

# **Workforce Development Board of Eastern Arkansas**

Response to  
Request for Qualifications

*Workforce Innovation and Opportunity Act*

One-Stop Operator &  
Youth, Adult, Dislocated Worker  
Service Provider

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## **Executive Summary**

The Workforce Development Board of Eastern Arkansas (WDBEA) is a 501(c)3 and was originally organized on July 2000 to oversee Federal programs including the Workforce Investment Act and Workforce Innovation and Opportunity Act that works with adult, dislocated worker and youth programs for the Eastern Workforce Development Area consisting of Crittenden, Cross, Lee, Phillips and St. Francis counties. The local board also service as the fiscal and administrative agent.

Prior to July, 2000, the local board operated under the legal name of Eastern Arkansas Private Industry Council and operated the Comprehensive Employment and Training Act and Job Training Partnership Act programs for adult, dislocated worker and youth programs in eastern Arkansas.

In 2012, the local board was designated as the One-Stop Operator and the program provider for Title IB adult, dislocated, and youth services. The Governor of Arkansas and local CEOs approved a waiver request allowing the local board to operate in this capacity. The WDBEA is the first local board in Arkansas to be designated as a One-Stop Operator and provider of Title IB services.

The designation of the One-Stop Operator is important because it establishes the structure for workforce services that are strategically developed and delivered in the workforce area. This designation also allows the local board the opportunity to provide the necessary services at a reduced cost. The local board has already identified a savings of between \$100,000 and \$130,000 by providing these services through local board employees, rather than a service contract.

In addition, the monitoring team for the State of Arkansas visits annually to ensure compliance with applicable federal and state laws and regulations. The waiver process has been reviewed every two years and the local board has been approved -- per each request.

Local board staff (program and fiscal) are in place and have established working relationships with local, regional and state partners. Through the one-stop operation, a strong cooperative partnership has been developed with the Arkansas Workforce Center core and non-core partners and business and industry. The business services team is working together and sector strategies are developing.

The WDBEA has the expertise and experience in administering a paramount collaboration of employment programs and services -- strengthening the local economy with better jobs and training, for better-trained workers.

## Proposal Narrative

### A. Business Services

- a. Describe specific experience with providing business services and any "lead" role the organization has had in regard to business services.

Business services serves as the primary point of contact and support for local businesses through the WDBEA. Business services establishes and maintains relationships with businesses and community organizations through various interactions. Business services assists with tours and informational overviews of the Arkansas Workforce Centers and performs various business activities/interactions. Business services leads a team with all required partners in Eastern so there is one cohesive message to employers and then employer needs are communicated to that team.

These interactions include business engagement, entering job orders, participating in job fairs & sector council meetings, prescreening referrals, and securing National Career Readiness Certificate Letters of Commitment. Information regarding workforce trends, hiring events, job fairs, available positions, and training are disseminated to Career Pathways, Adult Education, Job Corp, Arkansas Department of Workforce Services, and Arkansas Department of Rehabilitation Services. This information is displayed throughout the Arkansas Workforce Center, on Arkansas JobLink website, on the local Chamber of Commerce calendar, and ASU Mid-South email blasts.

- b. Describe specific experience in working with the WIOA Core Program Partners and a business services integrated team.

Business services previously organized a job fair on-site at Hino Motors and invited all WIOA Core Partners to participate. Career Pathways, Adult Education, WIOA Title IB, and the Arkansas Department of Workforce Services partnered on this event. This collaboration gave us the opportunity to assist Hino Motors with filling their workforce needs and gave us the opportunity to share information regarding our available services and resources with over 400 job seekers.

- c. Describe the organization's approach to leading a business services team and how seamless services would be coordinated.

WDBEA will use the sector approach to accelerate the development of industry-led workforce. This process will link economic and workforce development to strengthen local workforce pipelines and improve access to quality employment.

- d. Detail how the organization will go about collecting business intelligence from employers in the local area and how the organization will develop professional relationships with major contributors to the local economy.

In order to collect business intelligence from employers, WDBEA will first build/maintain good rapport with businesses to build a trustworthy and credible relationship through increased business interactions. Local employers will be invited to attend/participate in sector council meetings and discuss their workforce needs, issues, and successes. Business services will participate in business networks such as rotary clubs, Chamber of Commerce meetings, workforce center events, and job fairs.

- e. Detail a strategy for providing information and education to employers on services available to them.

Menu of “employer services” is readily available and displayed at the Arkansas Workforce Center. This information is also provided during employer engagement and distributed to core partners. The strategy is to present a solution to an identified business need and provide testimonials. For example, Business Services may suggest companies with high turnover require applicants to obtain the ACT National Career Readiness Certificate because this credential identifies job seekers with essential skills needed for workplace success and increases retention periods for employees.

