

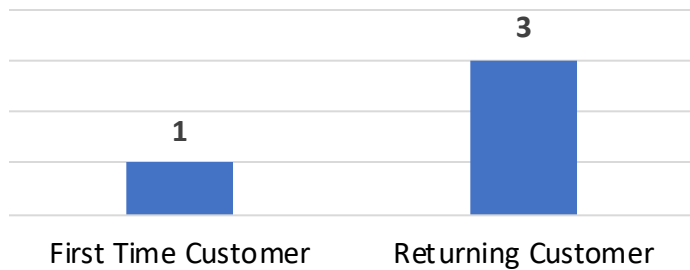


Monthly Report

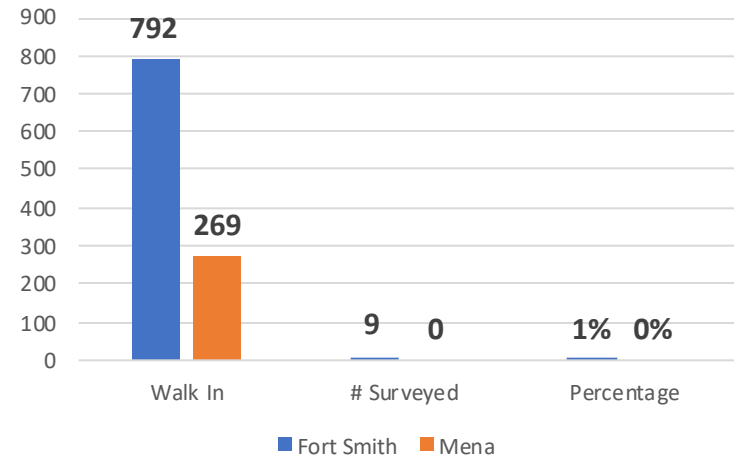
April 2024

Customer Survey Results

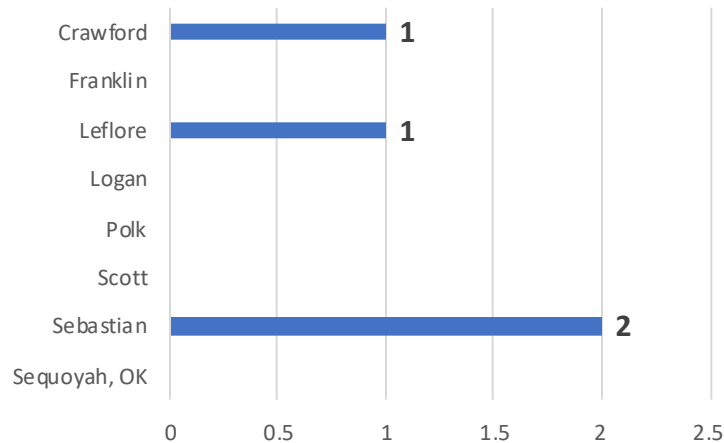
Type of Participant



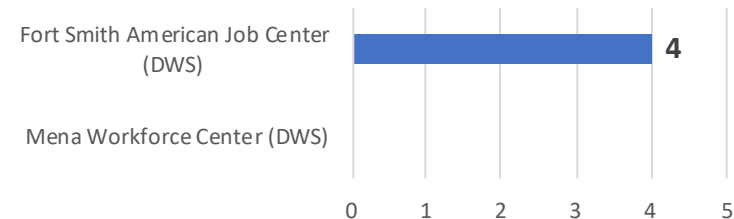
American Job Center Survey Numbers



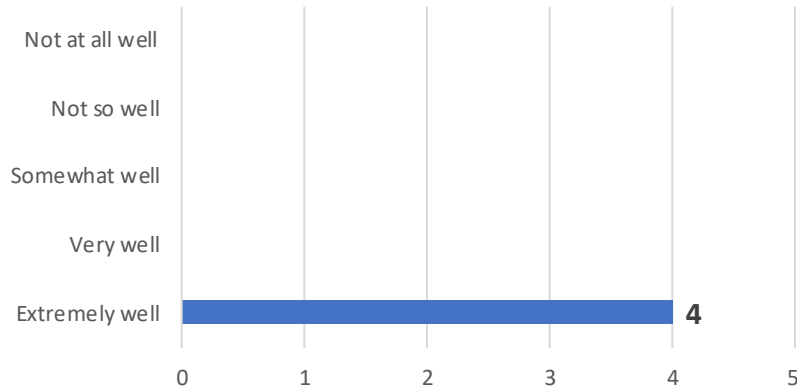
In which county do you live?



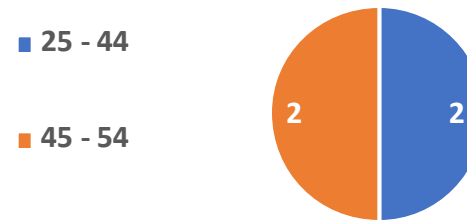
Which American Job Center did you visit?



