right to opt out of having CET provide books and uniforms, and choose to purchase these items on their own. This cost will be deducted from the published program tuition; students opting out must do so at enrollment or prior to the end of the 10-day cancellation period.

Students may not opt out of purchasing books that have been customized for CET training programs and PPE, which has been approved to meet industry health and safety standards. Students will be required to sign a statement of receipt for issued items. For more information, see page 18 of the Student Catalog.

# Building Maintenance

**Occupational Objectives:** Trainees learn to perform work-related tasks and duties in preparation for employment in the following occupations:

49-9071.00	Maint. and Repair Workers, General	47-3015.00	Helpers—Pipelayers, Plumbers, Pipefitters, and Steamfitters
47-2031.01	Construction Carpenters	47-3013.00	Helpers—Electricians
47-3012.00	Helpers – Carpenters	49-9095.00	Manufactured Bldg. & Mobile Home Installers
47-2061.00	Construction Laborers	49-9098.00	Helpers – Installation, Maint., & Repair Workers

Competency Description	Theory	Practice	Total Hours
<b>1. Safety Standards:</b> Students will learn shop and chemical safety, lifting procedures, ladder safety, proper use of fire extinguishers, and use of proper safety attire.	30	45	75
<b>2. Basic Math:</b> Student will master addition, subtraction, multiplication and division of whole numbers, fractions and decimals, solve basic math problems related to carpentry, plumbing and electricity, and learn how to prepare estimates for proposed work.	55	45	100
<b>3. Carpentry:</b> Student will learn how to operate different types of hand and power tools and equipment, construct basic wall frame, perform everyday repairs, such as repairing sheetrock and doors, replacing locks, repairing drawers, assembling cabinets and applying wood finishes, etc.	50	90	140
<b>4. Electrical:</b> Students will learn principles of electrical systems, proper installation of switches, outlets and other electrical fixtures according to code. Identify electrical tools and materials, and troubleshoot electrical problems.	50	90	140
<b>5. Plumbing:</b> Students will learn appropriate methods to install and/or repair different types of plumbing pipes, including drain waste and vent pipes, water supply and gas, how to install/repair different types of plumbing fixtures and appliances according to code. Students will learn to troubleshoot plumbing problems.	50	90	140
<b>6. Interior Maintenance:</b> Students will learn how to install and repair drywall, how to apply different types of wall and ceiling textures, painting techniques, and basic door and floor installation.	25	40	65
<b>7. Exterior Maintenance:</b> Students will learn proper preparation for exterior painting (roller and airless gun); basic window and exterior door installation.	20	40	60
<b>8. EPA Certification Prep:</b> Students will learn the basics of HVAC systems and troubleshooting and be prepared to earn EPA 608 certification.	60	60	120
<b>9. Customer Service Skills:</b> Explore basic concepts of customer service and its importance in today's diverse and competitive marketplace. This competency will emphasize essential personal skills that customer service representatives must demonstrate on the job: attitude, problem-solving, verbal and nonverbal communication skills, appropriate dress, manners, telephone etiquette, etc.	10	10	20

<b>10. Basic Computer Skills:</b> This competency will provide an overview of basic computer technology and will emphasize the importance and pervasiveness of the personal computer in individuals' lives and in society as a whole. The students will demonstrate basic proficiency in operating a computer system, including hardware components, input/output devices, operating system, word-processing software, email, and the internet.	10	10	20
<b>11. Job Preparedness:</b> Learn and understand the job search process and practice the procedures for applying for a job, including identifying skills and personal qualities, filling out applications, and preparing a resume. Use multiple sources of information for finding employment opportunities and demonstrate interviewing skills and professional dress and demeanor. Students will prepare career portfolios to use when looking for jobs.	10	10	20
<b>Total Hours of Instruction</b>	<b>370</b>	<b>530</b>	<b>900</b>

# HVAC Specialist

**Occupational Objectives:** Trainees learn to perform work-related tasks and duties in preparation for employment in the various HVAC-related occupations including but not limited to the following:

49-9031.00	Home Appliance Repairers	49-9071.00	Maintenance and Repair Workers, General
49-9021.01	Heating and Air Conditioning Mechanics and Installers	49-9021.02	Refrigeration Mechanics and Installers
49-9098.00	Helpers—Installation, Maint. & Repair Workers		