- f. Describe how sector strategies and career pathways will be used to assist with business services.

Sector strategies and career pathways will be used to strengthen the workforce system by allowing business services to be more responsive to business needs. Industry needs will lead to new course development to prepare local job seekers, improve talent pipeline, and increase jobs within the community. This strategy addresses both the workforce and training needs.

- g. Describe services that will be offered to employers and approach.

The following services will be offered to employers:

- Job orders/listings in Arkansas Job Link
- Applicant pre-screening & referrals
- Job Fairs
- Interviewing Facilities
- Business Incentive & Tax Credits
- Labor Market Information & Wage Data
- Training Provider Information
- Career Readiness Certification
- ACT Job Profiling
- Disability Services

These services will be offered by an employer-led approach. In this approach business services will listen to the needs of the business and customize solutions. This will ensure partners understand the needs and interests of employers.

- h. Describe how the organization will develop worksites and determine client placements.

The business service team will evaluate a local employers' ability to benefit from the WIOA work experience program and provide a valuable work experience to the participant by building skills that could lead to a career in one of the targeted sector strategies in the region.

The business services team will obtain a job description from the employer and will share that with the appropriate career advisor so they can refer participants to the business services team to explain the opportunity. Once the career advisor and business service representative agree this is a good fit for the participant, the appropriate worksite agreements will be made and posted and the participant will begin work experience at that sight.

## B. Adult and Dislocated Worker Services

- a. Describe specific experience with providing adult and dislocated worker services.

WDBEA career advisors, located in the Workforce Centers in West Memphis and Forrest City, have been enrolling and serving eligible adults and dislocated Workers since July 2012. All career advisors have WIA experience prior to 2012. We have successfully served our 5-county area in meeting or exceeding all performance measures except for the earnings increase for dislocated workers. We have established meaningful partnerships with our training providers, agency partners and community organizations to recruit and promote our WIOA programs in each county.

- b. Describe the organization's approach to customer flow, initial screening, partner coordination, referrals and co-enrollments.

WDBEA staff have been involved in the management of the Arkansas Workforce Centers since their implementation well over 15 years ago. It is the intent of the WDBEA that each individual who enters the center is greeted and served by professional individuals who can truly assess the customer's needs and serve them by either enrolling, co-enrolling or referring them to the appropriate partner. The screening and enrollment process should be seamless and the customer should have a pleasant, positive experience and receive services needed regardless of which funding stream is implemented.

- c. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits.

It is the intent of WDBEA that a computer system or software program will be developed so that each partner can share information on all enrolled individuals and partners can add additional services that would benefit that individual. Until that system is created, monthly meetings will be established among local partners in each county or area so that partners may communicate face-to-face with their partners to discuss the best outcome for each individual in their respective programs.

- d. Detail a strategy for outreach and recruitment efforts related to Adults and Dislocated Workers.

Our local workforce centers, community colleges, and Department of Human Service's offices are great recruitment areas for adults and dislocated workers in all of our counties. It is also essential that our Career Advisors form effective partnerships in each counties with organizations and agencies that serve adults with barriers. Partnering with Veteran organizations is a requirement. Career advisors also participate in community events and organize job fairs in each county to promote the services that are offered in the Workforce Centers.

- e. Describe how the organization will ensure barriers are documented and considered.

WDBEA career advisors will adhere to all Arkansas Department of Workforce Services WIOA policies concerning barriers and documentation of barriers for data validation and eligibility purposes. We will also implement a priority enrollment policy which will require each person enrolled to either be a WIOA targeted priority population and/or have WIOA identified barriers. WDBEA MIS staff will make sure the correct documentation is in place for each barrier before the enrollment for that individual will be approved.

- f. Describe efforts the organization will make to support sector strategies and career pathways.

WDBEA career advisors will be educated on your areas targeted sectors and perspective employers in the area and the training needed to enter that field. WDBEA career advisors will hold career and education fairs to recruit customers into those targeted areas and will be aware of the different points of entry and exit for those in a career pathway from education to employment.

Appropriate referrals will also be made to the WDBEA business services representative to coordinate work readiness assessment to ensure that customers are able to get and keep a job.

- g. Describe services that will be offered and the organization's approach.

Basic Career Services will be available to all that come to the Workforce Center. Those eligible for WIOA adult or dislocated worker programs will then receive Individualized Career Services to fully assess skills levels and service needs; develop an Individual Employment Plan; and through case management determine the steps needed to gain employment that will lead to self-sufficiency.