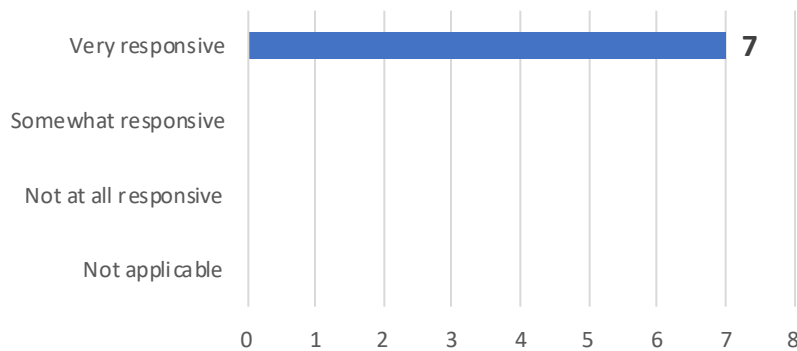
How well did our services meet your needs?



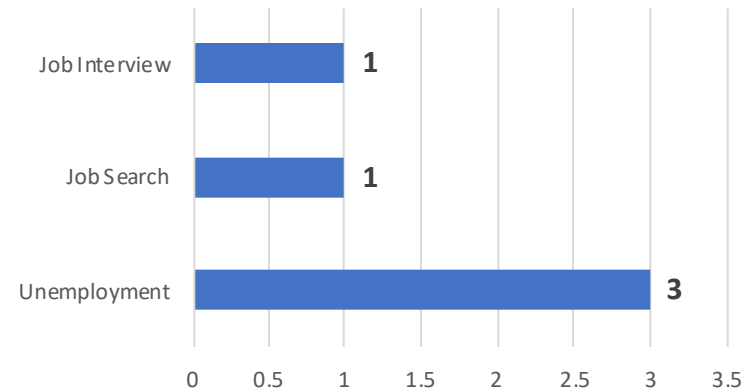
Age of Clients



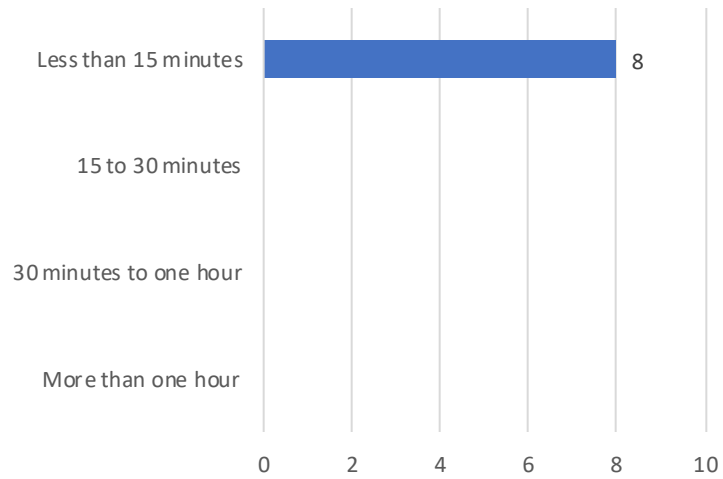
How responsive have we been to your questions and concerns about our services?



What brought you to the American Job Center today?



How long did you wait for assistance?



