



To:

Northwest Arkansas Workforce Development Board
Workforce Innovation and Opportunity Act
ONE-STOP OPERATOR

From:

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IN THE DOOR, LLC. 1270 Caroline Street, suite D120-433Atlanta, GA

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IN THE DOOR

WORKFORCE SOLUTIONS

EXECUTIVE SUMMARY/ NARRATIVE

IN THE DOOR has the right experience and expertise in One-Stop Operations to make an immediate impact in Northwest Arkansas. Before we began in 2015, our team accumulated over 40 years of workforce development experience. This One-Stop project connects directly with our mission to provide innovative, quality training, and workforce development solutions that exceed the needs and expectations of our customers while contributing to national economic development growth.

As the One-Stop Operator for Several Workforce areas, IN THE DOOR knows that communication failure and disorganization amongst partner agencies is a leading source of adverse results for jobseekers. Daily, we manage our partners and business community connections in locations where we see over 1,000 customers a week. We use the net promoter score to manage service among agencies and focus on making sustainable workforce gains. IN THE DOOR uses the Net Promoter Score (NPS) that measures the loyalty existing between a service provider and a consumer. The customer response and completes the NPS Survey. These survey results are reviewed weekly, and data is compiled every month to capture changes that can be made timely and efficient.

Our One-Stop Services are comprised of four important components:

1. Leadership Amongst Partner Agencies and Integration of Services;
2. Best Practices that are tailored to the Workforce Development areas we serve.
3. Innovation in areas such as Assistive Technology and Kiosk Technology.
4. One-Stop Operations that focus on aiding customers.

As a result of our services to the adult, dislocated worker, youth, and reentry communities in Georgia, we were formally recognized by Congress in May 2017 as “Small Business of the Year” in the 4th Congressional District.

Choosing IN THE DOOR’s team to implement One-Stop Operator Leadership in your area will have a significant impact on your region. We know that having a new Workforce Center and focusing on serving the citizens of Northwest Arkansas is a top priority. Choosing IN THE DOOR’s team to implement One-Stop Operator Leadership in your area will have a significant impact on your region. surrounding areas is a top priority in which we look forward to being a part of that journey.



NORTHWEST ARKANSAS WORKFORCE DEVELOPMENT BOARD

When you consider the four factors mentioned above, you conclude that the Northwest Arkansas community will get significant benefits by selecting IN THE DOOR to be a part of its community.

Thank you,

JERRY MYERS

**Jerry Myers
President**

OUR MISSION

Our mission is to provide an innovative and quality One-Stop Career Center that connects jobseekers to business opportunities and provide economic development growth around the country.

ORGANIZATIONAL EXPERIENCE AND PERFORMANCE

IN THE DOOR has specific experience managing One-Stop Career Centers with multiple tenants. We have the experience of working with 37 counties with different needs and priorities and the City of Atlanta.

Each One-Stop Career Center's relationship with their tenants is unique and customized to fit the needs of the local area. For example, WorkSource Macon-Bibb is co-located inside a Georgia Department of Labor (GDOL) Career Center for the first time this year. Our One-Stop Manager there has coordinated the office and cubicle space for WIOA, Legacy Links, Vocational Rehabilitation Agency, CSBG, HUD, and Youth Build partners that all use space at the One-Stop either part- or full-time.

In DeKalb County, the reverse is the case. GDOL is co-located inside WorkSource DeKalb's Career Center. GDOL has 15 staff on site at the One-Stop, which significantly increases the customer foot traffic and has made office and cubicle space in short supply. By working closely with the Deputy Workforce Director, the GDOL Career Center Manager, and the partners and staff, we have set up an efficient and effective scheduling a system that benefits all our customers.

In each of our One-Stop locations, our One-Stop Operator Manager has responsibilities tied to the partners MOU. We assist with coordinating the partner services, tracking customers to partners, and monthly or quarterly invoicing.

Exhibit 1. IN THE DOOR Rapid Response event for laid off Sam's Club Workers.



IN THE DOOR'S EXPERIENCE CARRYING OUT ONE-STOP OPERATOR SERVICES

IN THE DOOR is in the best position to operate a One-Stop Center for the following reasons listed below.

- IN THE DOOR's team has a history of successfully managing daily operations regarding managing daily operations of American Job Centers.
- We have a history of working with both adult, young adult, and youth populations in overcoming barriers to employment.
- IN THE DOOR has a history of reporting to boards and key stakeholders regarding trends while providing solutions driven alternatives to challenges that arise.
- IN THE DOOR has managed partner resources with several organizations throughout Georgia while establishing MOU's.
- Having worked in 37 areas, we understand the local area, the barriers, and have a track record of creating localized plans.
- IN THE DOOR's staff ensure that services from resource rooms, labor market info, and orientations are made readily available.
- IN THE DOOR's team has over 40 years of workforce and education experience bringing a seasoned, but fresh perspective to the One-Stop Operator role.
- IN THE DOOR believes in not only aiding individuals with barriers to employment but focuses on a strong customer service model.
- IN THE DOOR has experience adhering to state and federal regulations and policies to ensure compliance and programmatic success.

