

**Workforce Investment Board
One Stop Operator
PY 2022 (July 1, 2022 to June 30, 2023)**

Name: SER Jobs for Progress, Inc.		Month/Year:	
Performance Metrics (Exhibit A) Overall Administration			Comments
1.1 Comply with WIOA law and regulations, federal Uniform Guidance Requirements, State and local policies and the ARIZONA@WORK Pima County Local Plan			On-going
Performance Metrics (Exhibit A)		Comments	Outcome
1.2 Responsible for the following services and activities at the Pima County One-Stop Career Centers:			
1.2.1 Facilitate, monitor and report the seamless coordination of resource area and basic career services in career centers			
1.2.2 Facilitate, monitor and report the seamless coordination of reception and initial registration services for all customers			
1.2.3 Facilitate and support the implementing of and fulfilling of cooperative agreements and memoranda of understanding with partners			
1.2.4 Coordinate one-stop partner services, with guidance from the WIB and county leadership			
1.2.5 Coordinate access to virtual resources at appropriate partner locations, libraries and other points with the career centers			
1.2.6 Facilitate and support the developing of processes to ensure that all customers receive appropriate, timely and seamless and effective career services including appropriately communicating with persons with disabilities			
1.2.7 Facilitate and support the developing and implementing of formal referral process for services within and outside of the centers; define minimum standards for referral, meet referral follow up requirements, and document referrals made and received which also include tracking outcomes.			
1.2.8 Provide reports as required by the WIB			
1.2.9 Manage technological resources such as webinars and virtual/online trainings			

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1.2.10 Actively leading the core and required partners to integrate services in the Pima County One-Stop system		
1.2.11 Perform continuous improvement activities to achieve high-level service quality and exceptional customer service including implementation of a customer feedback system and provide quarterly reports of feedback and improvements made		
1.2.12 Develop and implement a coordinated staff development/training plan (customer service, cross training on partner services, community resources, etc.) for career center staff and partner program staff		
1.2.13 Facilitate, monitor and report partner responsibilities as defined in the MOU		
1.2.14 Facilitate, monitor and report compliance of hours of operations at the career centers utilizing Arizona Department of Health Services guidance as a guideline for a safe opening or reopening of access sites and career centers to provide in-person services		
1.2.15 Facilitate, monitor and report implementation of branding standards for the federal – a proud partner of the American Job center network, State – ARIZONA@WORK and Local Workforce Area		
1.2.16 Follow federal and state regulations pertaining to handling of Equal Employment Opportunity		
1.2.17 Facilitate, monitor and report compliance with all federal, state, and local policies and procedures relative to the One-Stop system and One-Stop Centers and access sites		
1.2.18 Have the capability to modify their offering to comply with any new revised WIOA regulations		
1.3 Provide services as the ARIZONA@WORK Pima County One-Stop Operator and under the ARIZONA@WORK Pima County brand regardless of organizational affiliation		
1.4 Ensure that as an OSO, they disclose any potential conflicts of interest arising from the relationships with particular training service providers or other service providers, including but not limited to, career service providers		

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1.5 Refrain from establishing practices, in coordinating services and serving as a OSO that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services and		
1.5.1 Comply with federal regulations and procurement policies relating to the calculation and use of profits, including those at 20 CFR 683.295, the Uniform Guidance in 2 CFR Part 200 including the contractual provisions in 2 CFR 200.326 and 2 CFR part 2900 and other applicable regulations and policies.		
1.6 Provide competent and cooperative management with a vision for developing and supporting a positive collaborative organizational environment		
1.7 Support the plan through strategies and outline a clear business strategy for the ARIZONA@WORK Pima County system that support the Local Plan		
Performance Metrics (Exhibit A)	Comments	Outcome
2. Coordination of Services		
2.1 Be responsible for leading the design, the coordination, and implementation of the partner program service delivery system as outlined in the Local Plan		
2.2 Ensure the flow and delivery of services in accordance with workforce system policies		
2.3 Use a high level of innovation and creativity in designing and implementing a human-centric workflow system that will benefit ARIZONA@WORK Pima County customers		
2.4 Develop and/or define an integrated intake, eligibility and referral process		
2.5 Coordinate the service delivery of required and participating One-Stop partners and service providers. All services must be consistent with the Local Plan. The OSO needs to encourage all One-Stop partners to work under the ARIZONA@WORK Pima County brand and represent one unified brand to customers. The OSO shall work to develop a plan to address coordinated branding.		
2.6 As of the issuance of the following programs/partners may be added or removed at the discretion of the WIB		

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2.7 Program authorized under Title I of WIOA: Adult, Dislocated Worker and Youth Programs		
2.7.1 Migrant and Seasonal Farmworker Programs (Local PPEP, Inc.)		
2.7.2 The Wagner-Peyser Act Employment Service program authorized under the Wagner Peyser Act (29 USC 49) as amended by WIOA Title III (Local DES Employment Service)		
2.7.3 The Adult Education and Family Literacy Act program authorized under Title II of WIOA (Local Pima Community College)		
2.7.4 The Vocational Rehabilitation program authorized under Title I of the Rehabilitation Act of 1973 (29 USC 720) as amended by WIOA Title IV (Local DES Rehabilitation Services Administration)		
2.7.5 Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 USC 3056) (Local Project Ayuda)		
2.7.6 Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 USC 2271) (Local DES TAA)		
2.7.7 Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, USC (Local DES Department of Veterans Affairs)		
2.7.8 Temporary Assistance for Needy Families (Jobs Program Only) (Local EQUUS)		
2.7.9 Job Corps (Local Fred G Acosta Job Corps/Human Learning Systems)		
2.7.10 Employment and training activities carried out by the Department of Housing and Urban Development (Local Sullivan Jackson Employment Center)		
2.7.11 Program authorized under state unemployment compensation laws in accordance with applicable federal law		
2.8 Review commitments of the MOU and ensure the execution of partner responsibilities outlined in the agreed upon MOU's between the system partners and the WIB		