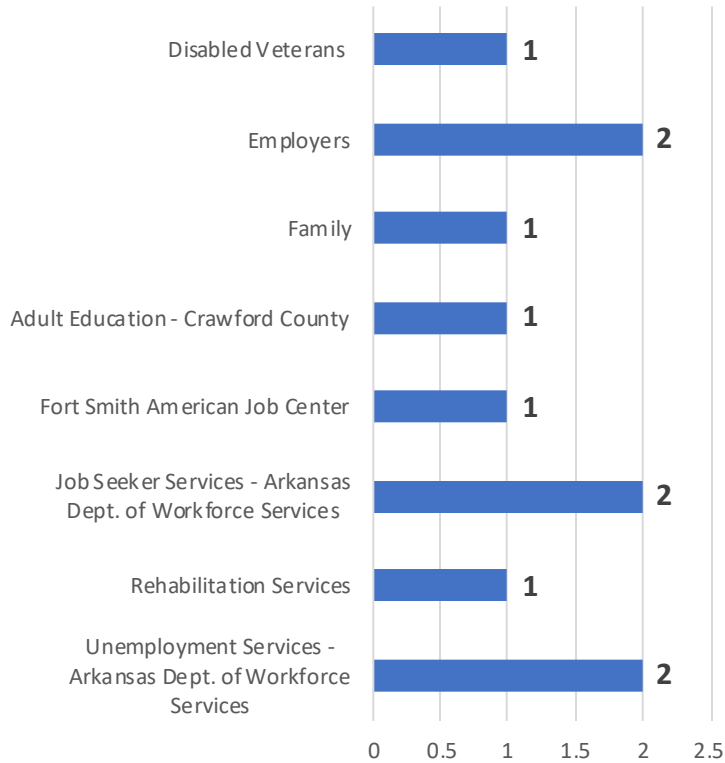
Referral Results

From: 11

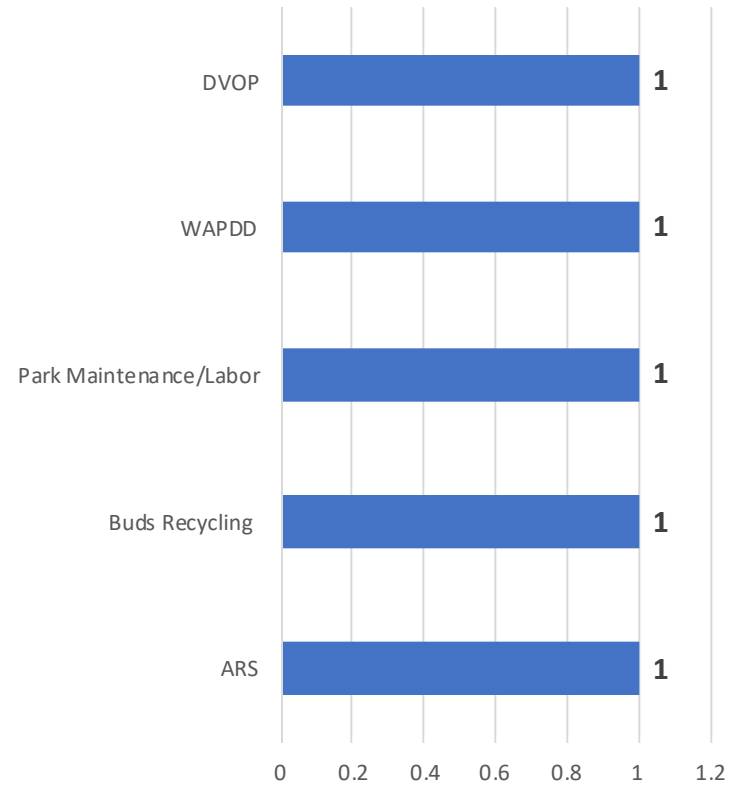
To: 5

Referrals From

Data Captured from Customer Survey and Referral Form

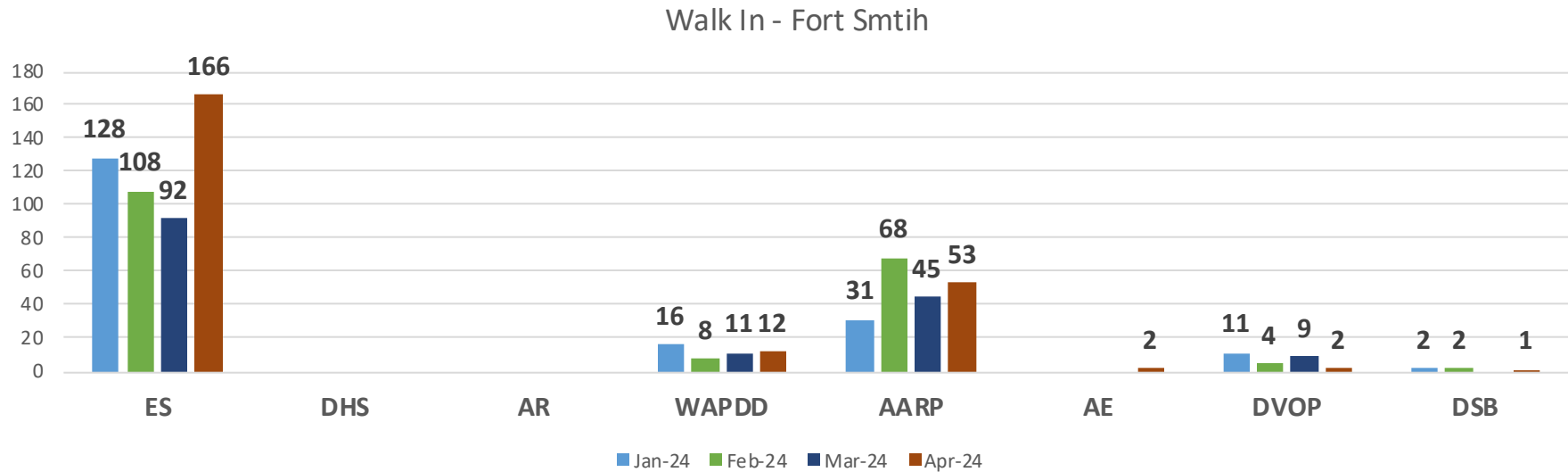
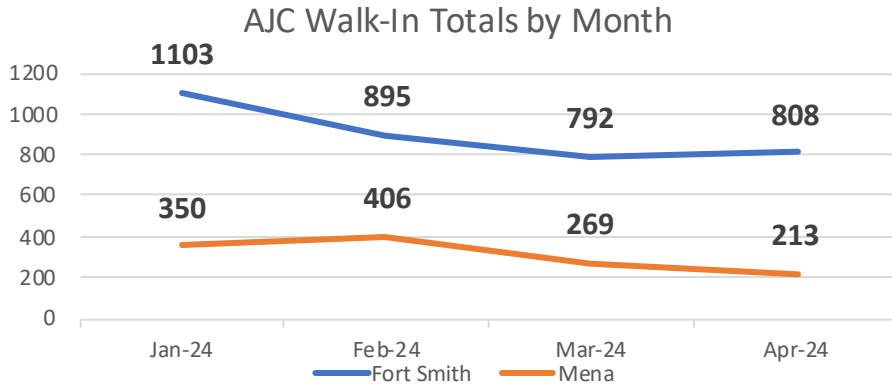


