

TITLE PAGE

Proposal For: One-Stop Operator

To: Northwest Arkansas Workforce Development Board

Proposer Information

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Table of Contents

EXECUTIVE SUMMARY.....	3
NARRATIVE	5
EXPERIENCE AND APPROACH	5
A. One-Stop Operator.....	5
a. Describe specific experience with serving as One-Stop Operator.....	5
b. Role and responsibilities of One-Stop Operator	9
c. Description of proposed client flow to ensure Core Program Partners are included in upfront services.....	10
d. Proposed Management of Resource Room	11
e. Detail information on how staff and partner training will be provided.....	12
f. Organization experience regarding One-Stop Certification Achievement and Maintenance	12
g. Describe how system and center orientations will be provided.....	12
Budget and Budget Narrative	13
A. Staffing structure including positions, office location, and salary range.....	13
B. Corporate structure and support services that will be provided to Northwest Arkansas	15
C. Profit or program income proposed	15
D. Indirect cost detail	15
E. Administrative cost detail.....	16
REFERENCES	16



EXECUTIVE SUMMARY

Odle Management Group, LLC (ODLE) is a for-profit Woman-Owned Minority Business headquartered in Scottsdale, Arizona with our Workforce Initiative based in Oklahoma. We have over 15 years of experience operating customer related Department of Labor service contracts. ODLE manages over 120 million dollars of government contracts. We have served close to 97,000 youth in government-compliant youth services.

ODLE's Workforce Initiative is led by Director of Workforce Operations, Pamela Hunnicutt. Ms. Hunnicutt has over 18 years of direct experience in workforce development. Her career began as a Career Manager. She has also held positions as a Youth Coordinator, Compliance Monitor, Executive Director of a Local Board and Corporate Program Manager. She has a complete knowledge of the history, evolution, industries, and laws of Workforce Development and the Workforce Innovation and Opportunity Act.

We have a complete understanding of the role of the Operator as a proponent of the system without being tied to any one funding stream under the WIOA. The Operator will take direction from the Board while representing each partner agency equally.

Odle Management Group, LLC (ODLE) proposes a proven One Stop Model that is compliant, effective and efficient for the Northwest Arkansas Workforce Development Board Area. The proposed model is currently contracted in the Northeast, Eastern, Western, South Central, and Southern Oklahoma, Kansas Local Area 1 and Southwest Missouri areas. Our Southwest Missouri and our Northeast and Eastern OK One-Stop Operator areas adjoin the Northwest Arkansas area.

ODLE's model normally hires a full-time individual to devote 40 hours per week on system improvement. Due to the maximum amount of the contract, we are proposing a part-time staffing model.

ODLE's model provides the firewall and separation needed for compliance with 678.625. (NPRM Part II Department of Labor Employment and Training Administration 20 CFR Parts 676, 677, and 678). The position of One-Stop Operator is an area-wide position.

ODLE's attributes that will support the Board and its System are: program knowledge, direct One-Stop Model experience, and our ability to tailor services to the local area according to its needs.

ODLE's proven model hires a highly-qualified individual within the local area to serve as the One-Stop Operator (OSO). The individual will be recruited from the local area and will office in the Ft Smith center. The Operator is expected to attend key stakeholder meetings and events, visit local businesses and training facilities, and establish a presence in the communities and in the local centers in the Northwest Arkansas Workforce Development Board Area.

The Operator works as the main proponent for the Workforce System in the area serving as the liaison between Workforce Partners and the Local Board. The individual selected



becomes the face of workforce development and serves as a neutral entity to represent all employment and training partners equally.

By hiring one individual that is dedicated to the duties of the One-Stop Operator, the system becomes stronger. Our Operators serve as a neutral entity. They serve each entity equally to promote and improve services. The Operator will not have any direct ties through funding or duties to Title I, Wagner-Peyser or other core partners. The structure allows the individual to equally represent all partners with loyalties only to the Board’s vision and mission and to the Workforce System.

The One-Stop Operator will be required to fulfill the local duties under the contract. They will report to a designated ODLE Corporate Program Manager. The Corporate Program Manager will provide training and support for the One-Stop Operator, serve as ODLE’s point of contact for the Board and Partners, and prepare monthly invoices and financial documents.

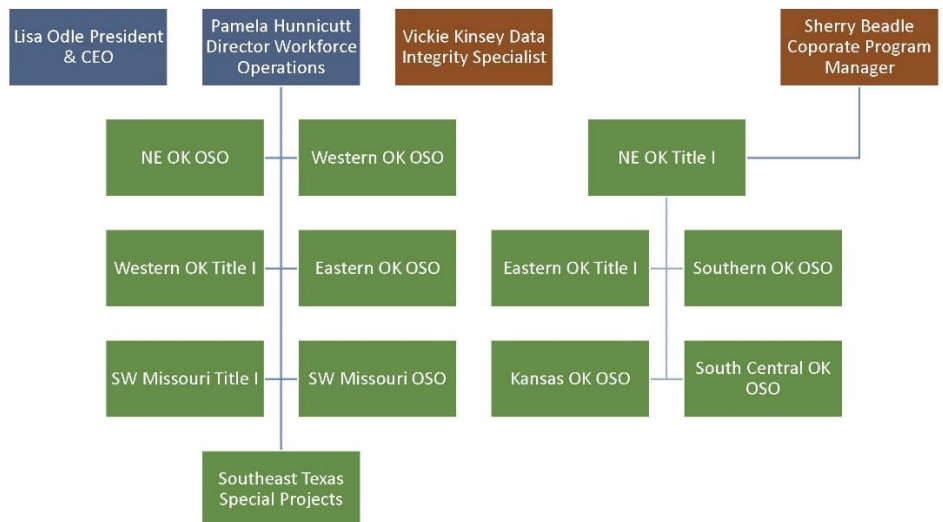
Odle Management Group will adhere to the guidance from leaders of the core partners to adjust and adapt the job duties of the operator to meet the needs of the local area. We remain flexible in our services delivery to adapt to the changes of federal, state and local guidance.