Those steps might include: Occupational Skills Training (writing an Individual Training Account to an approved training provider to teach the skills needed to enter a specific field or occupation); Work-based Training (may include Registered Apprenticeship programs); On-the –Job Training (WIOA reimburses employers for 50% of training wages during a specified period of time upon retention of that WIOA eligible trainee); Transitional Jobs (time-limited subsidized employment opportunities to provide work experience and history); Incumbent Worker Training (WDBEA is waiting for state policy and guidance and will use this opportunity to train low-skilled employed individuals so they can be promoted to jobs that will make them self-sufficient); Customized Training (training specifically tailored to employment with a specific company in which the employer and WDBEA share in the cost of the training); Supportive Services (services provided to allow the individual in Individualized Career Services to

complete the appropriate training. These services may include-child care, transportation, etc.); Follow-up Services (available to all adults and dislocated workers who have entered unsubsidized employment to help them retain employment).

- h. Describe life skills and work readiness services offered by the organization.

WDBEA will, in conjunction with all required partners, offer work readiness training for all participants who need that service. ACT Career Ready 101, the National Career Readiness Certificate, and the Microsoft Learning Academy are available in all of the Workforce Centers in Eastern. We plan to utilize a pre-apprenticeship training program as employers are identified to participate in the program. Life skills training will include partnering with both private and non-profit organizations to provide classes on topics such as budgeting, managing a checking account, healthy eating, etc.

- i. Describe case management and career counseling strategies and documentation of interactions with clients.

Case management and career counseling strategies should be recorded so that anyone could go to Arkansas JobLink (state required system to record WIOA enrollments and services) with a participant ID number and see the complete story of the individual enrolled beginning with why they need services, what services are being provided, how the participant is doing throughout their WIOA journey, how often the career advisor is communicating with the participant, to seeing the participant complete services, gain employment and meet a one-year retention period. WDBEA policies require that at a minimum a case note must be recorded on each individual enrolled at least once a month throughout their enrollment.

- j. Describe strategies for meeting performance measures.

WDBEA career advisors must understand each performance measure for all funding streams (youth, adult and dislocated worker) and know what the expected measures are for each program year, as set by the State of Arkansas. The career advisors must assess how the goals will be met as they are assessing the individual who is seeking enrollment into WIOA programs. The individual employment plan and services & training plan for the participant must lead to the desired performance outcome for that funding stream. WDBEA Director of Programs and MIS will monitor performance on a weekly basis to make sure that all of the required data is being recorded in Arkansas JobLink that is required for performance



## C. Youth Services

- a. Describe specific experience with providing youth services.

WDBEA career advisors, located in the Workforce Centers in West Memphis and Forrest City, have been enrolling and serving eligible in-school and out-of-school youth since July 2012. All career advisors have WIA experience prior to 2012. We have successfully served our 5-county area in meeting or exceeding all performance measures pertaining to youth. We have established meaningful partnerships with our school systems, agency partners and community organizations to recruit and promote our WIOA programs in each county

- b. Describe the organization's approach to customer flow, initial screening, partner coordination, referrals and co-enrollments.

The initial contact with many youth are out of center recruitment efforts. We use a pre-screening form to gather information about the applicant, including income questions, and will do an initial assessment of eligibility and services needed. We use off-site computers when possible to assist them in registering in Arkansas JobLink. We then make appointments for them to come to the Workforce Center to complete eligibility paperwork and ask them to bring their parent or guardian if under 18. For those that come into the center we make an effort for them to register in Arkansas JobLink and see a career advisor on that visit. If that isn't possible, we give them a pre-screening form to complete and mail in or bring back to the center to start the eligibility process. Once an assessment is made for eligibility and services needed, appropriate partner referrals and co-enrollments are done with the best interest of the youth in mind.

- c. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits.

It is the intent of WDBEA that a computer system or software program will be developed so that each partner can share information on all enrolled individuals and partners can add additional services that would benefit that individual. Until that system is created, monthly meetings will be established among local partners in each county or area so that partners may communicate face-to-face with their partners to discuss the best outcome for each individual in their respective programs.

- d. Detail a strategy for outreach and recruitment efforts related to Youth.

For in-school youth recruitment, the local school system and guidance counselor are instrumental along with our local vocational rehabilitation partners that are working with in-school youth who have Individual Employment Plans (IEP). For out-of-school youth recruitment we partner with our local Adult Education provider, Vocational Rehabilitation Counselors, Community Youth Organizations,

TANF, Department of Human Services, SNAP E&T Provider, parole officers, and other organizations that offer youth related services. We also recruit from within our Workforce Centers as individuals 24 and under often come in registering for employment services.

- e. Describe how the organization will ensure barriers are documented and considered.