Referred To: April 22nd - 30th

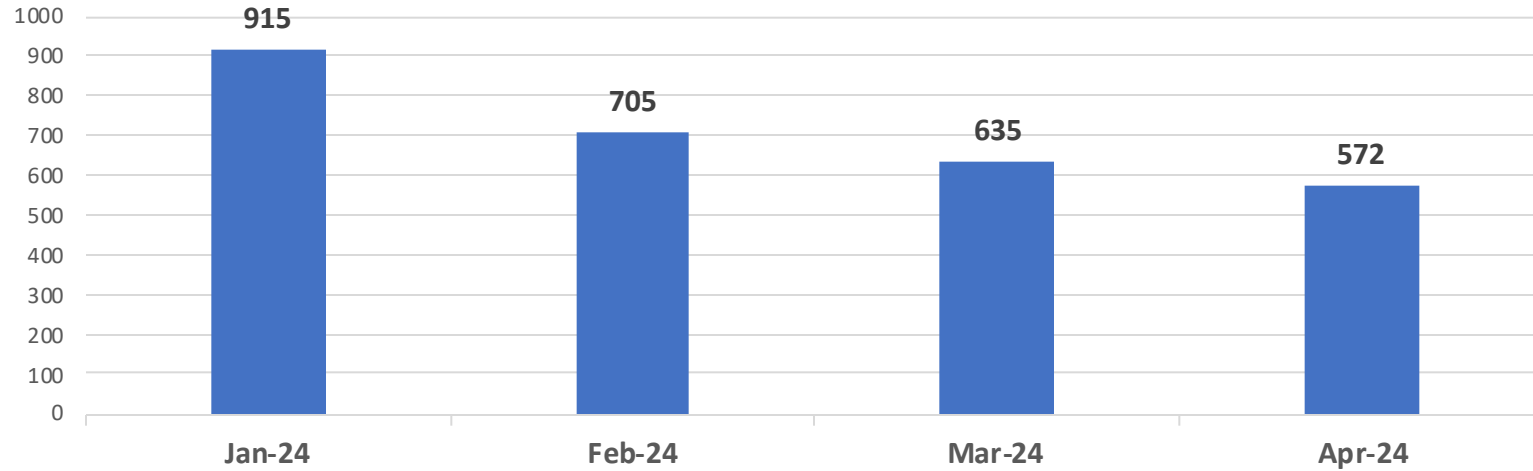


Center Walk-In Numbers

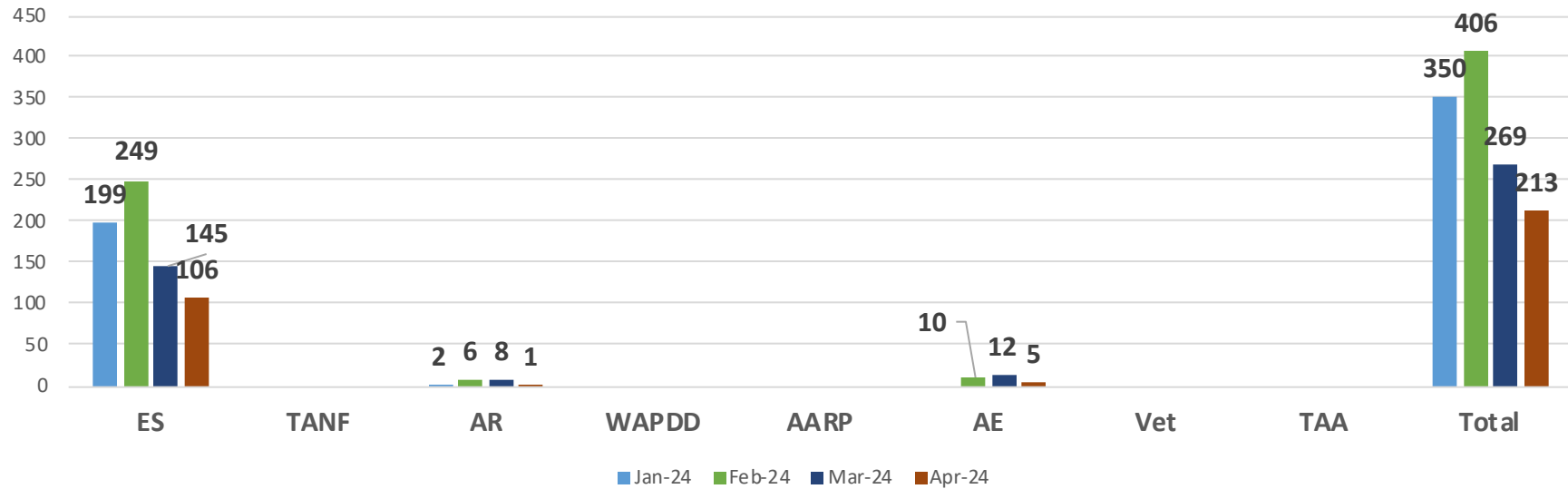
UI is Unemployment AE is Adult Education
 ES is Employment Vet is DVOP-Veteran
 AR is Arkansas DSB is Division of
 WAPDD is Western