ODLE’s mission is *"Maximum Performance Drives Success."* Our core values are:

The ODLE Way:
Opportunities for Growth
Dedicated to Those We Serve
Loyalty to a High-Performing Workforce
Excellence in All We Do!

We look forward to serving the Northwest Arkansas Workforce Board as the system One Stop Operator. ODLE is perfectly aligned with our Operations in Oklahoma and Missouri to collaborate on cross-state regional projects and to share viable resources.

Workforce Service Division Organization Chart



NARRATIVE

EXPERIENCE AND APPROACH

A. One-Stop Operator

a. Describe specific experience with serving as One-Stop Operator.

The one person, One-Stop Operator concept was first piloted under WIA in 2014 by our Corporate Program Manager in Oklahoma. The One-Stop model worked well for the small workforce area. The Board's fiscal agent provided payroll for program staff and a separate RFP was issued and a contract implemented for a One-Stop Operator (OSO). The OSO provided system oversight, managed programs, assured performance was met and supervised staff.

With the changes in WIOA, the methods for the One-Stop operator must be non-partial and the One-Stop Operator must not have loyalties to any one partner agency in the system. One-Stop Operators also cannot have any direct programmatic duties and cannot supervise staff. Therefore, changes had to be made to the initial implementation of the piloted Operator project.

ODLE currently holds seven (7) One-Stop Operator (OSO) contracts. These contracts are established under the WIOA and provide a separation from all service providers. The OSO has no programmatic duties of partner programs and does not directly supervise staff or provide direct oversight of programs. The OSO provides a neutral oversight of the system, its processes, and common performance measures.

Although ODLE also has the Service Provision contracts in three of the areas, the One-Stop Operator contract is managed separately; their management, performance, training and invoicing is completely separate from Title I Service Provision. Title I services are a core system partner but in no way report to or follow direction of the OSO. The Northeast Oklahoma contract was the first of its kind in the state of Oklahoma. ODLE worked diligently with the Oklahoma Office of Workforce Development to implement the compliant Operator model project in the state. ODLE now manages seven (7) One-Stop Operator contracts in three (3) states.

Our experience serving as One Stop Operator has rendered exceptional practices that may be duplicated in the Northwest area. Below are some of the areas we have excelled in.

FAFSA Night is a partnership activity held once a year. It is an evening event held in the Workforce Center by several partner agencies including Colleges, Technology Centers, Tribal partners, Adult Basic Education and local schools. School Counselors and Financial Aid personnel are available to answer questions. The audience for the event is High School students, their parents and adults planning to attend training. The event is promoted throughout the community and is structured so that the customer can complete their application on site.



System Referral Form

ODLE worked collaboratively to develop a referral system in Western Oklahoma that serves all Workforce and community partners. Our universal referral form was developed for referrals to American Job Centers and for staff to refer customers to partner services and other social service agencies. OSO tracks the referrals for reporting purposes. The form is user friendly, can be used electronically, and is used to make referrals to or within Oklahoma Works and outside community and partner agencies. Partners worked with the OSO to develop the form and it is being widely used throughout the area.

10/2/2018

Referral to Oklahoma Works

This form is to be used to refer to an Oklahoma Works center. Please fill out completely and e-mail or fax to appropriate Oklahoma Works center below. The case worker will make contact with the participant within 72 hours of receiving referral.

Employment Assistance
 Training Assistance
 Assessments
 Obtain High School Diploma
 Clean Employment Skills
 Work Experience

On the Job Training
 Increase Your Wages
 Help to Keep Your Job or Gain Promotion
 Link to Community Resources
 Skills Matching
 Other: _____

Contact Oklahoma Works at:

Enid Oklahoma Works Center 114 S Independence Enid, OK 73701 Ph: (580) 234-4943 Fax: (580)234-8405 manager.enid@okstate.edu	Ponca City Oklahoma Works Center 401 E. Central Suite 103 Ponca City, OK 74601 Ph: (580) 718-3372 Fax: (580)718-6145 Manager.poncity@okstate.edu	Clinton Oklahoma Works Center 1120 Frisco Avenue Clinton, OK 73602 Ph: (580) 323-1341 Fax: (580) 323-9176 Manager.clinton@okstate.edu
Gaymon Oklahoma Works Center 304 NE 4th St. Gaymon, OK 73842 Ph: (580) 338-8521 Fax: (580) 468-1814 Manager.gaymon@okstate.edu	Stillwater Oklahoma Works Center 3008 E 6th Street (HWY 51) Stillwater, OK 74074 Ph: (405) 624-1400 Fax: (405)372-0295 Manager.stillwater@okstate.edu	Altus Oklahoma Works Center 1113 N Spurgeon Altus, OK 73521 Ph: (580) 482-3262 Fax: (580) 482-3284 Manager.altus@okstate.edu
Woodward Oklahoma Works Center 1117 11th Street Woodward, OK 73801 Ph: (580) 236-3308 Fax: (580) 234-3093 Manager.woodward@okstate.edu		

Participant Contact: Click or tap here to enter text.	Appointment: <input type="checkbox"/> Showed <input type="checkbox"/> NO Showed Other: _____
	Date: _____ Time: Click or tap here to enter text.
Participant Phone: Click or tap here to enter text.	Participant Address: Click or tap here to enter text.
	Email: _____

This person needs assistance with us. Inform the case manager. Click on the button to return form.