WDBEA career advisors will adhere to all Arkansas Department of Workforce Services WIOA and WDBEA policies concerning barriers and documentation of barriers for data validation and eligibility. We will also provide career advisor training on WIOA in-school and out-of-school youth barriers. WDBEA MIS staff will make sure the correct documentation is in place for each barrier before the enrollment for that individual will be approved

- f. Describe efforts the organization will make to support sector strategies and career pathways.

WDBEA career advisors will be educated on our areas targeted sectors and perspective employers in the area and the training needed to enter that field. WDBEA career advisors will hold career and education fairs to recruit customers into those targeted areas and will be aware of the different points of entry and exit for those in a career pathway from education to employment. Appropriate referrals will also be made to the WDBEA business services representative to coordinate work readiness assessment to ensure that customers are able to get and keep a job.

- g. Describe how the organization will ensure all fourteen youth elements are available to appropriate youth.

WDBEA career advisors will be trained on what the 14 youth elements are and how they are to be implemented. Some of the elements will be done by partnering with organizations that are experts in specific areas such as entrepreneurial training. Arkansas State University's Small Business Development Center is an example of how we could partner to provide this element. Therefore, they will be instrumental in developing partnerships in their assigned counties in order to ensure all elements are available. On-line resources are also an option for some elements.

- h. Describe how referrals will be managed for you who are not eligible or suitable for WIOA services.

WDBEA understands that WIOA requires a local area to find resources to serve those not eligible or suitable for WIOA services. There may be those who are not eligible for WIOA Youth services but would be eligible for WIOA adult services. Those individuals would be enrolled as adults if funding is available. Particularly

for youth, it is extremely important that career advisors have meaningful options in the local communities to help applicants achieve meaningful goals.

- i. Describe case management and career counseling strategies and documentation of interactions with youth.

Case management and career counseling strategies should be recorded so that anyone could go to Arkansas JobLink (state required system to record WIOA enrollments and services) with a participant ID number and see the complete story of the youth being enrolled beginning with why they need services, what services are being provided, how the participant is doing throughout their WIOA journey, how often the career advisor is communicating with the participant, to seeing the participant complete services, gain employment or enter post-secondary education and meet a one-year retention period. WDBEA polices require that at a minimum a case note must be recorded on each individual enrolled at least once a month throughout their enrollment.

- j. Describe strategies for meeting performance measures.

WDBA career advisors must understand each performance measure for the youth program and know what the expected measures are for each program year, as set by the state of Arkansas. The career advisors must assess how the goals will be met as they are assessing the individual who is seeking enrollment into WIOA programs.

The Individual Service Strategy and services & training plan for the participant must lead to the desired performance outcome for WIOA youth. WDBEA Director of Programs and MIS will monitor performance on a weekly basis to make sure that all of the required data is being recorded in Arkansas JobLink that is required for performance.

#### D. One-Stop Operator

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

WDBEA has been the One-Stop Operator for the One-Stops in Eastern since July 2012.

- b. Detail the role and responsibilities that will be undertaken as One-Stop Operator.

The One-Stop Operator in support of the WIOA MOU will:

- Coordinate service delivery among partners
- Manage hours of operation at the comprehensive Centers
- Facilitate customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the WIOA MOU
- Communicate local board policies and procedures to all partners
- Report to the local board on center activities

The One-Stop Operator is the primary point of contact regarding issues pertaining to customers that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the administrative entity and board staff on partner operational challenges and successes.

The One-Stop Operator will submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the WDBEA. In addition, the One-Stop Operator will gather data for the board from the partners on a quarterly basis including: common measure information; tracking incoming clients; resource room usage; and program specific referrals as outlined in the WIOA MOU.

- c. Provide a detailed description of a proposed client flow to ensure Core Program Partners are included in upfront services.

As customers come into the Workforce Center they will be greeted by staff at the front desk asking them how they may assist them. After listening to the customers' response they then are directed to a sign in sheet that lists all services available by partners both in and out of the center. The first time customer will be directed to the resource room to register in Arkansas JobLink and then will be seen by the appropriate service provider staff to address the immediate purpose of the visit. Referrals will be made, documented, and followed up on for services requested that are not in the Center. Center staff who initially serve the customer will be aware of all partner services and will conduct an

assessment of the customer to make sure they are aware of all services in the workforce system that might benefit their employment or training goal.

d. Detail the proposed management of the resource room.

The resource room will be managed by the WDBEA one-stop operator in coordination with the local Arkansas Department of Workforce Services office manager so that there is consistent, constant oversight of the resource room. The resource room should be a valuable asset to a jobseeker by providing computers, internet, and printing capabilities to enhance their job search. Resource room staff should be friendly, knowledgeable, and available to assist the job seeker with their questions and offer suggestions to aid their job search.

