

Workforce Development Board
of Eastern Arkansas

Request for Proposal

for

**Workforce Innovation and Opportunity Act (WIOA)
One-Stop Operator and Youth, Adult, and Dislocated Worker
Service Provider**

Program Years:

July 1, 2021 – June 30, 2025

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Executive Summary

The Workforce Development Board of Eastern Arkansas (WDBEA) is a 501(c)3 and was originally organized in 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 serves 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. In addition, the Workforce Development Board of Eastern Arkansas was redesignated as the One-Stop Operator and the program provider for Title IB services in 2017 and 2021.

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 development 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 \$100,000 by providing these services through local board employees, rather than a service contract.

In addition, the monitoring team for the State of Arkansas (Arkansas Division of Workforce Services) visits annually to ensure compliance with applicable federal and state laws and regulations. The waiver process has been reviewed every four 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 Division of Workforce Services, Arkansas Rehabilitation Services, Seedco, and Career Development Training Institute. This information is displayed throughout the Arkansas Workforce Center, on Arkansas Joblink website, on the local Chamber of Commerce calendar, and Arkansas State University 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 the West Memphis Workforce Center and invited all WIOA Core Partners to participate. Career Pathways, Adult Education, WIOA Title IB, and the Arkansas Division of Workforce Services partnered on this event. This collaboration gave us the opportunity to assist several employers in Crittenden County with filling their workforce needs and gave us the opportunity to share information regarding our available services and resources with several jobseekers. Hiring events have also been ongoing for Fed-Ex in Crittenden, Phillips, and St. Francis County.

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

The organization's One-Stop Operator will lead and work with the local business services team comprised of partner agencies to provide business development and job development activities. The activities include access to facilities, business education, business information, hiring events, job fairs, job postings and labor market information.

- 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.**

To collect business intelligence from employers, WDBEA has built and maintained good rapport with businesses to build a trustworthy and credible relationship through increased business interactions. Local employers are 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. Informational sessions were held in conjunction with Arkansas Small Business and Technology Development Center to educate and assist small businesses in the months of April, May, and June 2021.

- 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 and is also in brochure form. 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 as 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 are used to strengthen the workforce system by allowing business services to be more responsive to business and

industry needs and 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 are offered by an employer lead approach. In this approach the business services team consults with the business and customizes a plan that meets their individual needs.

- **Access to Facilities** – use of Workforce Center facilities by a business for a variety of purposes such as meetings, trainings, orientations, interviews, etc.
- **Assessments** – any test or assortment of tests used to measure the skills, interests and/or personality traits of a jobseeker, potential employee, or current employee.
- **Business Education** – seminars, round tables, workshops, focus groups, etc.
- **Business Information** – information given to a business pertaining to a variety of incentive programs or other information requested that provides a benefit to that business.
- **Hiring Events** – a customized event for a single employer that assists with recruiting, interviewing, and hiring of one or more positions.
- **Job Fairs** – event for multiple employers that assists with the recruiting, interviewing, and hiring of one or more positions.
- **Job Postings** – staff-entered or web-entered job orders approved by staff.
- **Labor Market Information** – information on state and local labor market conditions, industries, occupations, and characteristics of the workforce, area business identified skills needs, employer wage and benefit trends, short and long-term industry and occupational projections, worker supply and demand, and job vacancies survey results.
- **Rapid Response** – a variety of services to businesses that are facing restructuring or downsizing including onsite workshops for employees in transition, job placement assistance, and information on unemployment benefits.
- **Screening** – any service that involves the initial evaluation of applications or resumes that assists the employer in the recruiting process.
- **The ACT National Career Readiness Certificate** – a portable, evidence-based credential that certifies the essential skills for

workforce success. This is a free earned certificate that is nationally recognized.

- **Training and Retraining** – any service provided to a business that involves the training or retraining of current or future employees including apprenticeship, on-the-job training, work experience, incumbent worker training, etc.

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

The business service team will evaluate local employers' ability to benefit from the WIOA work experience program and provide a valuable work experience to the participant by building skills that may 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. When the employer, career advisor and business service representative agree it is a good match, the appropriate worksite agreements are completed and the participant will begin the work experience assignment.

B. Adult and Dislocated Workers

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

WDBEA career advisors located in the Workforce Centers in West Memphis, Forrest City and Helena have been enrolling and serving eligible adults and dislocated workers and successfully serving our 5-county area in meeting and exceeding all performance measures pertaining to adult and 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 has been involved in the management of the Arkansas Workforce Centers since their implementation well over 19 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 service 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.