10/2/18

Western Oklahoma Workforce Area

Referral to Partner or Community Resource

This form is to be used to refer between any partner or resource within the Western Area. Please fill out completely, provide a copy to participant and e-mail or fax to partner or resource. Original is to be placed in participant file. The case worker will make contact with the participant within 72 hours of sending referral.

Referral to:

Name: Click or tap here to enter text. Date of Referral: Click or tap here to enter text.

Address: Click or tap here to enter text. Phone: Click or tap here to enter text.

Click or tap here to enter text. Email: Click or tap here to enter text.

Fax: Click or tap here to enter text.

Initial Case Manager Contact with Partner/Resource

Name: Click or tap here to enter text. Date: Click or tap here to enter text.

Follow Up Case Manager Contact with Partner/Resource

Name: Click or tap here to enter text. Date: Click or tap here to enter text.

Participant Contact: Click or tap here to enter text.	Appointment: <input type="checkbox"/> Showed <input type="checkbox"/> NO Showed Other: Click or tap here to enter text.
	Date: Click or tap here to enter text. Time: Click or tap here to enter text.
Participant Phone: Click or tap here to enter text.	Participant Address: Click or tap here to enter text.
	Email Address: Click or tap here to enter text.

This person needs assistance with or information regarding: Click or tap here to enter text.

Weekly Updates

Our weekly updates are a favorite among our partners. One Stop Operator sends updates through email to all partners. They are brief and spotlight upcoming events and activities. OSO sends updates on Fridays for the following week. The updates provide a method of continuous communication throughout the system to benefit the job-seeker and business customers.

- On behalf of the Southern Workforce Board (SWB), we would like to invite you to a seminar on Medical Marijuana: An Employers' Primer by Michael Pacewicz, Crowe and Dunlevy, on Wednesday, October 24th, 2018 from 11:00 - 12:00. Crowe and Dunlevy is offering this seminar free of charge. A networking lunch will be provided from Jalapeno's for those of you that would like to stay for a nominal fee of \$5. Please register with the attached form and also indicate if you plan on staying for lunch so that we can plan appropriately. Payment can be made at the door or sent in with your registration.
- Garvin County Job Connections is hosting a job fair in Pauls Valley at the Crossroads Church on Wednesday, October 3 from 10:00 to 2:30. Please see attached flyer.
- The Choctaw Nation is hosting a job fair presented by the Durant Chamber of Commerce and the Southern Workforce Board in Durant on Thursday, October 4 from 10:00 to 6:00 at the Choctaw Event Center. Employers will be onsite conducting interviews and taking applications. The event is open to businesses in Bryan county and job seekers.
- The United Census Bureau will be onsite at the Poteau Oklahoma Works center Monday, October 1 from 9:00 to 12:00. Interested applicants can apply at <https://2020census.gov/jobs>. Flyer attached.

OKLAHOMA WORKS
A proud partner of the American Job Center network

McIntosh County Coalition October 16, 2018 Noon Cox Restaurant Eufaula, OK	Oklahoma Works Alumni Celebration November 8, 2018 State Capital Oklahoma City OK
Standing Youth Committee October 18, 2018, 9:00 a.m. Eastern Workforce Investment Board 215 State Street, Suite 400 Muskogee, OK	Eastern Oklahoma Workforce Partners Meeting: November 19, 2018, 3:30 p.m. Eastern Workforce Investment Board 215 State Street, Suite 400 Muskogee, OK
NORA Regional Summit October 23, 2018 Northeastern State University Tahlequah, OK	Eastern Workforce Investment Board 2018 Meetings: November 19, 2018, 5:00 p.m. Eastern Workforce Investment Board 215 State Street, Suite 400 Muskogee, OK

Young Adult Career Day - a one-day event that would provide youth with exposure to career pathways and educational opportunities. The event would be in collaboration with system partners such as Career Tech, Secondary Education, employers, higher education, OESC, and local Chambers of Commerce. A separate event will need to be hosted in several areas to accommodate the youth of the entire area.

Manufacturing Day – ODLE views this national event as an opportunity to coordinate career exploration tours with local manufactures. Connecting our area youth with local jobs leads to the success of local youth.

Group OJT Projects



ON-THE-JOB TRAINING



ODLE's One Stop Operator, Operations Manager, and workforce Board Formed a partnership with local employer to build a continuous pipeline of skilled welders.

Company specific hiring events are organized by the OSO. The events provide the job seekers with another avenue to employment. Company specific events provide a minimal effort to reach numerous applicants in one location. The OSO may schedule events in or outside of the centers or at the company, depending on the company's needs. Hiring events are a good promotional inlet for OJT contracts.

System Newsletter

Our Operators put together a quarterly newsletter to reflect the system news and events. The newsletters spotlight participant, partners, businesses and activities of the area.