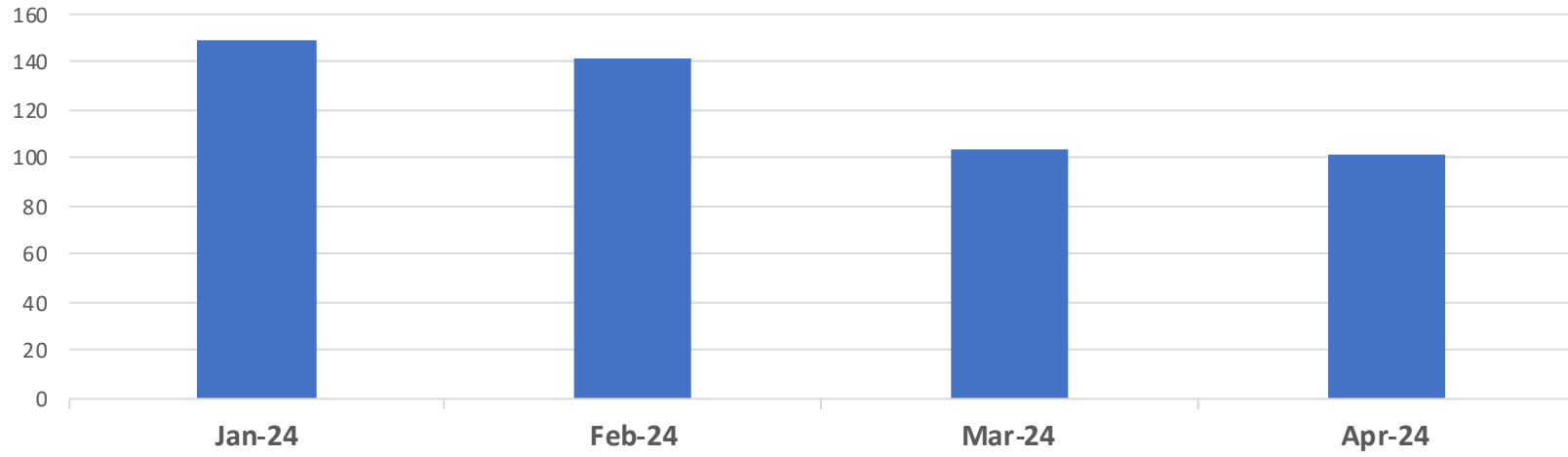
UI - Fort Smith



Mena Walk-In Numbers



Mena - UI



OSO Quarterly Performance Report

MOU Measures	Goal	Quarter 3
Services	2	2
MOU	9	7
American Job Center	6	6
Reporting	1	1
ADA EEO Compliance	1	1
Business Services	2	2

OSO Deliverables	Goal	Quarter 3
Operations Management	95%	100%
Facilities Management	90%	100%
Service Delivery	85%	0
Partnership Coordination	1	1
Staff Training and Development	80%	100%
Outreach and Recruitment	5%	0%
Performance Measurement and Reporting	1	1
Compliance and Quality Assurance	95%	100%
Continuous Improvement and Customer Satisfaction	85%	100%
Professional Development	90%	0%
Policy and Agreement Management	80%	91%
Compliance Monitoring	1	1
Document Management	1	1
Legal and Risk Management	1	1

OSO Quarterly Performance Report

MOU Implementation		90%
21		PY23
1. Services		Quarter 3
1	Coordinating seamless delivery and availability of services by workforce partners throughout the WAWDA including physical and electronic sites.	1
2	Communicating job fairs, workshops, and other special projects to partners and regional stakeholders to ensure maximum participation and positive outcomes.	1
Total		2
2.MOU		
1	Ensuring the MOU and Infrastructure agreements are implemented, updated, and adhered to.	1
2	Customer Flow	
3	Customer Service	1
4	Initial Assessment	
5	Resource Room Usage	1
6	Referral Process	1
7	Eliminate or minimize duplication of services	1
8	One-stop Partners Reporting Procedures	1
9	Confirming one-stop partners adhere to the MOU and reporting procedures.	1
Total		7
3. American Job Center		
1	Managing hours of operation at the one-stop centers.	1
2	Developing staff, cross-partner, and board policy/program training where applicable and within reason	1
3	Support and recommend continuous improvement responsive to customer needs and satisfaction assessment.	1
4	Preparation for WAWDB quality reviews and compliance with the one-stop certification criteria at all one-stop centers.	1
5	Ensuring common performance measures are communicated, tracked, and met.	1
6	Recruiting additional partners to participate in the delivery system and supportive services.	1
Total		6
4. Reporting		
1	Reporting to the WAWDB on delivery system activities and outcomes.	1
Total		1
5. ADA EEO Compliance		
1	Identifying, researching, and reporting any ADA or WIOA compliance discrepancies at the one-stop centers to the WAWDB.	1
Total		1
6. Business Services		
1	Working in concert with the region's business outreach team on improving connections with local businesses to workforce services.	1
2	Collaborating with partners in promoting workforce delivery system programs to local community-based organizations.	1
Total		2