WDBEA has a referral policy in place along with a co-enrollment and co-funding policy to insure referrals are being made to the appropriate partner and duplication of services are not being provided. Monthly meetings are held to establish among local partners in each county or area so that partners may communicate face-to-face, virtual or by phone 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 Services offices are great recruitment areas of adults and dislocated workers in all of our counties. It is also essential that our career advisors form effective partnerships in each county 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 services that are offered in Workforce Centers.

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

WDBEA career advisors will adhere to all Arkansas Division of Workforce Services and WDBEA WIOA policies concerning barriers and documentation of barriers for data validation and eligibility purposes.

We also implemented a priority of services policy which requires each person enrolled to either be a WIOA targeted priority population and/or have a WIOA identified barrier.

WDBEA quality control staff will make sure the correct documentation is in place for each barrier by utilizing the individual with barriers checklist 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 well educated on targeted sectors and perspective employers in the area and the training needed to enter that field. WDBEA career advisors work with the business service team and local colleges to hold career and education fairs to recruit customers in 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 hold employment.

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

Basic Career Services will be available to all that visit the Workforce Centers. Those eligible for WIOA adult or dislocated worker programs will then receive Individualized Career Services to fully assess their skill level and service needs; develop an Individual Employment Plan with the participant; and through case management. By combining the assessment and the Individual Employment Plan, the career advisor will then determine the steps needed for the participant to gain employment that will lead to self-sufficiency.

Those steps may 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 learning (may include Registered Apprenticeship or Pre-Apprenticeship programs); On-the -Job Training; Transitional Jobs (time-limited subsidized employment opportunities to provide work experience and history); Incumbent Worker Training (WDBEA 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 participant to meet their goal. 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. The ACT National Career Readiness Certificate is available in all 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, parenting skills, etc.

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

Case management and career counseling strategies are recorded in 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 every 30-days 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 Service and Training Plan for the participant must lead to the desired performance outcome for that funding stream. WDBEA director of programs and quality control will monitor performance on at least a monthly basis to make sure that all of the required data is being recorded in Arkansas Joblink. All monitoring is reviewed by the board and a corrective action plan is put in place if necessary.

c. Youth Services

a. Describe specific experience with providing youth services.

WDBEA career advisors located in the Workforce Centers in West Memphis, Forrest City, and Helena have been trained in all aspects of the WIOA program. We have successfully served our 5-County area in meeting or exceeding all performance measures pertaining to youth with the exception of the youth credential rate. We have established meaningful partnerships with our school systems, Adult Education, 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.

When the customer enters the Arkansas Workforce Center a DWS staff will check AJL registration, if the customer is registered in AJL they will then be referred to a WIOA Career Advisor. If the customer is not registered in AJL, ADWS staff will assist them in registering.

Once registration is complete the applicant and parent (if under 18) will speak with a career advisor or make an appointment to return. We utilize the State's youth application or the common intake form to gather information about the applicant – including AJL registration, income questions, barriers, family size, etc. Once eligibility determination has been made appropriate partner referrals and co-enrollment are done based on 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.

WDBEA has a referral policy in place along with a co-enrollment and co-funding policy to insure referrals are being made to the appropriate partner and duplication of services are not being provided. Monthly meetings are held to establish among local partners in each county or area so that partners may communicate face-to-face, virtual or by phone 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 systems and guidance counselors are instrumental along with our local vocational rehabilitation partners that are working with in-school youth who have an Individual Education Plan (504). Career advisors also partner with career coaches with the local colleges to host workshops in the high schools.

For out-of-school youth recruitment we partner with our local Adult Education providers, Vocational Rehabilitation Counselors, Community Youth Organizations, TANF, Department of Human Services, SNAP E&T Coordinators, parole officers, and other organizations that offer youth related services such as local churches in the area. 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 adhere to all Arkansas Division of Workforce Services and WDBEA local WIOA policies concerning barriers and documentation of barriers for data validation and eligibility purposes.

We also implemented a Priority of Services Policy which requires each person enrolled to either be a WIOA targeted priority population and/or have WIOA identified barriers. WDBEA quality control staff will make sure the correct documentation is in place for each barrier by utilizing the individual with barriers checklist 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 are well educated on targeted sectors and perspective employers in the area and the training needed to enter that field. WDBEA career advisors work with the business service team and local colleges to 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 are made to the WDBEA business services representative to coordinate work readiness assessment to ensure that customers are able to get and hold employment.

