

Attachment D

Roles and Responsibilities

I. VTIPG Responsibilities

Following are some primary roles and responsibilities by position related to this Master Agreement for Child Welfare Advocacy Services.

- **Virginia Tech Project Manager (PM)**
 - In consultation with the Agency, the Virginia Tech PM will represent Virginia Tech and its employees in all contract negotiations, administrative oversight, work assignments, work directions, and responsibility to the contract's scope of work and roles and responsibilities, in consultation with other applicable Virginia Tech departments;
 - Preparation and submission of the Task Order to the designated Agency representative;
 - Responsible for ensuring that all Virginia Tech employees receive guidance and support enabling them to be effective and efficient in carrying out the objectives of the contract and requests of the Agency;
 - Responsible for ensuring that all Virginia Tech and Agency security and confidentiality measures are undertaken when child welfare advocacy related client information is used by Virginia Tech outside the Agency;
 - Responsible for ensuring that invoices are accurately prepared and sent in a timely manner to the Agency.

- **Child Welfare Advocacy (CWA) Supervising Lead Analyst:**
 - The primary responsibilities of the CWA Supervising Lead Analyst include:
 - Providing management of CWA Analysts working in field locations throughout the state; and
 - Providing hands-on participation and/or coordination of all CWA projects as a member of the CWA Project Management team; and
 - Providing assistance to the Agency in the planning, development, and implementation of special projects, e.g., systems development, audits, training, etc.
 - Supervisory responsibilities over applicable CWA field personnel include:
 - Monitoring CWA field activities on-site in Agency offices across the Commonwealth;
 - Establishing procedures and performing quality control verifications of field work to ensure accuracy; and
 - Coordinating and scheduling the work of the CWA Field Analysts to ensure that initial and follow-up work is performed as expected.
 - Reports outcomes of field activities to the Agency;
 - Assists in the development and implementation of special projects, e.g., systems development, audits, training, etc., as requested by the Agency in collaboration with the Virginia Tech PM.

- **Child Welfare Advocacy (CWA) Field Analyst**
 - The primary responsibilities of the CWA Field Analyst include participating in CWA or other Agency projects. These responsibilities normally involve:
 - working in field offices throughout the State;
 - reviewing, screening and/or processing existing and/or new cases;
 - reporting outcome of field activities to agency;
 - providing training, and;
 - providing follow-up and consultation to the Agency as appropriate.
 - This position reports to the CWA Supervising Lead Analyst.

II. Agency Responsibilities

1. Agency Staff Involvement

- Agency staff designated by local management will be involved in exchanging general information through one or two group meetings.
- Agency designated staff shall promptly review and approve Task Orders submitted by VTIPG.
- Agency staff or other designee with child specific case knowledge must be available at the time of the agency site visit to complete the Child Function Report.
- Individual Agency staff time needed to communicate and assist VTIPG personnel regarding selected foster care cases should be minimal and offset significantly by the extent of assistance provided by VTIPG. The amount of time is contingent on availability and clarity of case information.
- VTIPG personnel are available to provide technical assistance while conducting the SSI reviews. If substantial time is required and requested for technical assistance and guidance, a return visit can be scheduled.
- VTIPG personnel will require the following contact information for SSA of the applicable Social Workers: name, phone number, and e-mail address.
- Agency staff designated by local management will provide requested follow-up information to SSA in accordance with SSA timeframes.
- Agency will make adult applicant (foster care child age 18 or over) available to sign application forms at the time of the agency site visit.

2. Working Space and Equipment for VTIPG Personnel

- Work space is needed that will not interfere with Agency staff, to review case files and complete SSA forms.
- Access to a copier and a fax machine.
- VTIPG personnel have mobile phones; however, use of a Agency phone may be needed/beneficial.

3. Access to Foster Care Cases, OASIS, SVES, and Financial information

- VTIPG personnel will need access to all volumes of selected foster care cases, particularly medical information.
- VTIPG personnel will need access to current OASIS and financial information on selected foster care cases.
- VTIPG personnel will need access to SVES reports and/or a contact person who will run reports as required.

4. Internet Access

- Internet access is an essential part of SSI on-line application process
- The SSI Project Leader will work with the Agency to ascertain the best method to gain Internet access. Several options are:
 - Agency computer lab;
 - Analog phone line for VTIPG laptops; or
 - Agency computers for use of VTIPG personnel.