IN THE DOOR'S PLAN TO DELIVER ONE-STOP OPERATOR SERVICES

As the One-Stop Operator:

- We will coordinate the service delivery among partner agencies in the One-Stop Career Centers.
- We will manage daily operations in coordination with WIOA fiscal agent for the lease, utilities and other activities to support the center.
- We will manage partner responsibilities defined in the Memorandum of Understanding (MOU) among partners (WIOA Title I Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation), manage hours of operation and manage services for individuals and businesses.
- We will ensure that basic services such as are available (orientations, labor market information, resource room) implementing of Local Workforce Development Board Policy, adhering to all federal and state regulations and policies.
- We will report to Local Workforce Development Board on operations, performance and continuous improvement recommendations.
- We will create daily work schedules, team assignments and workflow based upon operational needs.
- We will coordinate staff vacations/unscheduled absences with the formal leader to ensure service coverage by Center staff. We will ensure staff are properly trained and provided technical assistance as needed.
- We will provide constructive feedback to team staff regarding their duties. Facilitate communication among the other functional leaders and teams in the Center.
- We will provide input to the formal leader on the work performance of staff under their purview.
- We notify the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status.
- We will identify and facilitate the timely resolution of complaints, problems, and other issues including speaking with individual partner agencies when necessary.
- We will provide and/or contribute to reports of Center activities as requested by the Northeast Kansas WDB. Willingness to ensure open communication with the formal leader(s) and Center Manager in order to facilitate efficient and effective Center operations.



Exhibit 2. IN THE DOOR Veteran Job Fair Event, August 2019

WORKFORCE RELATED ACTIVITY INVOLVEMENT

We will be ready to begin implementation on day one. We will immediately meet with the staff and partners, assess the needs of our team, and make recommendations.

1st Quarter 2020

- Introduction to One-Stop team
- Management teams of One-Stop and Partners meet to discuss and agree upon shared goals
- Implement data collection system
- Begin Partner Integration Meetings
- Begin staff trainings on integrated service delivery

2nd Quarter 2020

- Present preliminary findings to WIB board
- Continue to train staff on integrated service delivery
- Begin employer outreach program to recruit companies with in-demand occupations
- Discuss customized training programs with employers and technical colleges

3rd Quarter 2020

- Review opportunities for improvement
- Assess goals at mid-year point; identify deficient areas
- Work with management, partners, and staff to address deficient areas
- Implement strategies to improve performance on goals

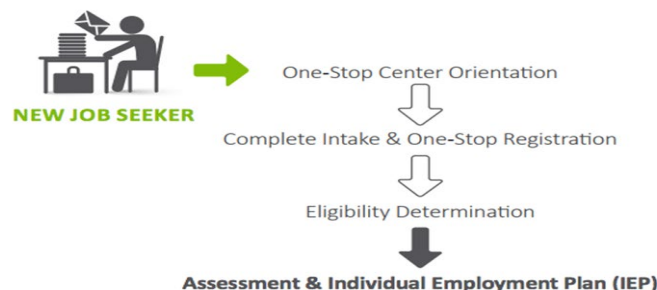
4th Quarter 2020

- Make final push to meet or exceed all program-year goals
- Report findings to the WIB board