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

WDBEA career advisors are trained on the 14 program elements and how they are to be implemented. We have memorandum of understandings in place with agency partners, local businesses, and community organizations to assist with providing the services to all youth. The 14 program elements are a part of the Individual Service Strategy (ISS) and is discussed, explained, and made available to all youth during their assessment.

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

Career advisors are familiar with basic eligibility requirements for partner programs and are aware of community organizations in their area that could potentially assist applicants. Referrals will be made via email and followed up with a phone conversation to insure all applicants are receiving services needed in assisting them in becoming self-sufficient.

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

Case management and career counseling strategies are recorded in 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 every 30-days throughout their enrollment.

j. Describe strategies for meeting performance measures.

WDBEA career advisors 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 advisor 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 Service and Training plan for the participant must lead to the desired performance outcome for WIOA youth. WDBEA Director of Programs and Quality Control will monitor performance at least monthly to make sure that all required data is being recorded in Arkansas Joblink. All monitoring is reviewed by the board and a corrective action plan is put in place if necessary.

c. One-Stop Operator

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

The WDBEA has been the One-Stop Operator for the One-Stops in Eastern since July 2012. The One-Stop Operator (WDBEA) was selected through a competitive process that was managed and agreed to by the Local Chief Elected Officials and approved by the Governor of Arkansas.

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

The One-Stop Operator is the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers. This includes convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the WDBEA (Administrative Entity), CEOs and Board Staff on partner operational challenges and successes.

In support of the WIOA Memorandum of Understanding, the One-Stop Operator works in the following areas:

- *Coordinating service delivery among partners*
- *Managing hours of operation at the comprehensive Centers*
- *Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the Workforce Innovation and Opportunity Act Memorandum of Understanding*
- *Communicating Board and Administrative policies and procedures to all partners*
- *Reporting to the WDBEA and CEOs on Center activities*

The One-Stop Operator submits a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the WDBEA and to the CEOs. In addition, the One-Stop Operator gathers data for the Board and Chief Elected Officials 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 Workforce Innovation and Opportunity Act Memorandum of Understanding.

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

As customers visit the Workforce Center, they are greeted by staff at the reception desk and are asked how they may be assisted. After their initial exchange and desired needs are discussed, they are then directed to a sign in sheet that lists all services available by partners -- both in and out of the center.

The first-time customer is directed to the resource room to register in the state operating system -- Arkansas Joblink -- and then is seen by the appropriate program partner staff to address the immediate purpose of the visit.

Referrals are made, documented, and followed up on for services requested.

Center staff, who initially serve the customer, are aware of all partner services and provide a center orientation to ensure the customer is made 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 is managed by the WDBEA One-Stop Operator in coordination with the local Arkansas Division of Workforce Services Office Manager so there is consistent, constant oversight of the resource room.

The resource room is a valuable asset to a jobseeker by providing computers, internet, and printing capabilities to enhance their job search. Resource room staff are friendly, knowledgeable, and available to assist the job seeker with their questions and offer suggestions to aid their job search.

The resource room also has 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 (i.e. Subsidized and low-rent housing; apartments complexes; food banks; missions; Department of Human Services; shelters for battered women or child abuse; suicide hotlines, etc.)

Resource room staff are trained by management 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.

The One-Stop Operator also makes sure all resource room equipment is in working condition and the design of the resource room is customer friendly, easily accessible and ADA compliant 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 center and partner staff are trained by management and/or the One-Stop Operator on a monthly basis or as needed. Existing and/or new processes, policies, partner services, customer flow, referrals, recruitment, etc. maybe discussed.

All center staff are trained on the resources available in the resource room and maybe asked to periodically work in the resource room as needed.

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 are by partner managers and the One-Stop Operator.

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

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

The region has three certified Arkansas Workforce Centers located in Forrest City, Helena, and West Memphis. West Memphis is the Comprehensive Center and Forrest City and Helena are the Affiliate Centers. Under the leadership of the local Board and One-Stop Operator, the centers have met and exceeded certification expectations and been approved by the Arkansas Workforce Development Board as required every two-years.

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

Orientations on center and system services are provided to all new customers virtually and/or in person. 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 presenter has 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 and/or training needs.

Budget, Budget Narrative and Service Levels

In completing this section, the following factors were identified for the delivery of services. The WIOA budget totals \$927,571.15 and the One-Stop Operator budget totals \$81,571.85. The overall combined total is \$1,009,143.