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Performance Metrics (Exhibit A)	Comment	Outcome
3. One-Stop System Service Delivery Locations		
3.1 Facilitate and support the developing of the efficient flow and integration of services at One Stop Career Center service locations throughout the county.		
3.2 Comprehensive centers		
Kino Service Center – 2797 East Ajo Way Tucson, AZ 85713		
Rio Nuevo One-Stop – 340 N Commerce Park Loop Tucson, AZ 85745		
3.3 Specialized Centers		
Kino Veteran’s Service Center – 2801 East Ajo Way Tucson, AZ 85713		
Youth Employment One-Stop – 320 N Commerce Park Loop Tucson, AZ 85745		
Performance Metrics (Exhibit A)	Comments	Outcome
4 Onsite partner leadership		
4.1 Conduct workflow analysis in the development of a needs assessment that identifies gaps and or challenges in service availability, coordination and delivery		
4.2 Submit recommendations of such assessments to the WIB and other system partners when applicable		
4.3 Analyze whether one-stop center staff possesses the appropriate training, tools and equipment needed to carry out job functions including:		
4.3.1 Creating a needs assessment that identifies existing gaps among staff and partner agency staff to ensure their success in supporting one stop deliveries and providing recommendations at quarterly meetings regarding specific training needs and professional development		
4.3.2 Learn and remain knowledgeable of the program services and performance standards of all system partners and facilitate cross training amongst all staff		
4.3.3 Reporting results of staff training to the WIB and other system partners when applicable		

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4.4 In coordination with the WIB assure partners understand their roles in workforce system initiatives impacting customers such as career pathways, sector strategies and other key strategies or requirements under WIOA				
Performance Metrics (Exhibit A)			Comments	Outcome
5 Ensure and Report Compliance				
5.1 Ensure Americans with Disabilities Act and WIOA section 188 compliance for the ARIZONA@WORK Pima County service delivery locations as well as County ADA policies				
5.1.1 ARIZONA@WORK Pima County service delivery locations have and maintain adequate, up to date signage related to accessibility of space and programs in compliance with ADA and WIOA section 188				
Performance Metrics (Exhibit A)	Goal	YTD	Comments	Outcome
5.1.2 Report annually to the WIB on ADA and WIOA section 188 compliance	1			
Performance Metrics (Exhibit A)	Goal	YTD	Outcome	Comments
6 Continuous improvement activities				
6.1 Facilitate and support the developing of continuous quality improvement processes to determine efficiency of data tracking, collection and analysis methods and integrating lessons learned to update best practices				
6.2 Assess current level of the effectiveness of quality services based on metrics defined by the WIB				
6.3 Coordinate and adjust delivery practices in collaboration with partner programs as needed				
6.4 Convene partners quarterly, or more frequently if requested by a majority of MOU partners, the OSO or WIB	4			
6.5 Create a joint partner plan for system improvement				
6.6 Provide written and verbal updates on the coordination of the service delivery of One-stop partners and identify areas of strength and challenge areas				

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6.7 Determine agenda and provide minutes to partners for each meeting				
6.8 Provide meeting agenda and previous meeting minutes to the WIB designee				
6.9 Coordinate and facilitate meetings with key and core partners, officials, leaders and staff to share best practices, discuss workforce trends, address the needs of the local and regional area, provider education on system partner programs and services, and review service delivery and efficiencies				
6.10 Deliver ongoing training and technical assistance as needed				
Performance Metrics (Exhibit A)	Goal	YTD	Outcome	Comments
7 Meeting attendance, tracking and reporting				
7.1.1 Meet with the WIB and or County to provide updates and address issues on a monthly basis or at an agreed upon frequency	12			
7.1.2 Prepare and submit written reports and metrics for the WIB to WIB Director				
7.1.2.1 Submit written reports and metrics by the 15 th day following the end of the month	12			
7.1.2.2 One-stop referrals and enrollments, as well as referrals and enrollments received through WIOA programs operated by partner agencies, in furtherance of an integrated service delivery system. The OSO shall gather data in partnership with all partners as required by the WIB and disseminate as necessary				
7.1.2.2.1.1 Total number served by Comprehensive Centers				
7.1.2.2.1.2 Total number served by Specialized Centers				
7.1.2.3 Ratio of referrals to enrollments into partner programs				
7.1.2.4 Total number placed in employment and total broken out by				
7.1.2.4.1 Number placed in targeted industries/in demand occupations as defined by the WIB				

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7.1.2.4.2 Average wage of those placed in employment				
7.1.2.4.3 System training and professional development				
7.1.2.4.4 System partner meetings and outcomes				
7.1.2.5 Results of customer satisfaction surveys and any event participant survey results including a list of recommended system improvements to address any concerns identified by customers or participants and other information requested by the WIB and County				
7.1.2.6 Attend WIB meetings and committee meetings as directed by the WIB and County staff	12			
7.1.2.7 Submit general ledger summary of expenditures to the WIB by the 15 th day following the end of the month	12			
7.2 Prepare and present requested information to the WIB and/or WIB committees as directed by the WIB and County on a quarterly basis	4			
7.3 Annually submit annual reports to include program year statistics tallied from monthly reports, and other information requested by the county in a format to be approved by the WIB and county	1			

Success Stories/System Updates/Recommended System Improvements	
Provider	Success Stories/System Updates/Recommended System Improvements