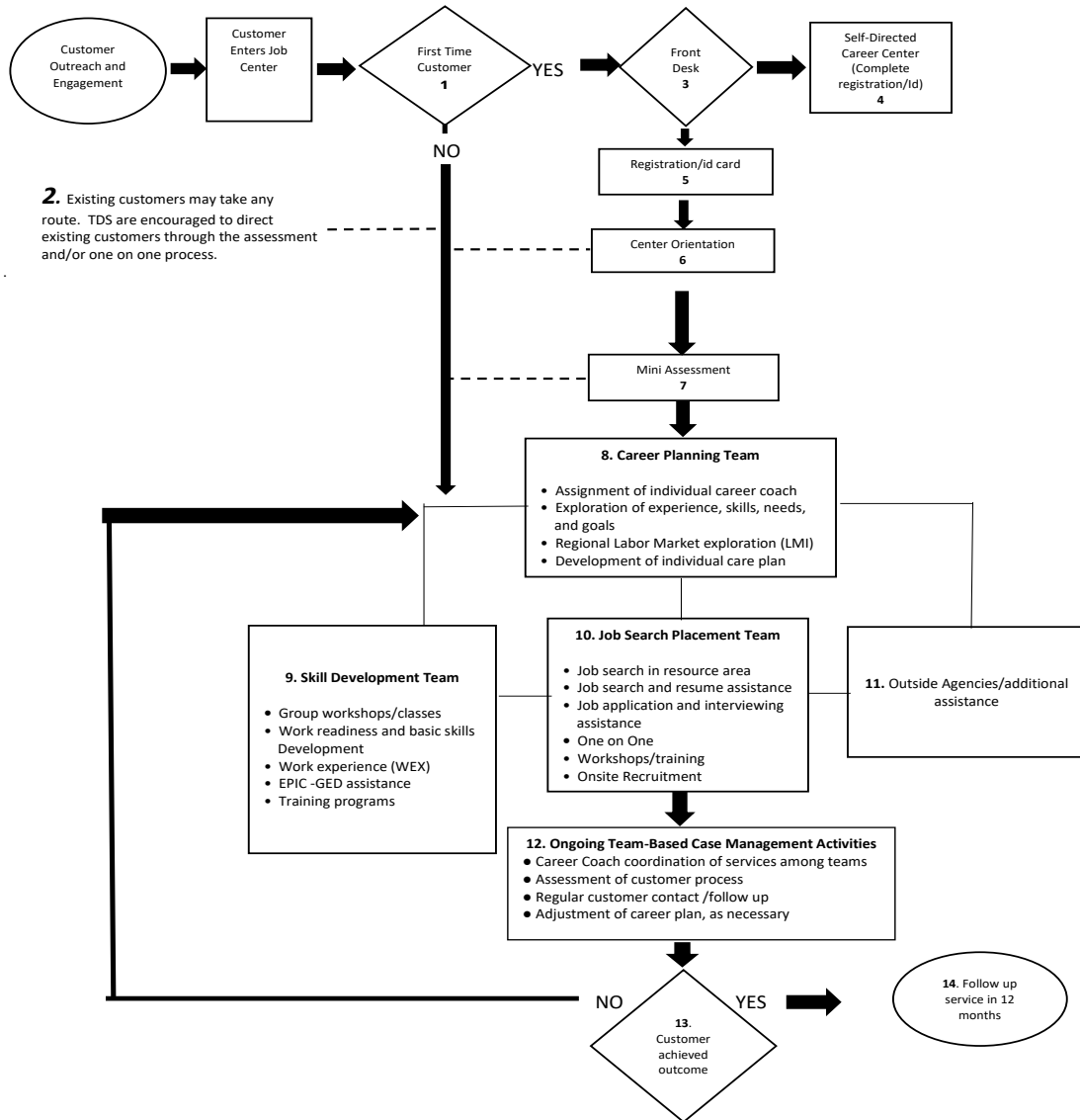
DIRECTING JOBSEEKERS TO APPROPRIATE SERVICES

IN THE DOOR directs job seekers in the following system (shown in Exhibit 3. below). At the One-Stop Orientation phase of the process, we determine the needs of the job seeker by providing questions that ascertain services needed. We also discover if additional services are needed such as housing, food benefits, etc. through this process and train on how to determine needed referrals if a customers’ situation changes during the process. The referrals are then tracked through a database and notes are added into the CRM.

Exhibit 3.



CUSTOMER FLOW CHART



RESOURCE ROOM MANAGEMENT

IN THE DOOR will ensure customer service at the One-Stop is high performing acting as the Customer Service Supervisor:

- Act as part of the workforce development department’s management team to monitor the operation of the lobby and customer resource room (computer room that’s open to the public with internet access, copier, fax, employment services software, etc.)

- Ensure that all One-Stop customers are logged into a customer database; capture customers' personal information as well as their reason for visiting the One-Stop and the services he/she wishes to receive (in some cases, create a database to eliminate paper sign-in sheets)
- Receive, address, and resolve all customer complaints
- Assist customers directly as needed with employment services or access to partner services
- Work closely with reception/greeter staff to distribute in-person customers to workforce development or partner staff (or to direct linkage portal)
- Monitor and evaluate customer satisfaction via the use of customer surveys

MANAGING PARTNERS AND TRAINING

While serving as the One-Stop Operator in four locations, we have learned a great deal about the partner MOUs. One of the issues we've faced is that many of the MOUs were signed three or more months before the new fiscal year began on July 1st. Also, the MOUs were typically signed by high-level executive staff at each organization, but these persons are not the one's performing the work. We have found that MOU meetings with the front-line partner staff and supervisors are necessary to ensure compliance with the MOU.

Additionally, we will have monthly partner meetings to keep the partner representatives abreast of our expectations and their actual performance.

a) Physically co-located at the One-Stop Center, and

The Comprehensive One-Stop will bring together a series of partner programs and entities responsible for workforce development, education, and other human resources programs. We will work to optimize the location of staff so that partners who perform similar tasks serve on relevant functional teams. Additionally, we will develop a leadership team that consists of at least one member from each partner, to meet monthly to develop and coordinate our policies, staff communication, event planning, and cross training efforts. Lastly, we will develop a staff integration system through which all partners will participate in ongoing cross training and co-enrollment strategy meetings to coordinate services for the center, placing a priority on customer service.