The Program Year 2021 funding allocation is: \$1,009.143.

Please see WIOA and One-Stop Operator budgets Attachment A, page 19 and 20.

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

Entity	Title	Location	Salary Range
WDBEA	Executive Director	West Memphis	\$75,000 - \$90,000
WDBEA	Director of Finance	West Memphis	\$70,000 - \$85,000
WDBEA	Director of Programs	West Memphis	\$55,000 - \$70,000
WDBEA	OS Operator/Business Services Lead	West Memphis	\$35,000 - \$50,000
WDBEA	Quality Control Supervisor	West Memphis	\$30,000 - \$45,000
WDBEA	Financial Assistant	West Memphis	\$35,000 - \$50,000
WDBEA	Career Advisor	West Memphis	\$32,000 - \$42,000
WDBEA	Career Advisor	Forrest City	\$32,000 - \$42,000
WDBEA	Career Advisor	Helena	\$32,000 - \$42,000

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

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

Please see corporate structure Attachment B, page 21.

C. Profit or program income proposed.

No program income proposed.

D. Indirect cost detail.

No indirect cost rate is in effect at this time.

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

Program	Number Served
Youth - Out-of-School	17
Youth – In-School	15
Adults	68
Dislocated Workers	10
Total	110

Note: Some participants will be co-enrolled with other grant funds leveraging the Title IB formula funds.

F. Estimate the average caseload.

Average caseload for career advisor is approximately 44 active and 46 in follow-up.

G. Estimate cost per participant through exit and follow-up.

Program	Estimated Cost Per Participant
Youth	\$2,300
Adults	\$3,000
Dislocated Workers	\$2,800
Average Per Cost	\$2,700

H. 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

Attachment A

WIOA Budget

WDB/WIOA BUDGET	Proposed PY21	WIOA Budget Narrative
Salaries	\$358,570.79	Salaries for 8 WDBEA staff members
FICA/Medicare	\$27,500.23	Company pays 7.65% of each employee gross salary as required by law
State Unemployment	\$346.46	State unemployment insurance is 5% of the first \$7,000 earned by each employee.
Worker's Comp	\$4,772.27	Paid in the event of a work-related injury of staff.
Health Insurance	\$47,635.10	Health insurance for staff members
Life Insurance	\$569.58	Life Insurance for 8 WDBEA staff members
Disability	\$5,994.66	Long term disability goes into effect after 90 days
Dental	\$1,579.87	Dental Insurance for 8 staff members. Staff pays approximately 25% of his/her coverage.
Vision	\$767.48	Vision Insurance for 8 staff members.
Retirement Plan	\$37,939.16	Each full-time employee receives 11% of gross salary for retirement after 1 year of service
Advertising	\$500.00	Meeting notices, Request for Proposals (RFP), Legal notices
Audit	\$35,000.00	Annual audit
Board Materials	\$150.00	Meeting rooms, board packets, postage, etc.
Board Travel	\$1,000.00	Travel, hotel lodging and meal costs for board
Board Training/Fees	\$500.00	Board member conference fee, training seminar registration
Consulting	\$5000.00	Professional consulting
Contractual	\$20,000.00	IT Maintenance and Service Agreements, general labor contracts, MIP system consulting, update computers
Data Processing	\$1,000.00	Payroll and W-2 processing, bank fees, etc.
Dues & Subscription	\$5,000.00	Periodicals, professional and national memberships
Equipment-New	\$2,500.00	Staff equipment replacement
Insurances	\$3,277.00	Property liability/Directors'/Officers'/Employee Dishonesty and Bonding
Maintenance/ Repairs	\$500.00	Small maintenance jobs that may incur
Miscellaneous	\$500.00	General costs associated with administering the programs
Rent/RSA	\$68,800.00	WDBEA office rent and storage facility
Rent-Equipment	\$10,000.00	Xerox copier and postage machine lease
Supplies	\$4,000.00	Copy paper, pens, staples, folders, postage, etc.
Postage	\$800.00	Postage for mailing contracts, monitoring report responses, monthly bills, etc.
Telephone/Internet	\$11,000.00	Office telephone, ISDN and internet access
Staff Training	\$4,000.00	Local, State, DOL ETA, National Conferences
Staff Travel	\$18,368.55	Travel to conduct monitoring, attend meetings or training in the state, national conferences, etc.
Total Admin & Program	\$677,771.15	SUBTOTAL
Adult	\$100,000.00	ITA's, Work Experience, Supportive Services, Training
Dislocated Worker	\$50,000.00	ITA's, Work Experience, Supportive Services, Training
Youth	\$100,000.00	Year-round youth program to include 14 youth elements/Summer Work Experience Component
Total Participant Services & Training	\$250,000.00	SUBTOTAL
OVERALL BUDGET TOTAL	\$927,571.15	OVERALL BUDGET TOTAL

