


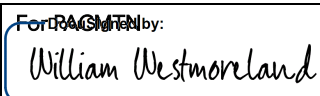


**PACIFIC MOUNTAIN  
WORKFORCE  
DEVELOPMENT**

*building community prosperity*

201 5<sup>th</sup> Ave SW STE. 401, Olympia, WA 98501

**CONTRACT Between  
Pacific Mountain Workforce Development  
And Career Team LLC**

CONTRACT INFORMATION			
Contract Start Date 7/1/2024	Contract End Date 6/30/2025	Contract Amount \$150,000.00	
Award Name AJC-One-Stop Operator AMD 1	Award Number OSO-CT-PY24-AMD1	Indirect Cost Rate Status <input checked="" type="checkbox"/> De Minimis Indirect Cost Rate: 10.00% <input type="checkbox"/> Federal Indirect Cost Rate: <input type="checkbox"/> Local Negotiated Indirect Cost Rate:	
Grant Funding WIOA Adult, DW, & Youth	CFDA Number 17.258 - Adult 17.278 - DW 17.259 - Youth	Agreement Type <input checked="" type="checkbox"/> Subrecipient <input type="checkbox"/> Contractor	Is this Award for R&D: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
FEDERAL AWARD INFORMATION			
Federal Award Agency US Department of Labor	Federal Award ID Number (FAIN) 24A55AY000071 - Youth 24A55AT000071 - Adult 24A55AW000101 - DW		
Total Amount of Federal Award Obligated to Subrecipient \$150,000.00	Total Amount of Federal Award Committed Subrecipient \$150,000.00		
Project Description The One-Stop Operator functions as a managing partner within the integrated One-Stop delivery system. This role is pivotal in coordinating service delivery across various programs to enhance accessibility and efficiency. The Operator will ensure a seamless integration of services from all partner organizations by promoting unified intake processes, strategic co-enrollment of participants, and the sharing of reporting systems. The goal is to streamline operations and optimize the delivery of services to all clients. It is a core program in the One Workforce Fund.			
PARTIES			
<b>Career Team LLC - CONTRACTOR</b>		<b>UEI Number: GWA7WGMY2MJ5</b>	
Address 250 State Street, Unit C-2 North Haven, CT 06437		EIN 06-1443936	
Contract Manager David Shufrin	Telephone 203-407-8800	Email <a href="mailto:davidshufrin@careerteam.com">davidshufrin@careerteam.com</a>	
PACIFIC MOUNTAIN WORKFORCE DEVELOPMENT - PACMTN			
Division Business		Contact Address 201 5th Ave SW STE. 401, Olympia, WA 98501	
Contract Manager Wes Smith	Telephone 360-819-7092	Email <a href="mailto:Wes@pacmtn.org">Wes@pacmtn.org</a>	
IN WITNESS THEREOF, PACMTN and the CONTRACTOR have executed this Award, which shall become effective 7/1/2024. Signed versions of this award transmitted by facsimile copy or electronic mail shall be the equivalent of the original signatures on original versions.			
For CONTRACTOR 	Date 11/18/2024	For PACMTN by: 	Date 11/18/2024
David Shufrin, General Counsel & Chief Compliance Officer		William Westmoreland, Chief Executive Officer	

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## AMENDMENT INFORMATION

This contract is amended as follows:

- The Strategic Outcomes and Attachment E PY24 Strategies and Outcomes have been omitted from the contract.
- All BHAG language has been omitted from the contract.
- The One Workforce Implementation activities on page 11 in the original contract have been modified. Here is the updated list:
  - Coordinate and manage regional operational meetings, including setting the agenda, confirming presenters, arranging locations, and determining meeting frequency. All meetings should utilize electronic delivery methods to facilitate attendance. According to the system MOU, the following meetings will be held either weekly or monthly, with cadence, agendas, notes, and roster/attendance tracked and reported:
    - **Partner Coordination Team (PCT)**
    - **WorkSource All Staff (All Staff)**
    - **Oversight of MOU-defined Functional Teams:**
      - Customer Engagement
      - Community Partner
      - Business Solutions
      - QA/Finance
      - Communications
  - Create a customer satisfaction dashboard and report customer satisfaction data and trends, report monthly.
  - Maintain effective community partnerships and ensure a comprehensive understanding of WorkSource services, including follow-up services.
  - Promote services available through the one-stop system by developing and maintaining a regional communication and marketing plan. Ensure the One-Stop Operator is invited to participate in task force meetings to enhance coordination and outreach efforts.
  - Establish a thorough working knowledge of the mission and performance standards of all core and required partners and facilitate cross-training among all staff to ensure cohesive service delivery.
  - As needed, assist as partners come into and leave the Comprehensive WorkSource Center.
  - Develop a regional system navigator model that supports PacMtn AJC network efforts, including affiliate and connection sites, to make the full range of AJC services accessible and available to the widest possible number of current users and potential customers.
  - Monitor service provider performance, quality of service, cost effectiveness in Comprehensive, Affiliate, Connection Sites.

- Report performance to PacMtn on a periodic basis, including data defined by the One-Stop Committee, as determined by established requirements.
- Assist and advise in development of MOU and related partnership documents.
- The System and Center Management activities on pages 12-13 in the original contract have been modified. Here is the updated list:
  - Improved access to Workforce comprehensive, affiliate, and connections sites as well as access to remote or mobile services and the virtual services via the WorkSource PacMtn microsite.
  - Work with comprehensive, affiliate, and possibly connection sites on day-to-day management activities and ensure functional alignment.
  - Regularly communicate customer updates, success stories, issues, and opportunities to PacMtn WDB, partners, and the One-Stop Operations Committee, ensuring at least one success story on business or partners is shared each month.
  - Demonstrate continuous improvement of work processes to enhance and streamline operations, maintaining a focus on high-level strategic outcomes rather than delving into program-specific details.
  - Ensure effective management and availability of Basic and Individual Career services are available at appropriate locations and the WorkSource PacMtn microsite.
  - Develop a customer flow process to ensure customers are connected with appropriate resources, including virtual services accessible through the WorkSource PacMtn microsite. The One-Stop Operator (OSO) should regularly provide feedback on the microsite to support continuous improvement and user engagement.
  - Operationalize the PacMtn AJC Network vision through collaboration with functional teams, ensuring alignment with strategic goals and seamless service delivery across all areas.
  - In partnership with PacMtn, lead efforts to develop processes for system performance standards and methods to achieve WIOA goals and performance outcomes, involving all core and required partners to ensure comprehensive alignment and collaboration.
  - Responsibility for System Staff Development does not fall under the role of PacMtn's Chief of Staff; instead, it should be managed by designated team members who oversee training and development across the system.
  - Ensure that all system staff, including those employed at One-Stop and those representing the system, are thoroughly trained on the products and services offered by the system, with a focus on facilitating effective referrals.
  - Creating and facilitating ongoing employee development training plan for all system staff including training in leadership, customer service, conflict resolutions, etc.

- Cultivate a productive and positive employee environment that embraces diverse voices by regularly surveying staff and leaders across the system for input on the One-Stop Operator's performance on a quarterly basis.
- Work with Business Services contractor to increase awareness and utilization of the PacMtn AJC Business Services.
  - Increase the number of businesses receiving services from PacMtn AJC Network.
  - Target businesses in those sectors that have been determined by the PacMtn as strategic. PacMtn's top 6 Sectors can be found at [www.pacmtn.org/regional-sectors/](http://www.pacmtn.org/regional-sectors/).
- In conjunction with appropriate WDB and leaseholder staff, develop execute and monitor Infrastructure Funding Agreements (IFA) and other related Resource Sharing Agreement (RSA) between required partners. This may include updating co-located partner counts, participant service numbers, and center modifications.

**All other provisions in the original contract remain in full force and effect.**