b) Virtually/electronically available at the One-Stop Center

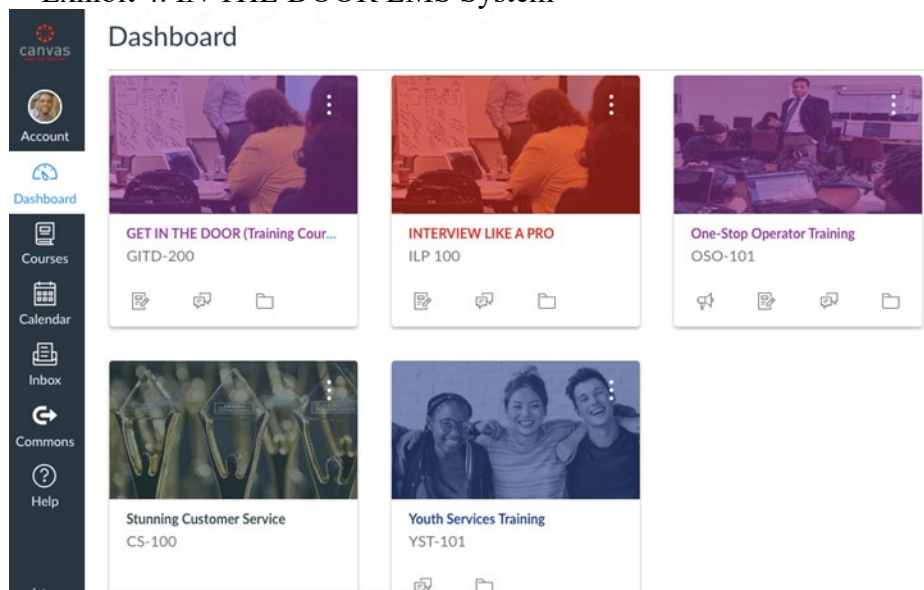
Our One-Stop site managers have each developed a partner access schedule for the partners that are only available via direct linkage. At WorkSource DeKalb, we call it the "P.E.A.P.", the Partner Electronic Access Portal. We have contacted each of our partners and had them provide contact information for a primary and a back-up representative. We have a separate area with computers and phones in which customers can contact the partners directly and receive the services they need. Currently, access is available via phone and email. However, we are exploring other options that allow for face-to-face contact, such as Skype.

STAFF TRAINING AND REPORT

IN THE DOOR uses the following to monitor and evaluate One-Stop Operators.

- Weekly Report from Each One-Stop
- Monthly Report provided to the One-Stop Director’s each month.
- Each local area has a conference call to cover the previous week’s report for the local area, opportunities and new plans to enhance our One-Stop Career Centers
- Internal Training- IN THE DOOR has a LMS (Learning Management System) or eLearning course preparing our One-Stop Operator team. The newest One-Stop Services Training is OSO-101. OSO-101 consist of assignments, in and out of school youth documents, quizzes, and updates to evaluate our teams progress as seen below in Exhibit 3.

Exhibit 4. IN THE DOOR LMS System



PLAN TO MANAGE CORE WORKFORCE DEVELOPMENT CLASSES AND SERVICES

The Comprehensive One-Stop will bring together a series of partner programs and entities responsible for workforce development, education, and other human resources programs. IN THE DOOR works to optimize the location of staff so that partners who perform similar tasks serve on relevant functional teams. Additionally, we will develop a leadership team that consists of at least one member from each partner, to meet monthly to develop and coordinate our policies, staff communication, event planning, and cross training efforts. Lastly, we will develop a staff integration system through which all partners will participate in ongoing cross training and co-enrollment strategy meetings to coordinate services for the center, placing a priority on customer service and reduction in duplicated services.

We also post classes available and dates amongst the One-Stop and through Social media to promote classes such as Workforce Readiness, Resume Writing, Interviewing Skills and Becoming an Asset in the Workplace.

EXPERIENCE WITH ONE-STOP CERTIFICATION

IN THE DOOR has successfully completed several one-stop certifications to ensure that certification creates a consistent level of quality in the services provided.

The process shall include the following:

- A diagram or narrative of participant flow throughout the tiers of services;
- Identification of the clear flow of services between all partners;
- Identification of the facility's service delivery structure, i.e., location service mix and participant flow;
- Demonstration of a plan for increased enrollment in various programs and increased use of facilities;
- Identification of a system for referral to training services and use of ITAs;
- Identification of leveraged resources with various funding streams, educational grants, and other financial aid programs;
- Identification of a community outreach plan; and
- Identification of all One-Stop partners and the ways in which services are integrated.
- Identification of key team members and standard operating hours
- Defining what customer service standards are for the comprehensive and affiliate sites.
- Basic Operational Details of the following career center.

Partner Presence

1. Under "Physical Presence: Average Hours/Week On-Site," include the number of hours per week the agency is on-site, if applicable.
2. Under "Agency Personnel Name and Schedules," enter the names and schedules of those on-site.
3. Under "Electronic Presence," indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the "Not Applicable" column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services	40 hours/week	WorkSource DeKalb, Michelle Jones, 8:30a.m.-5:00p.m.		
WIOA Title I Dislocated Worker Services	40 hours/week	WorkSource DeKalb, Michelle Jones, 8:30a.m.-5:00p.m.		
WIOA Title I Youth Services	40 hours/week	WorkSource DeKalb, Michelle Jones, 8:30a.m.-5:00p.m.		
Job Corps	40 hours/week	Job Corp, Star Butts, 8:30a.m.-5:00p.m.		
Youthbuild		Chris 180, Veronica Kulon		
Native American programs				X

Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

CUSTOMER INTAKE AND FLOW OF SERVICES	
<p>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? Does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</p>	<p>WorkSource DeKalb (WSD) does use customer-focused processes such as integrated and expert welcoming and intake for all customers. There are two (02) WSD employees located at the front counter. They are there to answer calls from the public and direct customers to the appropriate service provider or Workforce Innovation and Opportunity Act (WIOA) staff.</p> <p>Also, there is a GDOL representative at the front counter as well. The GDOL Representative to direct the public to the appropriate GDOL staff, GDOL Workshop, and/or answer any specific questions regarding GDOL services.</p> <p>WorkSource DeKalb (WSD) does provide seamless and coordinated customer centered services through front-desk staff and counselors. This is accomplished by collaboration of entities responsible for separate Workforce Innovation and Opportunity Act (WIOA) funding streams and by integration of programs and resources at the community level. All partners have an obligation to provide the Basic Career Services so that individuals may access the One Stop System regardless where they enter, including programs and activities carried out by One Stop partners.</p> <p>For Employer services, the Business Solution team will provide information to employers during one on one sessions. During these appointments, staff will discuss Work based Learning programs and the requirements for employers.</p> <p>For Adult Training Services, an individual interested in applying for assistance through the Workforce Innovation and Opportunity Act (WIOA) are advised to view the Workforce Innovation and Opportunity Act (WIOA). Online Orientation or an Orientation can be provided to participants one on one. This orientation provides a complete overview of the Workforce Innovation and Opportunity Act (WIOA) Program, opportunities, overview of training programs, eligibility requirements and application methods. DeKalb County WIA online Orientation Process is available by going to www.worksourcedekab.org. Participants may attend a weekly WIOA Eligibility and Training session. During these sessions, staff will discuss WIOA eligibility and WIOA funded training requirements.</p> <p>See Attachment: WIOA Adult Services</p> <p>For all WIOA Youth Service, participants may register for the program by:</p> <ol style="list-style-type: none"> 1. Attending weekly intake sessions 2. Registering online via the WorkSource DeKalb (WSD) website <p>In both cases, youth participants are requested to provide documentation which to support their eligibility for program funds.</p> <p>See Attachment: WIOA - Youth Program Recruiting Process - Youth Services</p>
<p>Provide a brief overview of the One-Stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</p>	<p>The One-stop Operator's role and duties comprises overall operation of the One Stop Center includes entering into agreements with the partners (GDOL, GVRRA, TGSE, Adult Education, etc. allocated in the center; cost allocation plan(s); service mix and flow; planning and monitoring center operations; and coordination with other service providers in the service area.</p> <p>The One Stop Operator is also responsible for developing a strategic operations or business plan for the center including the development of a common mission and goals. The One Stop Operator should ensure that the center is guided by customer needs, customer satisfaction and customer success.</p> <p>One-Stop business plan includes strategies for training of center staff to insure integration of service delivery to provide seamless access to services for all customers.</p> <p>The One Stop Operator ensures that the basic career services are provided at the center and provide access to the other activities and programs provided under Workforce Innovation and Opportunity Act (WIOA) and by the mandatory partner programs available in the area. The One Stop Operator ensures that the One Stop Center and services are accessible to all customers including individuals with disabilities.</p> <p>The One Stop Operator will be aware of all intake session dates, times, and approximate duration for both WIOA Adult and WIOA Youth programs. Additionally, the One Stop Operator will know how to guide participants through WorkSource DeKalb's (WSD) website and provide assistance when needed regarding the online application for youth services.</p>