Workforce Development Board of Eastern Arkansas

Attachment A

One-Stop Operator Budget

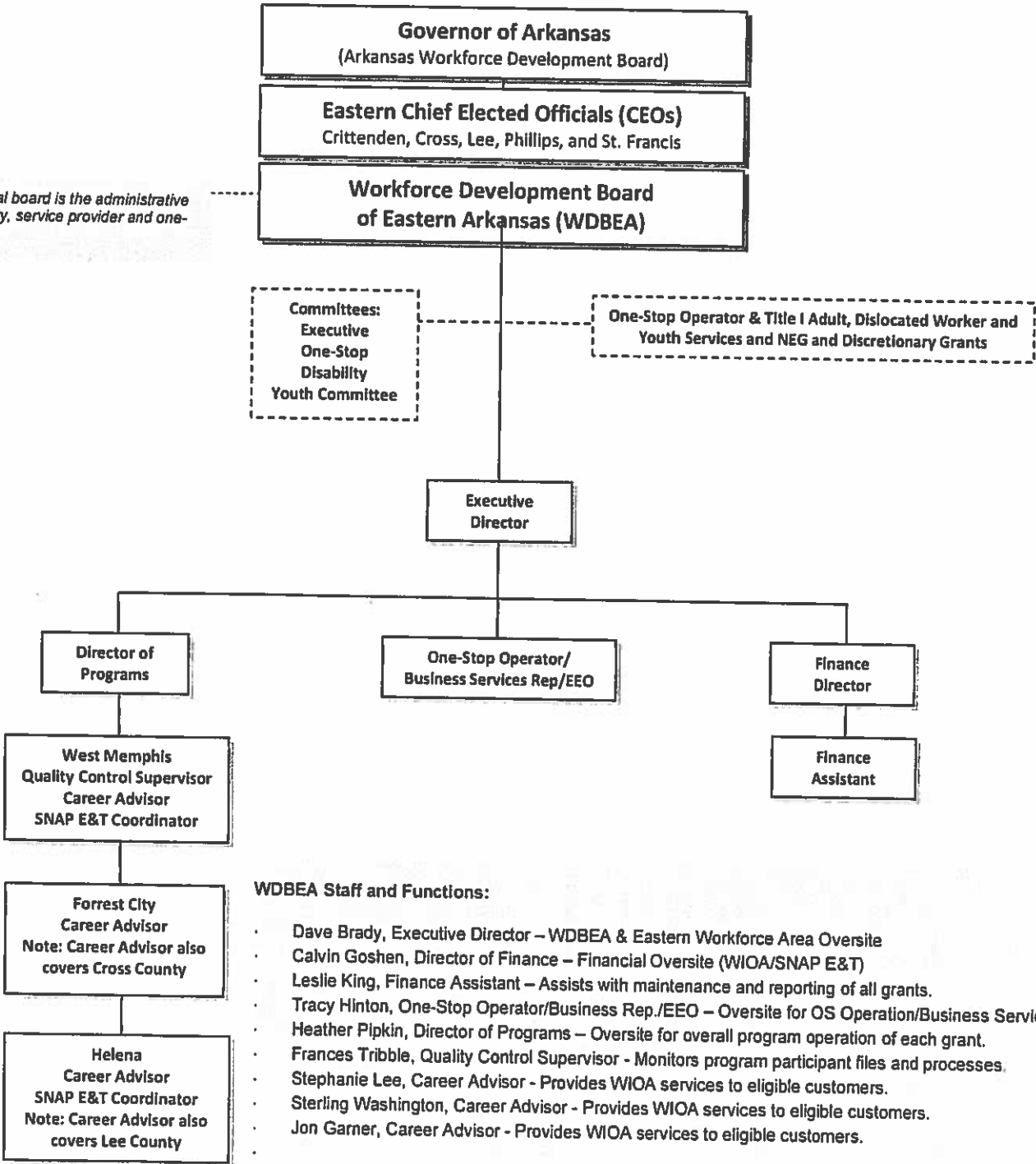
ONE-STOP OPERATOR BUDGET	Proposed PY21	One-Stop Operator Budget Narrative
Salaries	\$48,667.62	Salaries for 1 WDBEA staff member
FICA/Medicare	\$3,723	Company pays 7.65% of each employee gross salary as required by law
State Unemployment	\$50.00	State unemployment insurance is 5% of the first \$7,000 earned by each employee.
Worker's Comp	\$1,100.00	Paid in the event of a work-related injury of staff.
Health Insurance	\$8,298.96	Health insurance for staff members
Life Insurance	\$82.20	Life Insurance for 1 WDBEA staff members
Disability	\$1,657.80	Long term disability goes into effect after 90 days
Dental	\$228.00	Dental Insurance for 1 staff members. Staff pays approximately 25% of his/her coverage.
Vision	\$110.76	Vision Insurance for 1 staff member.
Retirement Plan	\$5,353.44	Each full-time employee receives 11% of gross salary for retirement after 1 year of service
Contractual	\$7,000.00	IT Maintenance and Service Agreements, general labor contracts, MIP system consulting, update computers
Rent/RSA	\$1,200.00	WDBEA office rent and storage facility
Rent-Equipment	\$1,000.00	Xerox copier and postage machine lease
Supplies	\$500.00	Copy paper, pens, staples, folders, postage, etc.
Telephone/Internet	\$600.00	Office telephone, ISDN and internet access
Staff Training	\$1,000.00	Local, State, DOL ETA, National Conferences
Staff Travel	\$1,000.00	Travel to conduct monitoring, attend meetings or training in the state, national conferences, etc.
Total	\$81,571.85	OVERALL BUDGET TOTAL