The resource room will also have updated Labor Market Information, job postings and job fair information, partner materials, training opportunities from local colleges and technical schools and a current local resource guide on services not provided directly through the center (ex. Subsidized and low-rent housing; apartments complexes; food banks; missions; Department of Human Services; shelters for battered women or child abuse; suicide hot-lines, etc.)

Resource room staff will be trained to evaluate customer needs and offer suggestions for resources not available in the center and have suggestions to who in the community can help them. It is also the One-Stop Operators responsibility to make sure the resource room has all equipment in working condition and to make sure the design of the resource room is customer friendly, easily assessable and yet provides privacy for the customers in their use of the resource area.

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

All staff in the center should be trained on required partner services and how to make and track referrals to partners not located in the center. With some staff turnover always being a reality, each partner in the center should make partner service training part of any new employee's orientation.

All staff in the center should be knowledgeable about the resources available in the resource room and should be able and expected to periodically work in the resource room as needed.

All center staff should observe the resource area and be willing to help any individual who is obviously in need of assistance. On a monthly basis, all center staff will attend a partner staff meeting to update all center employees on any new initiatives or training opportunities relevant to the center. The agenda for these meetings will be set by partner managers and the One-Stop Operator.

- f. Provide information on experience the organization has in regard to One-Stop Certification achievement and maintenance.

It has been the responsibility of the local board to organize and ensure the implementation and continuous improvement of the local certification process. This certification process serves as an opportunity to continually re-examine, improve, and revise procedures to ensure that the Arkansas Workforce Centers and workforce system is a primary asset in eastern Arkansas.

The region has two certified Arkansas Workforce Centers. One is located in West Memphis and the second is in Forrest City.

The WDBEA Executive Director was on the original Arkansas Workforce Center Certification Development committee and is currently serving on the State of Arkansas Workforce Center Certification Criteria committee.

- g. Describe how system and Center orientations will be provided.

Orientations on center and system services will be provided to all new customers on a weekly basis. The one hour orientation will be the shared responsibility of all required partners and the One-Stop Operator. Additional partner materials may be shared as well as current training or employment opportunities. It is during this orientation that the presenters will have the opportunity to encourage customers to take full advantage of all the system services and further make the customer feel that the Workforce Center is vital to their job search or training needs.

## Budget, Budget Narrative, and Service Levels

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

Position	Office location	Salary range (annual)
Executive Director	West Memphis	\$65,000 - \$85,000
Finance Director	West Memphis	\$60,000 - \$81,000
Director of Programs	West Memphis	\$55,000 - \$80,000
One-Stop Operator	Forrest City	\$50,000 - \$72,000
HR Director/Finance Assistant	West Memphis	\$38,000 - \$55,000
Business Services Rep	West Memphis	\$38,000 - \$55,000
MIS/Career Advisor	Forrest City	\$30,000 - \$49,000
Career Advisor	Forrest City	\$30,000 - \$48,000
Career Advisor	Forrest City	\$30,000 - \$48,000
Career Advisor	West Memphis	\$30,000 - \$48,000
Career Advisor	Helena	\$30,000 - \$48,000

Note: Staff wages are funded with monies from several grants in addition to WIOA Title IB formula funding.

### B. Corporate structure and support services that will be provided to Eastern Arkansas.

The WDBEA is a 501(c)3 non-profit corporation. *Please see organizational chart on page 17.*

### C. Profit or program income proposed.

No program income is proposed at this time. Note: program income could include drug testing for employers, enhanced pre-employment interviewing and other services.

### D. Indirect cost detail.

No approved indirect cost rate is in effect at this time.

### E. Number of proposed youth, adults/dislocated worker service numbers.

Proposed number to be served is calculated from previous year's number served. Out-of-School Youth – 80; In-School Youth – 6; Adults – 100; Dislocated Workers – 20; for a total of 206 individual participants receiving services with WIOA Title IB formula funds.

### F. Estimated average caseload.

Average caseload for career advisor is approximately 50 active and 30 in follow-up.

G. Estimated direct client costs.

It is estimated that \$250,000 will be directly spent in the Youth Program; \$400,000 in the Adult Program; and \$50,000 in the Dislocated Worker Program for a total of \$700,000. Estimated direct client costs are detailed in the included Budget.

H. Estimated cost per participant through exit and follow-up.

It is estimated that the cost per participant will be \$3,125 for the Youth Program; \$4,000 in the Adult Program; and \$4,000 in the Dislocated Worker Program for an average of \$3,395 across all programs. Estimated costs per participant are detailed in the included Budget.