NORTH EAST
The Corner
 VOLUME 1, ISSUE 1
 JULY 2019

OFFICE LOCATIONS

- BARTLESVILLE**
 119 W. Main
 Bartlesville, OK
 (918) 332-2000
- CLAREMORE**
 1200 S. 20th St.
 Claremore, OK
 (918) 342-2000
- HAWK**
 111 E. Main
 Hawk, OK
 (918) 342-2000
- PAYTON**
 601 S. Main
 Payton, OK
 (918) 342-2000

INSIDE THIS ISSUE:

- Success: Linda Henson
- Partners: John Young Enterprises
- Western Oklahoma Workforce Area
- John Stubbs: Youth Build - Enail
- Juliana Bove: DBS and WIOA Ponca City

career-tech
WIOA Core Partners Oklahoma Works

Adult Basic Education (ABE) and Literacy (L) programs are essential for economic growth and to obtain the necessary skills to secure employment and success. ABE programs have a long history for traditionally disadvantaged adults. WIOA enables adults to become employable, productive, and successful citizens, workers, and family members.

ORS
 Oklahoma Department of Career Services (ORS) is proud to support the WIOA Core Partners (CPs) in providing high-quality training and education to the workforce. CPs are responsible for the design, development, and delivery of training and education programs that help individuals and serve employers and the workforce.

ENR
 Enroll in the Oklahoma Department of Career Services (ORS) program to receive training and education to the workforce. CPs are responsible for the design, development, and delivery of training and education programs that help individuals and serve employers and the workforce.

WIOA Core Partners Oklahoma Works
 WIOA Core Partners (CPs) are responsible for the design, development, and delivery of training and education programs that help individuals and serve employers and the workforce.

WESTERN OKLAHOMA WORKFORCE AREA
 JANUARY 2019
 VOLUME 2, ISSUE 3

8 CAREER EXPO EVENTS IN WESTERN AREA

VETERAN REPRESENTATIVES ARE LOCATED AT ALL THE OKLAHOMA WORKFORCE OFFICES

Monticello Workforce Center
 1445 S. 1st St.
 Monticello, OK 73451
 (918) 342-2000

Nowata Workforce Center
 1000 S. 1st St.
 Nowata, OK 74850
 (918) 342-2000

Okfuskee Workforce Center
 1000 S. 1st St.
 Okfuskee, OK 74850
 (918) 342-2000

Okmulgee Workforce Center
 1000 S. 1st St.
 Okmulgee, OK 74850
 (918) 342-2000

Okemah Workforce Center
 1000 S. 1st St.
 Okemah, OK 74850
 (918) 342-2000

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 (918) 342-2000

WESTERN OKLAHOMA WORKFORCE AREA
 JANUARY 2019
 VOLUME 2, ISSUE 3

John Stubbs: Youth Build - Enail

John Stubbs is a young man who is currently attending college and is a member of the Oklahoma Workforce Area. He is currently attending college and is a member of the Oklahoma Workforce Area. He is currently attending college and is a member of the Oklahoma Workforce Area.

Juliana Bove: DBS and WIOA Ponca City

Juliana Bove is a young woman who is currently attending college and is a member of the Oklahoma Workforce Area. She is currently attending college and is a member of the Oklahoma Workforce Area. She is currently attending college and is a member of the Oklahoma Workforce Area.

b. Role and responsibilities of One-Stop Operator

The role of the Operator is that of a managing partner who complies with and seeks guidance from the core partners. The Operator does not supervise staff but may make recommendations for staffing levels or functional models to meet the customer's needs within the American Job Centers. In the role, the Operator identifies issues that need to be addressed in service delivery and works with co-located partners to form a solution. The Operator will be responsible for ensuring a seamless delivery of services from all partners.

The role of the One-Stop Operator is:

- The overall management of the One-Stop Delivery System within the area.
- Coordination of the delivery of Workforce services within the One-Stop Delivery System.

Within the role of One-Stop Operator, there are three (3) major responsibilities:

1. Compliance and oversight of service delivery
2. Serve as the system liaison to the community and partner agencies
3. Promote the Workforce System to businesses in the local area

Duties and Specific Tasks

Specific tasks to be performed by the One-Stop Operator include but may not be limited to the following items:

1. Compliance

- Ensure the Board's vision and mission are conveyed to the community
- Ensure One-Stop Partners are providing career services in accordance with the WIOA regulations, State Policies, and Local Policies
- Coordinate the provision of services
- Ensure that the One-Stop partners are utilizing the common intake, case management, and client tracking systems appropriately
- Ensure Common Performance Measures are met
- Ensure Centers are certified
- Report to Board on center and system activities

2. Community/Partner Relations

- Establish and maintain key relationships with workforce system partners
- Implement quality and continuous improvement principles within the system
- Responsible for capacity building within the system
- Ensure Memorandum of Understanding and infrastructure agreements are implemented and updated
- Work with core partners to assure a quality referral process is established
- Convene quarterly meetings of the One-Stop System Partners