OSO Quarterly Performance Report

		PY 23 Quarter 3
1	Operations Management	
95%	Target: Achieve a 95% or higher on-time opening and closing rate monthly. Excluding Acts of God	100%
2	Facilities Management	
90%	Target: Resolve 90% of reported facility issues within 48 hours.	100%
3	Service Delivery	
85%	Target: Achieve a satisfaction rating of 85% or higher on communication effectiveness.	100%
4	Partnership Coordination	
1	Target: Implement at least 1 collaborative projects or initiatives per quarter.	1
5	Staff Training and Development	
80%	Target: Achieve a staff training completion rate of 90% or higher Quarterly.	100%
6	Outreach and Recruitment	
5%	Target: Increase the number of new WIOA eligible customers reached by 5% each quarter.	
7	Performance Measurement and Reporting	
1	Target: Meet or exceed performance targets for common measures outlined in the MOU quarterly.	1
8	Compliance and Quality Assurance	
95%	Target: Achieve 95% compliance with certification criteria annually.	100%
9	Continuous Improvement and Customer Satisfaction	
85%	Target: Achieve a satisfaction rating of 85% or higher quarterly.	100%
10	Professional Development	
90%	Target: Ensure at least 90% of staff attend professional development trainings annually.	0%
11	Policy and Agreement Management	
80%	Target: Achieve 80% adherence to MOU and agreements annually. 9 out of 11 must be met to hit 80%	91%
	Total	10
11.1	AJC Staff Cross Training	1
11.2	Applicable Career Services	1
11.3	Effective Communication	1
11.4	Joint Planning, Policy Development, and System Design	1
11.5	Joint Mission, Vision, Goals, Strategies, and Performance Measures	1
11.6	Design and Use of Common Intake, Assessments, Referral, and Case Management Processes	1
11.7	Common and/or Linked Data Management Systems/Data Sharing Methods	1
11.8	Leveraging of resources - Public/Private	0
11.9	Continuous Improvement - Boost Outcomes & Increase Customer Satisfaction	1
11.10	Partner/Operations Meeting Participation	1
11.11	Referrals	1
12	Compliance Monitoring	
1	Target: Identify and report all compliance discrepancies.	1
13	Document Management	
100%	Target: Achieve 100% compliance with document retention requirements annually.	1
14	Legal and Risk Management	
1	Target: Renew all certifications and permits before expiration dates.	1

Measures were derived from the OSO Checklist and MOU.