Please note that in prior years the adult program had greater need for additional funds. With the ability to transfer funds between the adult and dislocated worker programs the WDBEA has approved transfers and it is anticipated that this will again be requested in the upcoming year partially due to the relatively low number of dislocated workers and higher number of adults.

I. Estimate administrative cost percentage.

The estimated administrative cost percentage for the One-Stop Operator and Title IB Service Provider is 1 percent.

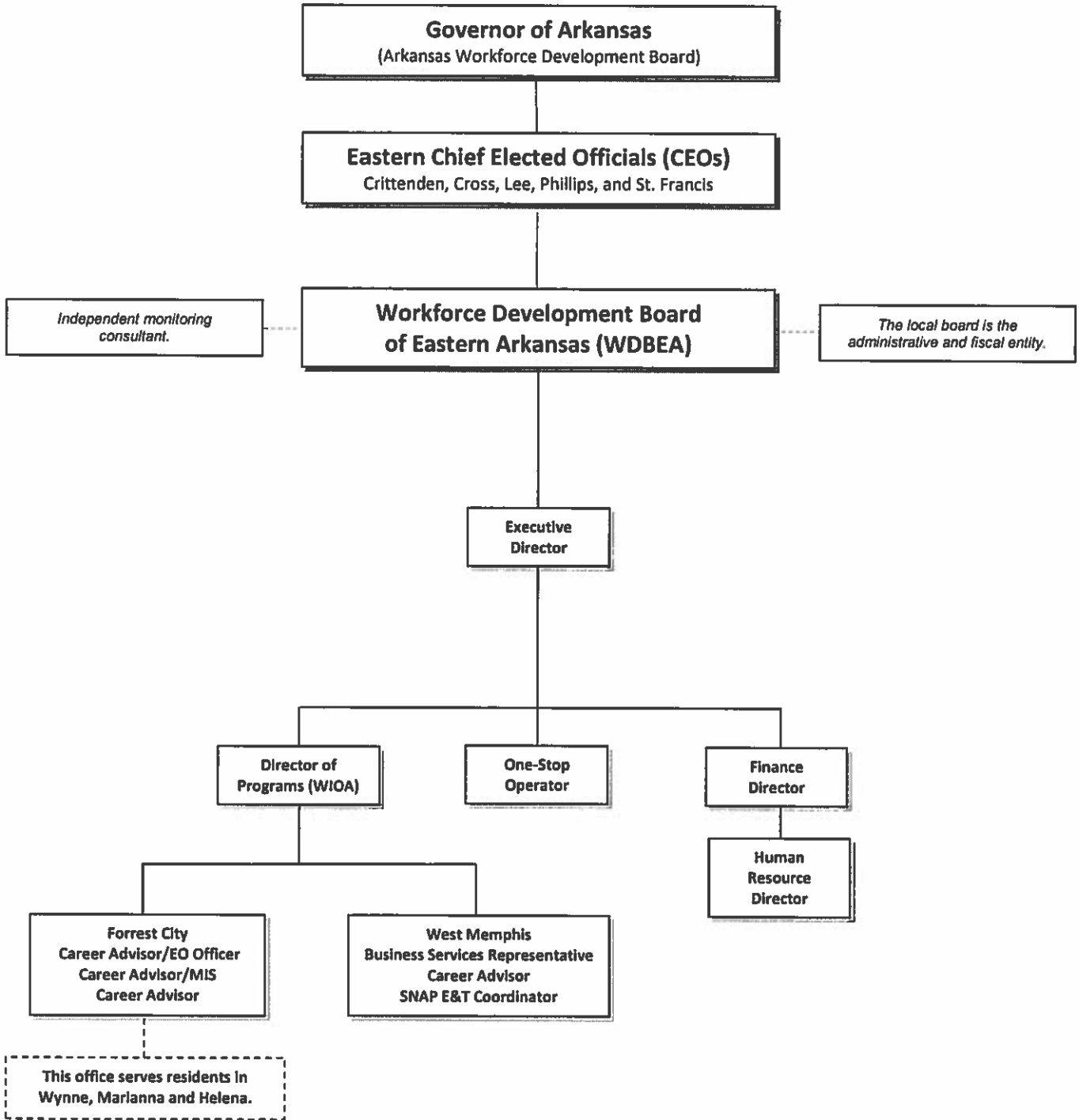


WORKFORCE DEVELOPMENT BOARD  
OF EASTERN ARKANSAS  
BUDGET NARRATIVE

	W/OA	Adult	OLW	Youth	Total	Budget Narrative
Salaries	461,136.00	161,397.60	139,340.80	161,397.60	461,136.00	Salaries for WIDBEA staff members
FICA/Med Payroll Tax	35,276.90	12,346.92	10,583.07	12,346.92	35,276.90	Company pays 7.65 percent of each employee's gross salary
SUTA Tax	5,400.00	1,890.00	1,620.00	1,890.00	5,400.00	State unemployment insurance is 4 percent of the first \$12,000 earned by each employee
Workers' Compensation	1,500.00	525.00	450.00	525.00	1,500.00	Worker's compensation insurance is paid in the event of a work related injury of staff
Health Insurance	79,053.14	27,668.60	23,715.94	27,668.60	79,053.14	Health insurance for staff members and dependants
Disability	6,629.15	2,320.20	1,988.75	2,320.20	6,629.15	Long term disability goes into effect after 90 days per doctors orders
Dental Insurance	6,896.92	2,410.42	2,066.08	2,410.42	6,896.92	Dental insurance for staff members and dependants
Expense	47,446.26	16,606.19	14,233.88	16,606.19	47,446.26	Full-time staff members receive 11 percent of gross salary for retirement after 1 year of service
Retirement Plan	2,000.00	700.00	600.00	700.00	2,000.00	Meeting notices, Request for Proposals (RFP), Legal notices
Advertising	12,225.00	4,278.75	3,667.50	4,278.75	12,225.00	Annual Audit costs
Auditing	1,000.00	350.00	300.00	350.00	1,000.00	Meeting notices, board packets, postage, etc.
Board Materials	8,000.00	2,800.00	2,400.00	2,800.00	8,000.00	Travel, hotel lodging and meal costs for board members
Board Travel	3,000.00	1,050.00	900.00	1,050.00	3,000.00	Board members conference fee, training seminar registration
Board Training/Fees	3,000.00	1,050.00	900.00	1,050.00	3,000.00	Professional consulting