Competency Description	Theory	Practice	Total Hours
<b>1. Introduction to HVAC:</b> This competency will provide a basic understanding of the theory behind heat, temperature, pressure, matter, energy, refrigeration and refrigerants essential to an HVAC technician.	20	20	40
<b>2. Safety:</b> The student will understand and demonstrate important safety practices and procedures necessary to work in the HVAC industry. The student will be introduced to OSHA policies, procedures, and standards as well as general industry safety and health principles covered in the OSHA Act.	10	10	20
<b>3. Hand Tools:</b> This competency will cover the basic hand and power tools commonly used in the HVAC industry. The student will demonstrate proper use and maintenance of tools and equipment in the performance of a variety of hands-on projects.	10	10	20
<b>4. Piping Systems:</b> This competency will focus on different types of tubing and fittings used in plumbing and HVAC applications. The student will demonstrate proficiency using the tools, and materials, and following safety precautions and step-by-step procedures for soldering and brazing.	20	40	60
<b>5. Electricity:</b> This competency will cover the fundamentals of electrical systems and components. The student will demonstrate knowledge of electrical tools and materials, safety protocols, and will troubleshoot electrical problems. The student will also learn and use the technical terminology, interpret electrical schematics and apply math skills as related to the electrical trade.	60	90	150
<b>6. Heating Systems:</b> This competency will cover heating fundamentals, including furnaces, heat pumps, oil burners and their components. The student will learn to diagnose and repair malfunctions in heating equipment and components.	60	70	130
<b>7. AC Systems:</b> This competency will cover the basic refrigeration cycle, main and auxiliary components for AC and refrigeration and electrical controls. The student will learn to troubleshoot the compressor, interpret diagrams and wire an AC system. The student will also learn to remove and install thermostats and will perform recovery, evacuation and charging of the AC system.	60	60	120
<b>8. Refrigerant Recovery:</b> This competency will cover the various types of refrigerants, as well as their chemical make-ups and the legal aspects of safe handling, transport, usage, recovery, and storage. The student will demonstrate proficiency with refrigerant recovery equipment. The student will prepare for the 608 refrigerant exam.	40	65	105

<b>9. Ductwork:</b> This competency will cover the parts and functions of duct systems. The student will design a duct system using manual J or computerized calculations systems.	30	60	90
<b>10. Basic Computer Skills:</b> This competency will provide an overview of basic computer technology and will emphasize the importance and pervasiveness of the personal computer in individuals' lives and in society as a whole. The students will demonstrate basic proficiency in operating a computer system, including hardware components, input/output devices, operating system, word-processing software, email, and the internet.	5	10	15
<b>11. Job Preparedness:</b> The student will understand basic concepts of customer service and communication skills. The student will also learn and understand the job search process and practice procedures for applying for a job. Students will prepare career portfolios to use when searching for employment.	15	15	30
<b>Total Hours of Instruction</b>	<b>330</b>	<b>450</b>	<b>780</b>



## Training Program Application

*A separate application form must be completed for each training program or occupational skills course of study.*

1. Training Organization Center for Employment Training			
2. Contact Person – Name & Title Arnise "Erica" DeJohnette			
3. Training Program or stand-alone course name Building Maintenance			
4. Program or course description Participants learn to perform work-related tasks and duties in preparation for employment in various Building Maintenance Trades such as Plumbing, Maintenance Repair Worker, Construction Helpers.			
5. Year Program Established  1994	6. Total Credit or Curriculum Hours  900	7. Number of training weeks or hours 900 hours 30	8. Minimum Class Size  10
9. Is curriculum certified by an accrediting agency or similar national standardization program:  Yes (if yes specify) Council on Occupational Education			
10. Description of training and skills to be obtained – <i>Attach training program description, include an outline of what is covered in the program and what skills are to be obtained.</i>			
11. Which in-demand industry sectors and occupations best fit with the training program; and the average wage for the primary target occupation for which the training prepares the individual, as published by the Virginia Employment Commission, for the local area. If the in-demand sectors & occupation differ from what is defined by the region, please provide LMI Information to support the sector & occupation.			
12. Does training lead to an industry recognized credential, diploma, license, or degree? <i>If yes, indicate which.</i>  Yes <input checked="" type="checkbox"/> No			
13. Is this a stackable credential, part of a sequence to move an individual along a career pathway or up a career ladder? Yes <input checked="" type="checkbox"/> No			
14. Was this training developed in partnership with a business?    Yes <input checked="" type="checkbox"/> No  If yes, Name of Business(s): Meridian at Braddock Station			

15. List Businesses that support this training program:

Humphrey Management, Michael & Sons, Mill Creek Residential, Van Metre Co, John C. Flood, Avalon Bay Communities, Legend Management, Paradigm Meridian at Braddock Station, Virginia Department of Aging and Rehabilitation Services

16. Describe how you will ensure access to training services throughout the state, including rural areas and through the use of technology:

On campus, remote learning, CANVAS Element System, E-Learning

17. Describe how you will work with the local board to serve individuals with barriers, including individuals with disabilities:

Our instructors will complete continuing education trainings to better serve and promote full inclusion classes. Instructors and job developer will attend meetings with the local board to ensure students with barriers and individual disabilities receive supportive services.