Exhibit 5. One-Stop Certification Example Documents

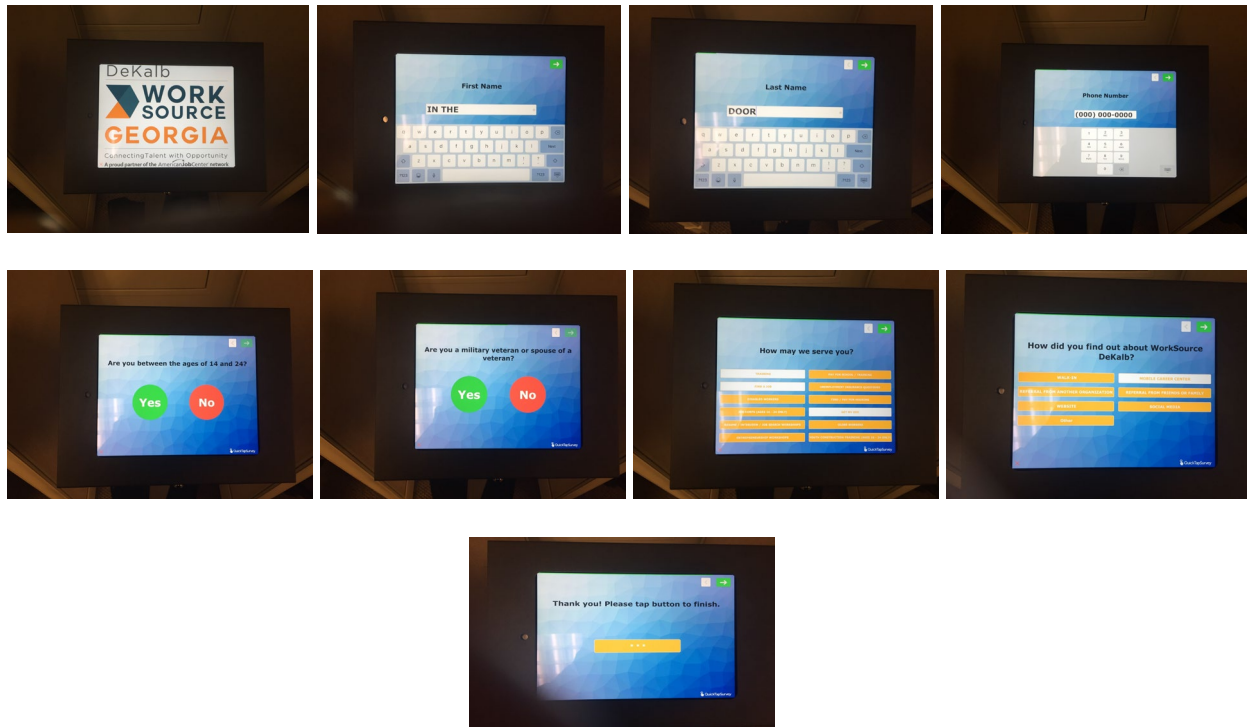
INNOVATIVE INITIATIVES

Here at IN THE DOOR, we are fond of saying, “the I in WIOA is for innovation.” Our Operators are constantly pushing for new ways to improve service at the one-stops. Successful innovation requires support from the workforce development management team, so we work very closely together to conduct a variety of pilot projects. Here a few examples:

Kiosk sign-in

- Currently conducting pilot using iPad kiosks with a survey application to collect one-stop customer information as seen in Exhibit 4.
- We capture the customers’ personal information, vet status, reason for visiting the one-stop, partner services in which they are interested, and how they found out about the one-stop.
- The customer data is downloaded into a spreadsheet and converted into charts and graphs for presentation and analysis.
- We use the data to help make better decisions, such as where to conduct more outreach or which partner services need more emphasis.
- Currently moving toward full implementation.
- We provide updates to the local areas we serve.

Exhibit 4.



SYSTEM AND CENTER ORIENTATIONS

IN THE DOOR specializes in some of the following areas regarding our One-Stop Services with WIOA.

- In 2017, we introduced kiosk technology at high traffic locations.
- Managing partners effectively to provide the most engaging service.
- Providing weekly orientation meetings for community awareness of WIOA services and other partners.
- Partnering with the local state and technical colleges to create in-demand work programs.
- Establishing career fairs for the adult, dislocated worker, youth, and reentry populations.
- Hosting a high-level employee partners event for disability awareness month.
- Managing rural and urban area One-Stops
- We facilitate One-Stop Partner services orientation for One-Stop Customers (in some workforce areas, we integrated this partners orientation into the main intake orientation for all WIOA customers; we take advantage of the captive audience of 50 to 100 jobseekers and expose them to all One-Stop partner services)
- Develop a quarterly One-Stop partners major event (example: Vet Job Fair, Disability Awareness Forum, Summer Youth Career Fair, Ex-Offender Career Fair, etc.)

EXPERIENCE IMPLEMENTING SYSTEMS AND/OR PROCESSES

We implemented a new customer flow process at one of our locations. The focus was to provide a better routing system and intake process for the One-Stop customers. We implemented this through by:

- Designing a Customer Flow Chart
- Creating timeline of implementation
- Leading training with our One-Stop partners having a series of trainings with our partner organizations.
- Rolling out new process for 2 weeks and observing opportunity areas
- Measuring Success of the flow based on customer service responses using the Net Promoter Score (NPS) system measuring the likeliness of a customer referring someone to our American Job Center

ONE-STOP STAFFING**ONE-STOP OPERATOR JOB DESCRIPTION**

*Job Description***Job Summary**

IN THE DOOR Workforce Solutions is recruiting for a One-Stop Operator to provide services under the Workforce Innovation and Opportunity Act (WIOA). This position will coordinate service delivery, communication, and partnership between the workforce service centers on behalf of the One-Stop Collaborative and related governing agreement. The One-Stop Operator will strategically implement integrated service delivery in a collaborative environment that supports employee engagement and positive performance outcomes. This position is accountable to the local Workforce Development Board and seeks a quality focused, outcome-driven, customer-centered consortium of partners dedicated to achieving the vision of a regionally integrated, job-driven service delivery system that meets the needs of our regional economy.

Responsibilities and Duties**Duties:**

- Develop and support high performance, integrated work-team management approaches, consensus-based decision-making, and continuous quality improvement practices.
- Review and interpret state and federal rules and regulations; inform staff of local changes and adjustments; ensure all State and local One-Stop System and One-Stop Center policies and procedures are understood and followed; coordinate related training related to policies and procedures.
- Develop processes to ensure that all customers receive appropriate, timely, and effective WIOA system services; develop and initiate tools and activities to gather and report customer feedback.
- Provide guidance on the development of a broad range of employment and training services to meet the needs of residents and employers to be provided in the One-Stop Center(s).
- Help procure and implement training and/or staff development for partner and One-Stop Center staff;
- Address internal and external customer complaints, disputes, and personnel issues; negotiate and resolve conflicts.
- Coordinate team assignments with partner managers and staff to ensure consistent delivery of program and services; delegate and oversee committee and work-team activities; supervise and support other teams when administrator is unavailable.
- Assist and advise in development of WIOA directed Memorandum of Understanding and related partnership documents.
- Assist in managing and monitoring established performance measures; review and reconcile performance reports from different databases and sources; analyze regulatory standards and achieved outcomes for compliance and accountability; present performance

information; identify best practices and/strategies for improvements and training; recommend and initiate improvements.

