

# Addendum to the PY24 One Stop Operator Agreement

## Attachment A:

### One Stop Operator Performance Goals and Deliverables

The WIOA One-Stop Operator (Contractor) has several performance goals, that once achieved will improve workforce development and economic opportunity. These goals include creating a seamless system of partners, promoting innovation and collaboration, and achieving measurable success in terms of employment, earnings, and credential attainment. The goals also aim to effectively manage resources, address problem-solving needs, and ensure the One-Stop Career Centers meet credentialing requirements. The WIOA One-Stop Operator's performance goals are multifaceted and shall work to create a robust and effective workforce development system that benefits both individuals and the economy.

#### 1. Enhancing Workforce System and Partnerships:

- The Contractor shall create a coordinated system that integrates workforce development, economic development, business, and community agencies.
- This includes fostering strong relationships with all mandated WIOA One-Stop partners and other relevant stakeholders.

PERFORMANCE MEASURE	GOAL	REQUIREMENT	DOCUMENTATION
Career Center Partners Membership	65%	Contractor will work to ensure that the core partners and community-based organizations attend the quarterly Partners meetings.	A copy of the attendance roster for the timeframe listing all members of the Career Center Partners meeting and their attendance for each meeting.
Career Center Service Strategies	10% increase over prior Program Year.	Contractor will ensure that, based on the needs of the Career Center, new members are brought to the Partners Meeting to assist in filling the gaps in services for career seekers and businesses.	A copy of the Career Center Partners meeting for the timeframe noting new vs. incumbent members of the Partners Meetings.
Partner Engagement through MOU & IFA	Signature of all core, required and additional Community-based partnerships.	Contractor will ensure that WIOA core partners and other community-based organizations are engaged in the One Stop system by way of Memorandum of Understanding and facilitate coordination of how partners contribute to the cost of maintaining and operating the Centers through the Infrastructure Agreements.	A signed MOU of all core, required, and community-based partners for the specified timeframe.

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### 2. Promoting Innovation and Collaboration:

- The Operator shall work to encourage innovation in service delivery and promote collaboration among partners to better meet the needs of job seekers and employers.

PERFORMANCE MEASURE	GOAL	REQUIREMENT	DOCUMENTATION
Customer Experience	10% Increase over prior Program Year.	Contractor will work in coordination with the CAWDB to ensure career seekers and employers served in Faulker, Saline, Pulaski, Monroe, Prairie, and Lonoke counties receive and respond to a survey to gauge meaningful experience as defined within the contract. Note: Goal is based on the responses received.	A tracking spreadsheet or summary report from the customer satisfaction surveys showing the number of surveys distributed along with the number of results/received responses sorted by Career Center (if possible.)

3. Achieving Measurable Results: The contractor must meet or exceed the established contract performance deliverable threshold. The contractor will provide the required documentation for each deliverable to prove attainment annually.

- **Employment Rate:** Monitoring the employment rates of program participants both in the short-term (2nd quarter after exit) and long-term (4th quarter after exit),
- **Median Earnings:** Tracking the median earnings of program participants.
- **Credential Attainment:** Assessing the number of participants who achieve a recognized postsecondary credential.
- **Measurable Skill Gains:** Measuring the interim progress of participants in training programs.

PERFORMANCE MEASURE	GOAL	REQUIREMENT	DOCUMENTATION
Local Performance Measures	Monitoring and tracking the achievement of program participants.	The contractor will work with the Career Center Management staff to monitor Adult, Dislocated Worker and Youth Programs for routine assessment of program performance goals.	At a minimum, monthly performance reports from the Statewide system.

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### 4. Effective Resource Management and Problem-Solving:

- The Operator shall manage resources efficiently and effectively to ensure that One-Stop services are accessible and impactful.
- The Operator shall address problem-solving needs effectively and provide support to both job seekers and employers.

PERFORMAMCE MEASURE	GOAL	REQUIREMENT	DOCUMENTATION
Partnership Engagement	10% increase over prior Program Year.	Contractor will engage community-based organizations that have open access to participate in the Americas Job Link system. The goal is to meet career seekers who are in the community and alleviate transportation concerns to access general One Stop services.	A tracking spreadsheet, query information or other report reflecting the list of Affiliate partnerships created during the specified time.
Cross-Partner Referral Rate	10% increase over prior Program Year.	Contractor will ensure maximum usage of the approved referral system(s) and forms between partner agencies participating in the Career Centers Partners meetings.	A tracking spreadsheet, query information, or other report reflecting the cross-agency referrals for the specified timeframe.

### 5. Meeting Credentialing Requirements:

- The Operator shall ensure that the One-Stop Career Centers meet the required credentialing standards and provide quality services.

PERFORMAMCE MEASURE	GOAL	REQUIREMENT	DOCUMENTATION
One Stop Certification	Successful certification of all Centers.	The contractor will work in coordination with the CAWDB to ensure each Career Center served in Faulker, Lonoke, Monroe, Prairie, Pulaski, Saline counties attain certification as provided during the division of Workforce Services annual review.	A copy of the Arkansas Division of Workforce Services approved monitoring report showing no deficiencies for the career centers and that certification has been granted.



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## Attachment B

### **ASSURANCES**

Grant applicant's obligation to provide a written assurance. Each application for financial assistance, under Title I of WIOA, as defined in §38.4, must include the following assurance:

As a condition of the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance.

- Section 188 of the Workforce Innovation and Opportunities Act (WIOA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendment of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant ensures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. The assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

The assurance is considered incorporated by operation of law in the grant, cooperative agreement, contract or other arrangement whereby Federal financial assistance under Title I of WIOA is made available, whether it is explicitly incorporated in such document and whether there is a written agreement between the department and the recipient, or between recipients.

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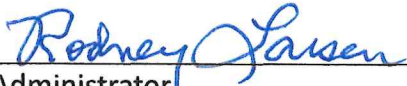
The assurance may also be incorporated in such grants, cooperative agreements, contracts, or other arrangements by reference.



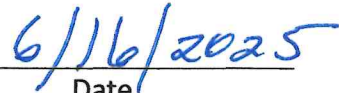
Board Chair  
Central Arkansas Workforce Development Board



Date



Administrator  
Central Arkansas Planning and Development District, Inc.



Date