**Program Cost**

18. <b>Registration/Pre-screening/Admissions Fees</b>	\$
19. <b>Tuition</b> (check all items included in Tuition)	\$ \$14,249
Books	\$ x
Required Supplies(Tools, uniforms, etc.	\$ x
Testing/Exam Cost	\$
Licensure/Certification Cost(s)	\$
Other Required Fees	\$
20. <b>Total Cost to Complete Curriculum/Course</b>	\$ \$14,249

**Criteria for Admission**

21. Describe the prerequisites or skills and knowledge required prior to the commencement of training:

No prerequisites are required

22. Is a High School Diploma or GED required: Yes No x



## Training Program Application

*A separate application form must be completed for each training program or occupational skills course of study.*

1. Training Organization Center for Employment Training			
2. Contact Person – Name & Title Arnise "Erica" DeJohnette			
3. Training Program or stand-alone course name HVAC Specialists			
4. Program or course description Participants learn to perform work-related tasks and duties in preparation for employment in various HVAC-related occupations.			
5. Year Program Established  1998	6. Total Credit or Curriculum Hours  780	7. Number of training weeks or hours 780 hours 32 weeks night class 26 weeks day class	8. Minimum Class Size  10
9. Is curriculum certified by an accrediting agency or similar national standardization program:  Yes (if yes specify) Council on Occupational Education No			
10. Description of training and skills to be obtained – <i>Attach training program description, include an outline of what is covered in the program and what skills are to be obtained.</i>			
11. Which in-demand industry sectors and occupations best fit with the training program; and the average wage for the primary target occupation for which the training prepares the individual, as published by the Virginia Employment Commission, for the local area. If the in-demand sectors & occupation differ from what is defined by the region, please provide LMI Information to support the sector & occupation.			
12. Does training lead to an industry recognized credential, diploma, license, or degree? <i>If yes, indicate which.</i>  Yes X - EPA 608 No			
13. Is this a stackable credential, part of a sequence to move an individual along a career pathway or up a career ladder? Yes X No			
14. Was this training developed in partnership with a business? If yes, Name of Business(s): John C. Flood Yes x No			



15. List Businesses that support this training program:

Cropp Metcalfe, Clark Services Group, Michael & Sons, John C. Flood, PEG LLC, McCrea Equipment Company, Rooftop Chimney Sweeps LLC, Virginia Department of Aging and Rehabilitation Services

16. Describe how you will ensure access to training services throughout the state, including rural areas and through the use of technology:

On campus, remote learning, CANVAS Element System, E-Learning

17. Describe how you will work with the local board to serve individuals with barriers, including individuals with disabilities:

Our instructors will complete continuing education trainings to better serve and promote full inclusion classes. Instructors and job developer will attend meeting with the local board to ensure students with barriers and individual disabilities receive supportive services.

#### Program Cost

18. <b>Registration/Pre-screening/Admissions Fees</b>	\$
19. <b>Tuition</b> (check all items included in Tuition)	\$ \$12,736
Books	\$ X
Required Supplies(Tools, uniforms, etc.	\$ X
Testing/Exam Cost	\$
Licensure/Certification Cost(s)	\$
Other Required Fees	\$
20. <b>Total Cost to Complete Curriculum/Course</b>	\$ \$12,736

#### Criteria for Admission

21. Describe the prerequisites or skills and knowledge required prior to the commencement of training:

No prerequisites are required

22. Is a High School Diploma or GED required: Yes No ☒ x

**Consent Agenda Ends**

# DHS's Vision, Mission, and Values

**Vision:** A just and equitable community that is healthy, safe, and economically secure, and free of systemic racism.

**Mission:** In solidarity with Black, Indigenous, and People of Color, create equitable access to the resources and opportunities needed for every community member to be healthy, safe, and economically secure.



## Why are we leading with race?

Our new guiding principles are different in that they **center race**. This is essential because **racial inequities persist in every system across the country**, without exception: Health, Education, Criminal-Legal, Employment, and so on.

We will lead with race because when you look within other dimensions of identity — income, gender, sexuality, education, ability, age, citizenship, and geography — there are inequities based on race. Knowing this helps us take a more **intersectional approach**, while always naming the role that race plays in people's experiences and outcomes. **Our work will be race explicit, but not race exclusive.**

VALUES	
<b>Racial Equity</b>	DHS intentionally removes structural and historical barriers for Black, Indigenous, and People of Color, and provides the resources and supports that meet each person's unique circumstances and needs.
<b>Access</b>	DHS customers receive equity-driven services with ease, choice, and dignity.
<b>Inclusion</b>	DHS programs are stronger when they honor and recognize the diverse voices, cultures, and individuality in the community and Department. DHS responds to community and staff needs by building relationships, listening to lived experiences, and taking meaningful action to ensure equitable representation, participation, and decision-making.
<b>Authenticity</b>	DHS values the voices of its staff, and is invested in creating a work environment in which employees are supported, passionate about what they do, and empowered to be their authentic selves.
<b>Accountability</b>	DHS pursues continuous improvement, shares information in a transparent manner, and collaboratively works toward outcomes that eliminate racial inequities.