Contractual	20,000.00	7,000.00	6,000.00	7,000.00	20,000.00	IT maintenance and service agreements, general labor contracts, Abila (MIF) system contracts
Data Processing	5,000.00	1,750.00	1,500.00	1,750.00	5,000.00	Payroll and W-2 processing
Dues & Subscription	3,000.00	1,050.00	900.00	1,050.00	3,000.00	Periodicals, professional and national workforce membership
Equipment-New	9,000.00	3,150.00	2,700.00	3,150.00	9,000.00	Self equipment replacement
Insurance-Liability & Maint & Repairs	10,000.00	3,500.00	3,000.00	3,500.00	10,000.00	Property (contents) liability and Directors' and Officers' Liability
Miscellaneous	1,000.00	350.00	300.00	350.00	1,000.00	Small maintenance jobs that the WIB may incur
Rent/RSA	80,000.00	28,000.00	24,000.00	28,000.00	80,000.00	General costs associated with administering the programs
Rent - Equipment	10,000.00	3,500.00	3,000.00	3,500.00	10,000.00	W/OEA office rent for three locations and costs associated with Resource Sharing Agreement
Supplies	4,500.00	1,575.00	1,350.00	1,575.00	4,500.00	Equipment lease for three locations
Postage	1,200.00	420.00	360.00	420.00	1,200.00	Copy paper, pens, staples, folders, etc.
Telephone/Internet	7,480.00	2,618.00	2,244.00	2,618.00	7,480.00	Postage associated with mailing of contracts, monitoring report responses, bids, etc.
Staff Training	10,000.00	3,500.00	3,000.00	3,500.00	10,000.00	Office telephones, DSLN and internet access
Staff Travel	30,000.00	10,500.00	9,000.00	10,500.00	30,000.00	Local, state, DOL, ETA, National conferences
Business Services	10,000.00	3,500.00	3,000.00	3,500.00	10,000.00	Travel to conduct monitoring, to attend meeting or training in the state or national conference
Total Operations Budget	874,233.37	305,981.68	262,270.01	305,981.68	874,233.37	Employer provided services, Job fairs, recruiting materials, etc.
Adult Program Training		400,000.00			400,000.00	Total Operations Budget
Dislocated Worker Program Training			50,000.00		50,000.00	Individual Training Accounts (ITAs), Work Experience, Supportive Services
Youth Out-of-School Training				187,500.00	187,500.00	Individual Training Accounts (ITAs), Work Experience, Supportive Services, minimum 75 percent
Youth In-School Training				62,500.00	62,500.00	Individual Training Accounts (ITAs), Work Experience, Supportive Services
Total Participant Budget	400,000.00		50,000.00	250,000.00	700,000.00	Total Participant Budget
Total	705,981.68		312,270.01	555,981.68	1,574,233.37	Overall Budget Total