OSO Quarterly Performance Report

#	OSO Benchmarks Deliverables	FREQUENCY	SPECIFIC TASKS	ACCOMPLISHMENTS, NOTES, AND COMPLETION DATES	COMPLETED	
					Y	N
1	1.1. Manage the physical opening and closing of Western Arkansas One-stops, manage key holders, manage customer entry operations (including front desk operations), and ensure proper communication related to irregular hours of operation for One-stops.	1.1.1 Daily	1.1.1. OSO and Board Staff will create a notification process for all entities, those co-located and not, to ensure all stakeholders are aware of any irregular hours of operations.	<ul style="list-style-type: none"> 2024.03.31 tentative completion date 2024.04.02 Sent Dennis an email requesting the current process. 2024.04.10 The workforce system will use the Governor's announcements on public building closure to determine when the AJCs should close. Upon notification, OSO will contact all partners to inform them of the closure. Additionally, closures will be post on the Board's Facebook. https://portal.arkansas.gov/citizen-alerts/ 		Y
	1.2. Ensure One-stops are accessible and safe for staff and customers.	1.2.1 Annually 1.2.2 Daily	1.2.1 Each Center will be reviewed for accessibility. The OSO/Center Manager will continuously monitor for items that would prevent those with disabilities from obtaining services daily. An official review will be conducted annually for each center. 1.2.2 Center Managers and AJC Staff will be trained in accessibility to help ensure the AJC is accessible daily. At a minimum, one Training topic will be provided per month. The topics will range from customer service to accessibility to program.	<ul style="list-style-type: none"> 1.2.1 Researching when the last accessibility assessment was completed on the AJCs. Tentative 6/30/2024 Accessibility training will be provided to the AJC staff 		
2	2.1 Handle the bricks-and-mortar issues relating to facility management	Daily	2.1.1 The OSO will work closely with the Center Managers to ensure that all center issues are handled promptly.	2024.05 A bi-weekly meeting will be conducted with the center manager and OSO.		Y
	2.2 Manage and coordinate service delivery (including managing service provision of programs under the direct supervision and access to other services)	Monthly	2.2.2 An Operations Meeting was created and will catalyze a coordinated service delivery system. This meeting is known as the WAWDB—Core 4 Operations Meeting, which shall be held monthly quarterly to review program measures, service coordination, referrals, customer surveys, and system challenges and opportunities. We will work together to help each other if needed.	2.2.2 2024.03.06 - First Core 4 Operations Meeting - Completed		Y
	2.3. Facilitate communication within the AJC, supervising center intake, overseeing cross-program functional teams, and/or supervising the delivery of services at the AJC.	Monthly	2.3.3 Cross Training - This will be implemented once I receive input from AJC partners. At a minimum, one Training topic will be provided per month. The topics will range from customer service to accessibility to program information to the workforce system.	2024.06.01 Tentative Start Date		
	2.4. Act as the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers.	2.4.1 Daily 2.4.2 Monthly	2.4.1 OSO will create an AJC procedure to inform OSO of customer complaints. A shared spreadsheet will be created to track each complaint. 2.4.2 A new Customer Survey will be implemented, a monthly survey analysis will be provided to all partners, and a review of the customer survey analysis will be held at	2.4.2 - 2024.03.01 New Customer Survey is being used. 2.4.2 - 2024.04.02 First Customer Survey Analysis completed and sent to partners.		Y
3	3.1. Ensure operational coordination and participation in the One Stop System to reduce duplication of services, increase collaboration, and coordinate data entry among One-stop Core Program Partners, including operations of common areas and the delivery of basic group workforce development services. (Core	Monthly	3.1.1 An Operations Meeting was created and will be the catalyst for a coordinated service delivery system. This meeting is known as "WAWDB - Core 4 Operations Meeting.	3.1.1 2024.03.06 - First Core 4 Operations Meeting		Y
	3.2. Engage all workforce partners in resource sharing & referral agreement to ensure efficiency in the delivery system including physical and electronic sites.	Daily	3.2.1 Revamp Referral Process - this process will be fully electronic and allows for referring and referred to partners and clients to receive a notification once a referral is submitted and automatically input the referral information into an excel spreadsheet where partner can access and update if the client made it.	<ul style="list-style-type: none"> A two-month Pilot will begin 2024.04.01. 2024.04.02 - Still preparing to release digital referral form. Working to identify a Referral Representative for each partner. 2024.04.18 Referral Representatives identified, training provided, and starting April 22, 2024. Monthly reports will be produced. 2024.04.22 Referral Process released and in use 		Y
4	4.1. Ensure all workshops are tracked in Arkansas Job Link	Daily	4.1 The OSO/Center Manager/Title 1 Director will work together to provide monthly workshops and ensure those are captured in the state database, where appropriate.	2024.04.02 Determining if there is already a process in place.		
	4.2. Ensure that all participants (group and one-on-one) are recorded as attending.	Daily	4.2 The OSO/Center Manager/Title 1 Director will work together to provide monthly workshops and ensure those are captured in the state database, where appropriate.	2024.04.02 Determining if there is already a process in place.		
5	1. Provide WAWDB an update on the budget versus expenditures for this Agreement.	Monthly	5.1 Eckerd Corporate 5.2 Eckerd Corporate 5.3 Eckerd Corporate			
	2. Submit to the WAWDB a monthly itemized invoice for services rendered during the prior month					
	3. Participate in a Eckerd Finance Call to review/correct monthly budget tracker.					
6.1. Develop and execute a recruitment/outreach plan to reach potential WIOA eligible customers to include populations identified in the WDB Affirmative Outreach Plan. (OSO Contract pg.6)	Monthly	6.1.1 Client Outreach Plan - OSO will work with Core 4 partners to create.	2024.04.18 Email sent to Director requesting the Affirmative Outreach Plan			