- Develop and implement a system to gather, analyze, and report performance of core partners, center processes, and system services to include quality of service and cost effectiveness.
- Prepare and submit monthly and quarterly reports.
- Work with Partners and building leaseholders on matters of physical space planning, and appearance upkeep in the One-Stop Centers.
- Implement Voice of the Customer programming and continuously affirm high customer service standards.
- Develop and promote continuous quality improvement service delivery processes to meet the changing needs of the customer and agency.
- Participate in all workforce activities; maintain a high level of communication with local leaders, customers, regional director, administrators, staff, and partnering agencies regarding program directives, training information, workshops, and related coordination; meet regularly with partner agencies to promote integration and ensure high-quality customer service to co-enrolled customers; work with area teams to establish or modify processes or procedures and resolve problems.
- Travel to Northwest Arkansas locations in efforts to assist One-Stop system.

Qualifications

- Bachelor's degree in related field.
- Demonstrated knowledge of workforce development and economic development.
- Demonstrated knowledge of national, community service, employment, training, and local programs and/or specific US Department of Labor programs, and related state and federal laws, policies, rules, and regulations.
- Strong Workforce Development leadership is a plus.
- Demonstrated knowledge of and experience with complex workforce systems.

LEADERSHIP TEAM

ASSISTANT DIRECTOR

Paul Allen is the Assistant Director of IN THE DOOR and he operates a Comprehensive American Job Center in Macon, Georgia. Paul works closely with local businesses, government agencies, community partners, and job seekers to address the growing skills gap. After joining IN THE DOOR, Paul has made an impact on workforce development by completed the Middle Georgia Regional Leadership Champions Program, administered by the Middle Georgia Regional Commission. He has also served on several panels and served as the Keynote speaker for a Georgia State University's Lyft Business Preparation event in Atlanta.

Paul holds a master's degree in Business Administration and a bachelor's degree in History from Loyola Marymount University of Westchester California. In addition to his extensive teaching, training, and experience, Paul is a trained career and business coach. Paul believes that education is the medicine that can remedy the disturbing cycle of poverty and restore the values that will breed success in our society.

Paul serves on the advisory board for several non-profits, mentors' youth, and volunteers with local service organizations

DIRECTOR

Robert Gordon currently serves as the Director for One-Stop Operations and Youth Services for IN THE DOOR, serving nine local workforce development areas within 38 counties.

Robert is also the former President and CEO of Competitive Edge Staffing Solutions, a staffing firm that specializes in placing certified medical and dental personnel with small- and medium-sized medical and dental facilities. On numerous occasions, Mr. Gordon has served as a panelist during career development conferences. He also contracts with various government agencies to provide customized career development workshops.

Prior to rejoining the private sector, Robert served as a Career Center Manager for the Georgia Department of Labor at the DeKalb, Albany, Sylvester, and Dawson Career Centers. He is a former member of the DeKalb Workforce Investment Board, the Southwest Georgia Workforce Investment Board, and several Chambers of Commerce and other workforce-based organizations.

Mr. Gordon has a business degree from Florida A&M University. He has a Regional Economic & Leadership Development Certificate from the Georgia Academy of Economic Development and is a graduate of the University of Georgia Carl Vinson Institute of Government's EXCEL Leadership Program.

PRESIDENT

Jerry Myers has extensive experience in employee coaching, community engagement, and leadership development. Using his skills from 15 years of corporate experience in management and training, allows him to assist clients in building their companies or government policies.

In 2015, he started IN THE DOOR, a workforce and economic development company which started due to his book GET IN THE DOOR: 7 Keys to Maximize your Career Search. Today, IN THE DOOR serves 37 counties in the State of Georgia. Since starting his workforce development and training company IN THE DOOR, some of his clients include the City of Atlanta, The Middle Georgia Consortium, The Middle Georgia Regional, DeKalb School District, ICare Atlanta, City of Savannah, and AARP leading to tremendous growth.

Jerry also serves as a Professor of Marketing, Business Communication, and Public Administration at Saint Leo University.

Jerry has a Bachelor of Political Science degree and a Master of Public and Business Administration.