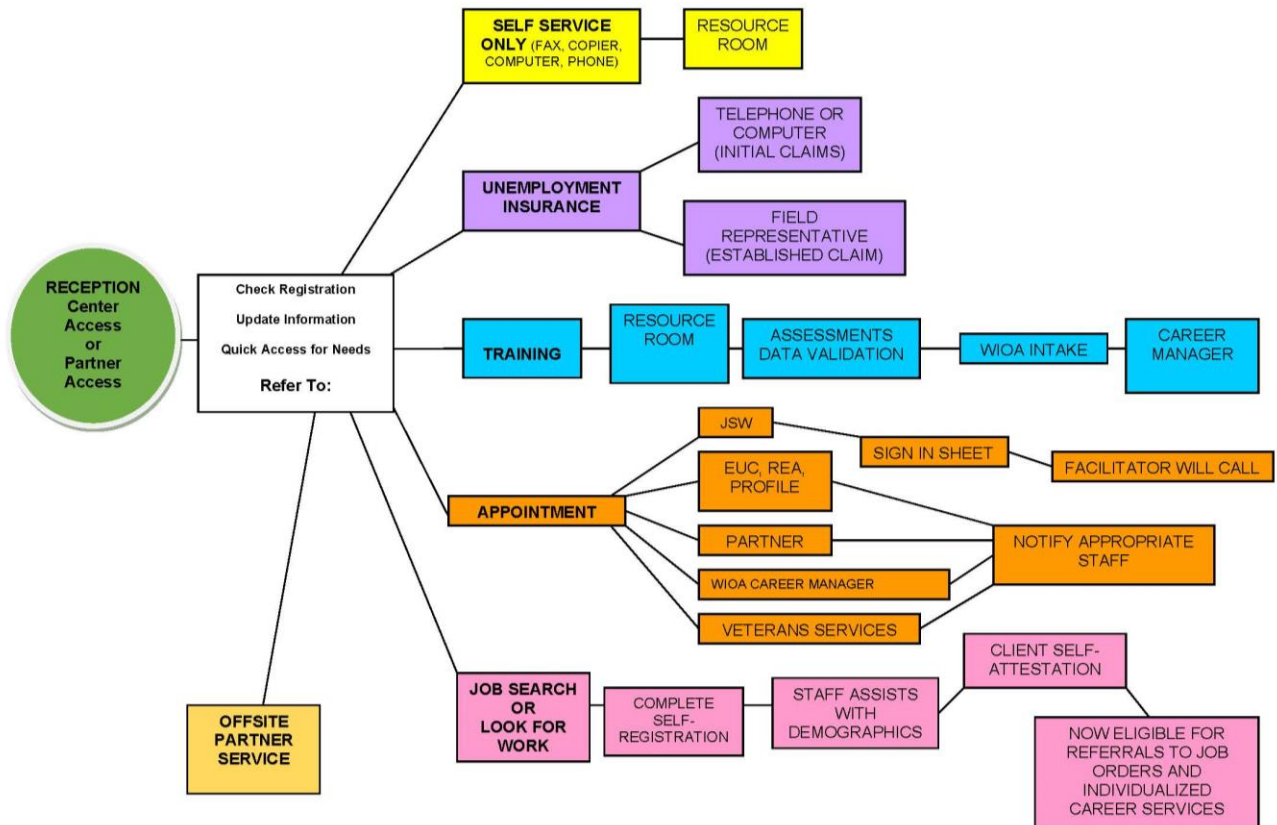
3. Business Relations

- Connect local businesses to Workforce Services
- Represent Northwest Arkansas's Workforce system in the business community
- Work to identify specific needs of the business community



Other duties may be assigned to the One-Stop Operator by the Administration of system core partners. All partners have different tools to strengthen our workforce, but we all have the same goal in the end. By continuously focusing the system on the end goal of “jobs,” we build a robust workforce in the area and resolve conflicting issues for a stronger system.

c. Description of proposed client flow to ensure Core Program Partners are included in upfront services.



Employment services which result in high quality jobs will be provided to the customer through a seamless and integrated One-Stop delivery system. Below is a list of services provided through the One-Stop Center and a brief description of how the services will be provided.

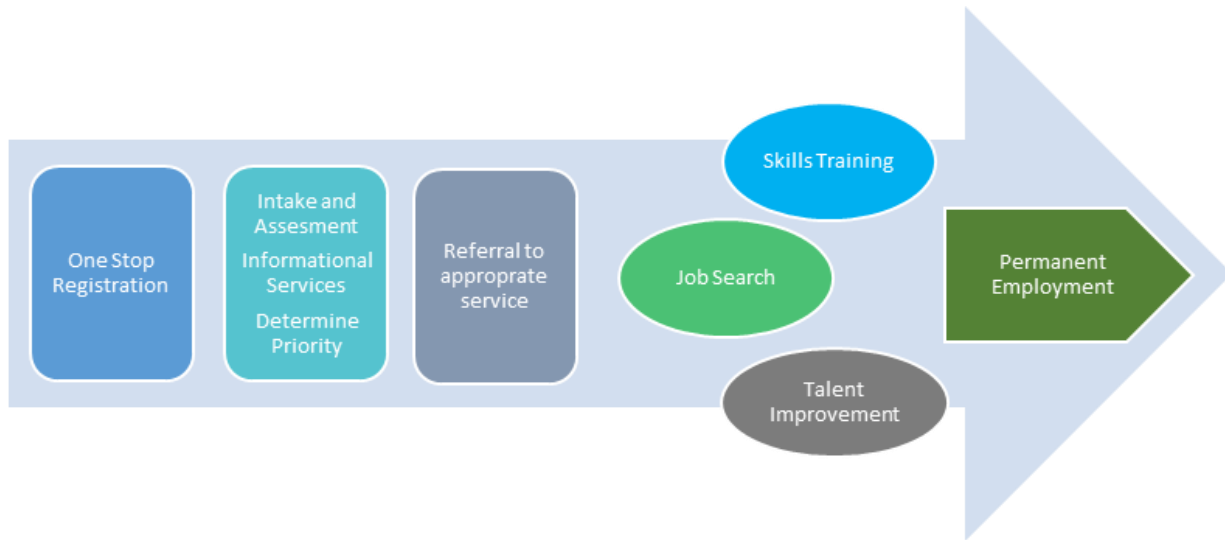
Basic Career Services - All center staff will be trained to assist every job-seeker with every basic service available. Services can be provided by staff, provided electronically, and/or self-directed.