# Organizational Chart

**EASTERN ARKANSAS  
WORKFORCE DEVELOPMENT AREA  
ORGANIZATION CHART**



## Letters of Reference and Contact Information

1. Dr. Callie A. Dunavin  
Associate Vice Chancellor for Strategic Initiatives  
Director, Arkansas Delta Training and Education Consortium (ADTEC)  
Arkansas State University Mid-South  
870.733.6840  
cdunavin@asumidsouth.edu
  
2. Thomas Schlauch  
Literacy Coordinator  
Literacy Council of Crittenden  
Interim Director of Adult Education  
Arkansas State University Mid-South  
870.733.6834  
tschlauch@asumidsouth.edu
  
3. Janice Coleman  
Human Resources Director  
City of West Memphis  
870-702-5121 Office  
jcoleman@citywm.com



May 17, 2017

Mr. Robert Thorne, Chairman  
Workforce Development Board of Eastern Arkansas  
P.O. Box 1388  
West Memphis, AR 72301

Dear Mr. Thorne:

I am pleased to provide this reference letter to accompany the RFQ response of the Workforce Development Board of Eastern Arkansas (WDBEA) as the One-Stop operator and provider of youth, adult, and dislocated worker services.

The Arkansas Delta and Training and Education Consortium (ADTEC), comprised of the five community colleges in eastern Arkansas, has collaborated with WDBEA since 2005. This is when ADTEC was officially recognized through a \$5.6 million U.S. Department of Labor grant to develop advanced manufacturing training capacity in the region. Since that time, ADTEC has received numerous workforce capacity-building grants with the WDBEA always participating as a collaborative partner. An MOU between the WDBEA and ADTEC, executed in 2008, outline various ways that the two entities work together to help ensure the benefits of partnership.

Representatives from the WDBEA, including Executive Director Dave Brady, participate in various consortium meetings and serve on various advisory councils for the community colleges in the 5-county WDBEA service area. Additionally, ADTEC has worked with the WDBEA and Arkansas Workforce Center (West Memphis) to provide relevant hands-on, career-focused activities to eligible youth, exposing them to career pathway information regarding Aviation Maintenance Technology, Renewable Energy Technology, Allied Health, and Advanced Manufacturing.

I hope that you will give the WDBEA RFQ response your strongest consideration. Please feel free to contact me if you have questions or would like additional information. Thank you.

Sincerely,

Callie A. Dunavin, Ed.D.  
ADTEC Director / AVC for Strategic Initiatives  
ASU Mid-South  
2000 W. Broadway  
West Memphis, AR 72301  
(870) 733-6840  
cdunavin@asumidsouth.edu



## Literacy Council

of Crittenden County

Partnered with Arkansas State University: Mid-South

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May 15, 2017

Robert Thorne  
WDBEA Chairman  
PO Box 1388  
West Memphis, AR 72303

Dear Mr. Thorne:

I am writing this letter of recommendation for the Workforce Development Board of Eastern Arkansas (WDBEA). Adult Education and the local board have an excellent referral and working relationship for adults and our out-of-school population. Both programs are housed in the Arkansas Workforce Center so we have developed a strong partnership that has developed over the past 10 years. Adult Education shares all job fair information with the Adult Education teachers and encourage them to have the students earn a National Career readiness certificate while they are in the Adult Ed program.

Together we have built a solid program foundation and look forward to working with them in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Thomas Schlauch III'.

Thomas Schlauch III  
Literacy Coordinator  
Literacy Council of Crittenden County  
Interim Director of Adult Education  
Arkansas State University Mid-South

2000 West Broadway  
West Memphis, AR 72301  
870-733-6834  
tschlauch@asumidsouth.edu



205 South Redding P.O. Box 1728 West Memphis, AR 72303 870-732-7500

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May 15, 2017

Robert Thorne, Chairman  
Workforce Development Board of Eastern Arkansas  
PO Box 1388  
West Memphis, AR 72303

Dear Chairman Thorne,

The City of West Memphis has been working with Workforce Development Board of Eastern Arkansas (WDBEA) for several years on various initiatives impacting the Eastern Workforce Development Region. Their programs have been extremely beneficial to our efforts.

This letter is in support of the WDBEA continuing to be the One-Stop Operator and adult, dislocated worker and youth service provider. The local board is an essential organization that has been serving the residents and business and industry in the various communities in eastern Arkansas.

The city is proud to be part of the Out-of-School Youth work experience program and a partner in the Job Fairs offered in West Memphis.

I strongly endorse the WDBEA and the work they perform.

Sincerely,

Janice Coleman  
Human Resource Director  
City of West Memphis