COST AND BUDGET PROPOSAL

One-Stop Operator COST AND BUDGET PROPOSAL Northwest Arkansas Workforce Development Board			
Vendor	IN THE DOOR, LLC.		
	CATEGORY	YEAR 1	TOTAL
1.	Staff Salaries	\$ -	\$ -
	One-Stop Operator	\$ 32,000.00	
	Accountant 55k x 4.3	\$ 2,365.00	
	Fiscal Officer 49k 4.3	\$ 2,107.00	
	Director 81k x 4.3	\$ 3,483.00	
	President 125k x 4.3	\$ 5,375.00	
2.	Staff Fringes	\$ -	\$ -
	TOTAL PERSONNEL	\$ -	\$ -
	(1 + 2)	\$ -	\$ -
		\$ -	
3.	Staff / Student Travel-Local	\$ 7,000.00	\$ -
		\$ -	\$ -
4.	Communications	\$ -	\$ -
		\$ -	\$ -
5.	Facilities	\$ -	\$ -
		\$ -	\$ -
6.	Insurance \$3900 x 4.3%	\$ 168.00	\$ -
		\$ -	\$ -
7.	Operating Supplies	\$ 1,000.00	\$ -
		\$ -	\$ -
8.	Technology	\$ 800.00	\$ -
		\$ -	\$ -
9.	Subcontractors	\$ -	\$ -
		\$ -	\$ -
10.	A-133 Audit 14k x 4.3%	\$ 602.00	\$ -
		\$ -	\$ -
11.	Staff Travel \$1800 x 5 trips	\$ 9,000.00	\$ -
		\$ -	\$ -
12.	Client Fringes	\$ -	\$ -
		\$ -	\$ -
13.	Client Allowances	\$ -	\$ -
		\$ 54,900.00	
14.	Client Support Services	\$ -	
		\$ 54,900.00	
15.	Miscellaneous Direct	\$ -	
	Lines 1-15	\$ -	
16.	Indirect Costs-10%	\$ 5,490.00	
		\$ 54,900.00	
17.	Cost (1 through 16)	\$ -	
		\$ 63,900.00	
18.	Profit	\$ 5,490.00	
		\$ 63,900.00	
19.	Contract Price (17-18)	\$ 74,880.00	
		SIGNATURE:	<i>Lorry Myers</i>
		TITLE:	President
		DATE:	11/2/2019

BUDGET NARRATIVE**One-Stop Operator
NORTHWEST ARKANSAS****BUDGET NARRATIVE****One-Stop Operator, Manager – Total: \$32,000**

This salary covers the One-Stop Operator who will manage the One Stop Operations and spend 100% of the time on this project.

President- Total: \$5,375

The President is responsible for managing the general operations of the One-Stop Project. This remote role will provide overall guidance for including compliance and contract guidance from the home office and visits to East Baton Rouge region. The calculation of this amount is the salary of \$125,000 x 4.3%.

Director- Total: \$3,483- The Director is responsible for specifying, implementing, and continuously improving robust and efficient business processes that will provide excellent customer service and deliver positive performance outcomes. The calculation of this amount is the salary of \$81,000 x 4.3%.

Fiscal Officer- Total: \$2,107 -This position keeps IN THE DOOR fiscally compliant with WIOA contracts and aids IN THE DOOR's monthly invoicing and compliance processes. This position leads the authorization of expenditures, repairs assistance; plans and recommends long term revenue strategies for cost allocation efficiency. This remote role will work at IN THE DOOR's home office but will have direct communication with the One-Stop Team. The calculation of this amount is the salary of \$49,000 x 4.3%.

Accountant- Total: \$2,365

This position handles the business activities of IN THE DOOR. The Staff Accountant develops and administers the annual budget; reviews and authorizes expenditures; plans and recommends revenue strategies and implements plans after approval by the Director. This remote role will work at IN THE DOOR's home office but will have direct communication with the One-Stop Team. The calculation of this amount is the salary of \$55,000 x 4.3%.

Mileage- Total: \$7,000

The mileage/travel budget will be used for local and non-local travel such as much and travel for team members to visit the four comprehensive One-Stop career centers, training events, conferences, partner meetings, business events, job fairs and etc. at .50 cents per mile allowing for a total of 14,000 miles.

Equipment (Technology)- Total: \$800

The technology budget covers any technology needed to aid the One-Stop Operator contract including laptops, tablets, mobile hotspot, or any other type of technology.

Office Supplies- Total: \$1,000

This amount covers any office supplies related to the One-Stop Operator contract.

A-133 Audit- Total: \$602

This amount covers the A-133 Audit, or any audit prep services, or consulting services regarding the audit or preparation for the audit.

Insurance- Total: \$168

This amount covers all business insurance cost including fidelity bonds, workers compensation, professional, general, umbrella, or other liabilities. The amount of insurance per year is \$3,900 x 4.3% totaling \$168.

Management and Staff Training- Total: \$9,000

This amount includes any travel cost for managers or team members visiting the Arkansas locations including hotel, flight, rental cars, uber, and meals up to \$36 per day. This amount also includes any training taking place that the One-Stop Operator will attend including internal training. Each expected trip is \$1800 per trip.

Indirect- Total: \$5,490- The indirect cost amount covers IN THE DOOR's unexpected expenses with the One-Stop Operator project at the 10% de minimis rate.

Profit- Total: \$5,490- This amount covers profit at the 10% allowed threshold.

***Total- \$74,880**

*IN THE DOOR ask for 15% contract advance for the first invoice of the contract to cover any initial start up cost.