Individualized Career Services - A customer that needs additional services to assist in becoming self-sufficient will receive Individualized Career Services. This type of service requires staff assistance.

Training Services - ODLE will uphold the mission of the Northwest Arkansas Workforce Development Board. ODLE is committed to building the job-ready talent for Northwest

Arkansas. The Operator will assure a strong pipeline of talent is available within the demand occupations for the area by supporting skills development for all customers.

The customer flow in our centers supports immediate, customer focused services.



Our core values drive our services to continuous improvement methods that are imbedded in all of our program services. We are constantly seeking ways to become more effective and efficient in our operations.

The Operator will maintain a presence in the Workforce System. They will monitor the methods of service delivery for efficiencies. Increasing the efficiency of a center may involve a small task such as replacing a paper form with an electronic file or as major as re-routing the customer flow.

d. Proposed Management of Resource Room

The One-Stop Operator will promote management of Resource Rooms as shared duties with the local partners and staff. All center Partners will share reception, greeting and registration functions in all American Job Centers.

ODLE proposes a customer centered approach that provides career services according to the needs of the customer. We train staff to listen to the needs of the customer, create a plan or pathway that fits their needs and deliver the services to achieve the customers success.

Our customer centered approach allows access to any services at point of entry. If a customer comes in and wants to do job search this can be a self-service or they may see one of the staff who is cross trained in the job search tasks. A customer may come to the center and want to speak to someone specifically about training, this customer will be greeted, registered, then be offered skills development or training services. ODLE staff will maintain communication with customers and partner agencies, and continue to provide case management and services for the customer. We believe that if you take care of your customers, performance will follow.

e. Detail information on how staff and partner training will be provided.

One of the key objectives for the One-Stop Operator is to assure communication between the partners concerning knowledge of services, customer service skills and professionalism. This will be accomplished in a number of ways through both face-to-face and technology-based training and meetings. The OSO will set the tone at the centers on the expectations of professionalism to include not only knowledge of the programs, but appropriate attire and behavior. The OSO will have the key role in identifying issues that need to be addressed and work with all partners, including co-located partners to find solutions should the need arise.

The One-Stop Operator will assure all center staff are cross trained to deliver all services available in the centers. One of ODLE's best practices is the implementation of weekly meetings that we have named 10-Minute Meetings in one area and Stand-up Meetings in another. The meetings are quick and can take place anywhere that employees can gather briefly. The purpose of the meeting is to provide information and clear communication with all personnel in the Center. Each meeting has a cross training component and all partners can make a request to place an item on the agenda. The agenda is brief and clear and gives staff the opportunity to provide input. Simply speaking, these meetings keep everyone on the same page.

f. Organization experience regarding One-Stop Certification Achievement and Maintenance

As One-Stop Operator, Odle Management has successfully certified eighteen American Job Centers and has just completed the re-certification process. This year, two of our centers were noted for accessibility issues. Our Operators developed an accessibility plan for the centers with required monitoring and follow-up of the progress made to reach full accessibility.

ODLE has 3 years of experience with center certification, re-certification and accessibility improvement planning in 3 separate states.

g. Describe how system and center orientations will be provided.

ODLE will assure there is a standard, professional system orientation in place to be utilized by all staff to orientate job-seekers and businesses about services available.

ODLE believes the initial contact with the customer is not only the toughest job in the system it is also the most important. We train all staff to listen to the needs of the customer, provide a brief orientation to the services and begin addressing the customer needs with career services available. Staff will check registration and recommend services according to the individual needs.

The Operator will develop a method for orientating partners to their role in the system and will provide an overview of the system to new partners.

The OSO will be required to provide several presentations to local businesses and agencies to orientate the community on Workforce Development.



Budget and Budget Narrative

Annual Budget		
Detail Budget Item	Basis for Determining the Amount	Total Costs
STAFFING		\$ 55,508.54
One Stop Operator (1)	12 months @ \$3640.00	\$ 43,680.00
FRINGE	Total wages x 27.08%	\$ 11,828.54
Staff Travel	Mileage 1375 x \$.51 = \$701.25 monthly x 12	\$ 8,415.00
Staff Training	Training \$100 per month x 12 months = \$1,200	\$ 1,200.00
Equipment	Laptop, printer, scanner, phone	\$ 2,000.00
Supplies/Consumables	\$100 monthly x 12	\$ 1,200.00
Telephone/Communication	\$100 monthly x 12	\$ 1,200.00
Indirect Costs	Indirect Cost Rate 7.16% of Total	\$ 4,977.89
Profit (Performance Based)	Profit paid quarterly on performance	\$ 4,500.00
TOTAL CONTRACT		\$ 79,001.43

A. Staffing structure including positions, office location, and salary range.

Odle Management Group will hire one employee to dedicate 100% of their time to performing the duties of the One-Stop Operator. OSO will spend 40 hours per week performing the duties of One-Stop Operator for the following counties: Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy and Washington. The Operator will be housed in one of the four Comprehensive Centers at Mountain Home, Harrison, Fayetteville, or Rogers. Actual location will be determined at award.

We will seek an individual who has strong relationships with the businesses and agencies in the local area. The qualified candidate must be a self-starter with excellent interpersonal and communication skills. We will work with the core partners to identify the most appropriate individual for the position.