OSO Quarterly Performance Report

#	OSO Benchmarks Deliverables	FREQUENCY	SPECIFIC TASKS	ACCOMPLISHMENTS, NOTES, AND COMPLETION DATES	COMPLETED	
					Y	N
6	6.2. Develop and execute a recruitment/outreach plan for adding additional partners to participate in the delivery system and supportive services.	Monthly	6.2.1 Partner Outreach Plan OSO will work with Core 4 partners to create.	2024.04.18 Sent an email to Arkansas 211 to obtain a list of programs within each county. 2024.05.13 Information received and shared with partners		
	6.3. Collaborate with the region's business outreach team on improving connections with local businesses to workforce services.	Monthly	6.1.1 Business Outreach Plan OSO will work with the Business Services team to create.			
	6.4. Collaborate with Core Program /Required Program Partners in promoting workforce delivery system programs to local community-based organizations.	Daily	6.4.1 Create a Workforce System Presentation			
	6.5. Communicate job fairs, workshops, and other special projects to partners and regional stakeholders	Daily	6.5.1 Create SharePoint site for partner's case managers/front line workers that holds all workforce system events and notifications and post events on the Board's Facebook page.	•Tentative July 2024 - 2024.04.02 Waiting for a few other items to be completed before beginning this task		
7	7.1. Ensure common performance measures are communicated, tracked, and met	Monthly	7.1.1 (3.1) An Operations Meeting was created and will be the catalyst for a coordinated service delivery system and assessment of performance measures. This meeting is know as "WAWDB - Core 4 Operations Meeting.	• 2023.03.06 - First Core 4 Operations Meeting		
	7.2. Report to the WAWDB on delivery system activities and outcomes. Of common measure information, incoming clients, resource room usage, program-specific referrals, and co-enrollments as outlined in the MOU.	Quarterly	7.2.1 A performance report will be created to cover the mentioned items, plus additional data.			
	3. Report to Eckerd Quality/VP-Operation on delivery system activities and outcomes	Annually	Corporate			
8	8.1. Facilitate multiple communication activities; Host or participated in at least two set of regular meetings:	Quarterly				
	8.1.1 Partner Meetings-Quarterly		8.1.1.1 Quarterly Partner Meeting, where partners gather, two to three partners present on their services, networking, and event/happenings sharing.	8.1.1 2023.03.05 PY Q3 First Partner Meeting held		Y
	8.1.2 Onsite and Off-site communication	Monthly	8.1.2.1(7.1.1) (3.1.1) An Operations Meeting was created and will be the catalyst for a coordinated service delivery system and assessment of performance measures. This meeting is know as "WAWDB - Core 4 Operations Meeting.	8.1.2 • 2023.03.06 - First Core 4 Operations Meeting		Y
	8.2. Communicate WAWDB policies, procedures, and strategic objectives to all partners.	Monthly	8.2.1 (2.3) Cross Training - This will be implemented once I receive input from AJC partners. At a minimum, one Training topic will be provided per month. The topics will range from customer service to accessibility to program information to the workforce system.	•Tentative Start 2024.06.01 Cross Training will be conducted during the weekly staff meeting		
	8.3 Provide written and verbal reports on work accomplished and challenges encountered.	Quarterly	8.3 (7.2) A performance report will be created to cover the mentioned items, plus additional data.			Y
9	9.1. Prepare for WAWDB quality reviews and compliance with the one-stop certification criteria.	Quarterly/	9.1.1 OSO will use state policy to create a tool or use a current tool to ensure all reviews are excellent. 9.1.2 OSO will use the state monitoring tool to monitor adherence to all policy continuously			
	2. Eckerd Quarterly Performance review	Quarterly	Corporate			
	9.3. State EO/DOL Monitoring	Annually	9.1.2 OSO will use the state monitoring tool to continuously monitor adherence to all policy			
10	10.1. Ensure the MOU and Infrastructure agreements are implemented and updated.	On-going	10.1 & 10.2 OSO will create an MOU tool, a "report card" per se where each partner ranks themselves that can be provided to Board Staff	• 2024.04.02 Program Year 2024		
	10.2. Ensure one-stop partners adhere to MOU and reporting procedures.					
11	11.1. Support and recommend continuous improvement responsive to customer needs and satisfaction assessment.	On-going	11.1.1 (4.2) A new Customer Survey will be implemented, a monthly survey analysis will be provided to all partners, and a review of the customer survey analysis will be held at every Operations meeting. Based on outcome of discussion, training will be provided to overcome challenges.			Y
12	12.1. Convene regularly scheduled professional development trainings for One-stop partners and staff.	On-going	12.1.1 (8.2) (2.3) Cross Training - This will be implemented once I receive input from AJC partners. At a minimum, one Training topic will be provided per month. The topics will range from customer service to accessibility to program information to the workforce system.			

OSO Quarterly Performance Report

#	OSO Benchmarks Deliverables	FREQUENCY	SPECIFIC TASKS	ACCOMPLISHMENTS, NOTES, AND COMPLETION DATES	
				Y	N
13	13.1. Identify, research, and report any ADA or WIOA compliance discrepancies at the One-stop centers to the WAWDB.	13.1.1 Annually 13.1.2 Daily	13.1.1 Each Center will be reviewed for accessibility 13.1.2 Center Managers and AIC Staff will be trained in accessibility to help ensure the AIC is accessible daily.		
14	1. Maintain all relevant financial, statistical, and supporting documentation pertinent to this agreement for 5 yrs.	On-going	Corporate		
15	15.1. Promote Partner involvement through MOU	Annually	(10.1 & 10.2) OSO will create an MOU tool, a "report card" per se that can be provided to Board Staff		
	15.2. Ensure MOU's are executed annually				
16	1. Maintain Certifications and Permits	Annually			
	2. Maintain and provide Proof of Insurances: including, but not limited to, commercial general liability insurance in an amount not less than one million (\$1,000,000) dollars, motor vehicle insurance, worker compensation insurance, professional liability insurance (if applicable), and any other insurance or bonding required by law.		Corporate		
	3. Maintain errors and omission policy that further indemnifies the WAWDB, local elected officials and their agents from any disallowed costs from all sources of funding.		Corporate		