ODLE prefers to hire staff currently working in the Workforce area as part of the system. We value past experience and current relationships. If there are no incumbent staff available for the position, ODLE will conduct a talent search in the local area and will rely on the partners we represent to assist in recruiting the most qualified individual.

ODLE will list all positions in the Arkansas Job Link system and other recruiting websites as needed. Our Director will gather the applications of qualified applicants. We intend to assemble a selection team to provide input into the hiring process. The team will have a representative from each of the core partners that the One-Stop Operator will represent. Odle Management group will work with this team during the interview and hiring process to ensure the most qualified candidate is chosen. ODLE's salary range for this position is



between \$43,000.00-\$47,000.00 depending on experience of applicant and contract limitations.

We realize the success of this project is based on the quality of the staff hired. For Operators, we have found a background in Workforce, Marketing, Human Resource, or Economic Development provides the qualifications for the position.

ODLE proposes a total of **\$79,001.43** for annual costs of the One-Stop Operator services. All duties of the Operator as developed by ODLE are programmatic, therefore we have not shown any administrative costs. We do not anticipate that the Operator will perform purchasing, leasing or other such activities.

PERSONNEL COSTS

We plan an efficient staffing that utilizes one full-time staff person, based on 40 hours per week. ODLE believes the position is most valuable if there is one individual devoted to the mission and vision of the local board to promote and coordinate the system.

OPERATING COSTS

We have listed operating expenses for staff travel, training, supplies, and telephone expenses. All Operating Expenses are negotiable.

INDIRECT COST RATE

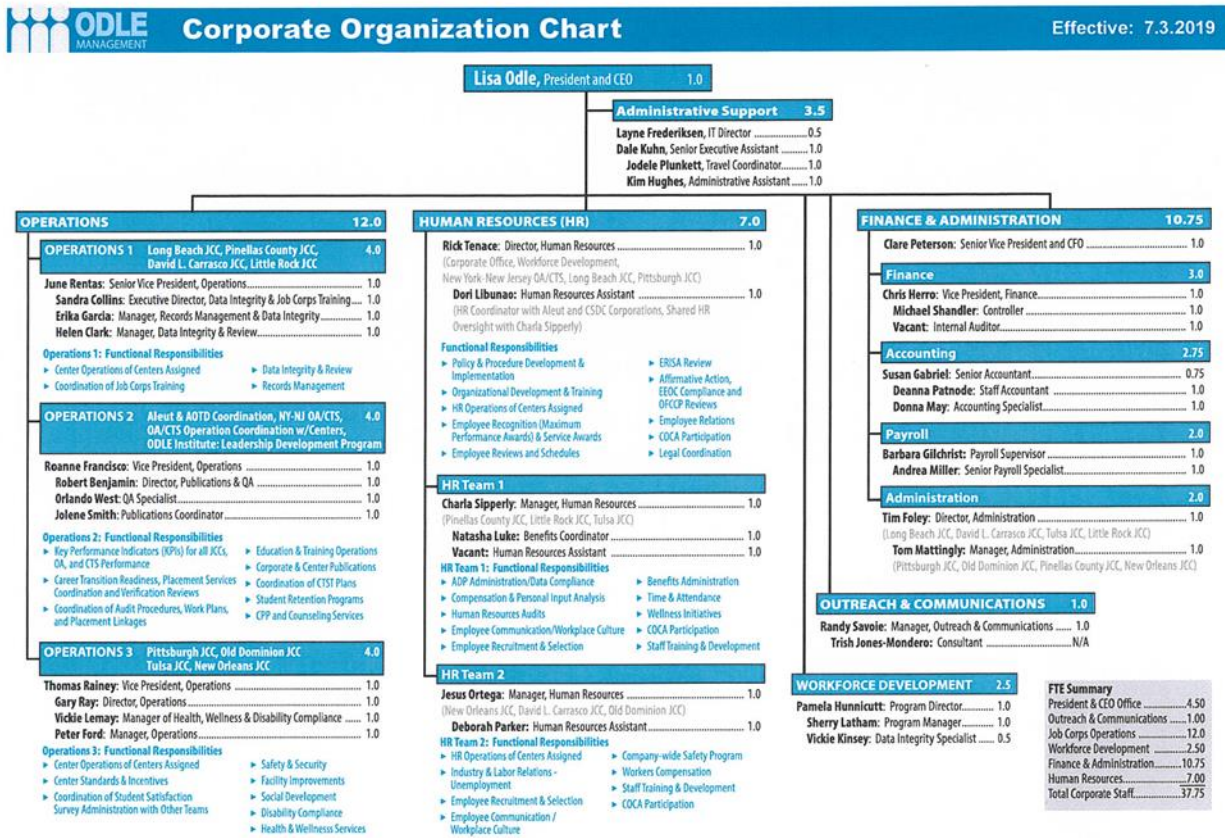
Our indirect cost rate established by the Department of Labor is 7.16%. The amount is charged on actual expenditure for personnel and operating expenses. The rate is a cost of services provided by corporate personnel in support of the local project staff.

PROFIT MARGIN

Odle Management Group, LLC is a for profit corporation. Accordingly, the contract contains a provision for which profit can be earned. The achievement of profit is based on target objectives being met as described in the contract. The amount of profit is allocated to the respective funding streams based on the same formula as all other operating costs.



B. Corporate structure and support services that will be provided to Northwest Arkansas
 ODLE Corporate Organization Chart



ODLE's Workforce Development Operations falls under the supervision of President and CEO, Lisa Odle. Workforce Services are supported with Human Resources and Finance and Administration. The following are key contacts for Workforce Development.

- Rick Tenace, Human Resource Director – Hiring, training and disciplinary support.
- Susan Gabriel, Senior Accountant – Billing and invoicing support
- Andrea Miller, Senior Payroll Specialist – Payroll issue support
- Tim Foley, Director Administration – Purchasing

C. Profit or program income proposed

As a for profit corporation, ODLE charges a profit on exceptional services. Profit is earned by achievement of target objectives and performance as determined by the Board and included in the contract for services. The amount of profit is charged quarterly based on performance of the operator.

Odle Management Group does not propose program income.

D. Indirect cost detail

Odle Management Group's provisional indirect cost rate established by the Department of Labor for 2019 is 7.16%. The amount is charged on actual expenditure for personnel and



operating expenses. The rate is a cost of services provided by corporate personnel in support of the local project staff.

E. Administrative cost detail

Odle Management Group does not charge additional administrative cost outside the indirect rate.

REFERENCES

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deb@kansasworkforceone.org

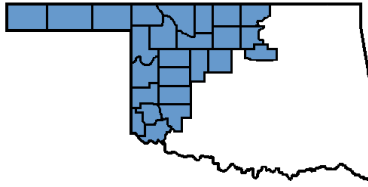
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WESTERN OKLAHOMA WORKFORCE DEVELOPMENT BOARD

To Whom It May Concern,

Western Oklahoma Workforce Development area consists of 25 counties, making it the largest workforce area in the state of Oklahoma. Odle Management Group, LLC is the service provider for the WIOA Title 1 youth, adult and dislocated worker programs, as well as the One Stop Operator for the entire area. Odle Management has been working for the WOWDB since November 1st, 2017. Their knowledge and attention to detail have aided in keeping our area on track during the recent merger and restructure of our area. Odle Management is not only thorough, but also easy to work with and always willing to take the time to discuss concerns and respond to questions. They have been timely meeting deadlines and flexible to change. This company is detail-oriented, organized and always open to constructive feedback makes our business relationship both effortless and pleasant. The staff of Odle Management is knowledgeable, courteous and provides services to our participants in a friendly, professional manner. Odle Management Group is dedicated to providing quality services to individuals with challenges and barriers to gainful employment. They are successfully working with a diverse population and hard to serve individuals towards participants gaining employment and becoming self-sufficient.

If you have any further questions, please feel free to contact me.

Regards,

Christi Y. Porter

Christi Y. Porter

Executive Director, Western Oklahoma Workforce Development Board

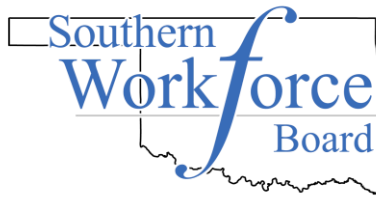
1222 10th Street, Suite 115

Woodward, OK 73801

Ph: 580-256-8553 Cell: 580-254-4880

christiporter@wowdb.org





September 13, 2019

Dear Board of Directors:

The Southern Oklahoma Workforce Board supports Odle Management Group, LLC (ODLE) in their high quality, knowledgeable One Stop Operator services under the Workforce Innovation & Opportunities Act. Odle Management Group has been providing One Stop Operations in the 17 county Southern area since July 01, 2017. The company is committed to innovative operations. We value the quality of services provided by highly skilled staff, as well as, the integrity of the corporation.

Respectfully,

A handwritten signature in blue ink that reads "Kerry Manning".

Kerry Manning
Executive Director
Southern Workforce Board, Inc.
PO Box 744
Durant, OK 74702
580-745-5397
580-380-7872 (Cell)
kmanning@swb-ok.com



**Kansas WorkforceONE
Administrative Office**
631 E. Crawford, Suite 206
Salina, KS 67401
Phone – 785-493-8018 Fax – 785-493-8244

Annette Suppes
LWDB Chair

Don Davis
CEOB Chair

September 13, 2019

To: Odle Management Group, LLC

Re: One Stop Operator Services

The Kansas WorkforceONE Local Area I Workforce Development supports the efforts of Odle Management Group, LLC (ODLE) to provide high quality, customer centered system services to our communities.

ODLE Management Group's One Stop Operator and our Workforce Board have collaborated on projects for system improvement through One Stop Operations since October 1, 2019. We value the quality of services provided as well as the integrity of the corporation. ODLE is committed to innovation for system improvement through One Stop Operations.

Respectfully,

A handwritten signature in cursive script that reads "Deb Scheibler".

Deb Scheibler
Executive Director

Proud Partner of



Kansas WorkforceONE is committed to nondiscrimination on the basis of disability in all counties, services and activities. Accommodations will be provided upon request. For more information, call Kansas WorkforceONE at 785-493-8018 TTY 1-800-766-3777.



EASTERN WORKFORCE INVESTMENT BOARD, INC.

215 State Street, Suite 400 ♦ PO Box 2698 ♦ Muskogee, OK 74401

Phone: 918 683-8553 ♦ Fax: 918 682-3258

To: Odle Management Group, LLC

Re: One Stop Operator Services

The Eastern Workforce Board of Oklahoma attests that Odle Management Group, LLC (ODLE) has ample capacity to provide quality, system centered services to our Workforce areas in Oklahoma.

ODLE Management Group's One Stop Operator have provided partner services and projects for system improvement through One Stop Operations since July 1, 2017. We value the quality of services provided as well as the integrity of the corporation. ODLE is committed to One Stop Operations for system improvement.

Respectfully,

Dr. Jerri Stoutermire, Executive Director

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