Workforce Development Board of Eastern Arkansas

Attachment B

Corporate Structure

Note: The local board is the administrative and fiscal entity, service provider and one-stop operator.



WDBEA Staff and Functions:

- Dave Brady, Executive Director – WDBEA & Eastern Workforce Area Oversight
- Calvin Goshen, Director of Finance – Financial Oversight (WIOA/SNAP E&T)
- Leslie King, Finance Assistant – Assists with maintenance and reporting of all grants.
- Tracy Hinton, One-Stop Operator/Business Rep./EEO – Oversight for OS Operation/Business Services
- Heather Pipkin, Director of Programs – Oversight for overall program operation of each grant.
- Frances Tribble, Quality Control Supervisor - Monitors program participant files and processes.
- Stephanie Lee, Career Advisor - Provides WIOA services to eligible customers.
- Sterling Washington, Career Advisor - Provides WIOA services to eligible customers.
- Jon Garner, Career Advisor - Provides WIOA services to eligible customers.

Workforce Development Board
of Eastern Arkansas

Reference List

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President
East Arkansas Crossroads Coalition
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Cynthia Alexander
Job Corp Admissions Counselor
Arkansas Workforce Center at West Memphis
2003 West Broadway Avenue
West Memphis, AR 72301
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Alexander.cynthia@jobcorps.org



June 10, 2021

Mayor Jimmy Williams, WDBEA CEO Chair
35 South Poplar Street
Marianna, AR 72360

Dear Mayor Williams:

The Phillips Community College – University of Arkansas (PCCUA) has been working with the Workforce Development Board of Eastern Arkansas (WDBEA) for over 20 years on various initiatives impacting the Eastern Workforce Development Region.

This letter is in support of the WDBEA continuing to be the One-Stop Operator and provider of Adult, Dislocated Worker and Youth services. The local board is an essential organization that has been serving the residents and business and industry in the various communities in eastern Arkansas with much success.

PCCUA is proud to be a solid partner on grants, job fairs and other activities. I strongly endorse the WDBEA and the work they perform.

Sincerely,

Dr. Keith Pinchback
PCCUA
P.O. Box 785
Helena-West Helena, AR 72342
(870) 338-6474 ext. 1233
kpinchback@pccua.edu



East Arkansas
**Crossroads
Coalition**

1790 N. Falls Blvd., Ste. 2
Wynne, AR 72396
Main: 870.238.5300
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crossroadscoalition.org

June 8, 2021

Mayor Jimmy Williams, WDBEA CEO Chair
35 South Popular Street
Marianna, AR 72360

Dear Mayor Williams:

I am pleased to indorse the Workforce Development Board of Eastern Arkansas (WDBEA) as the One-Stop Operator and provider of Adult, Dislocated Worker and Youth services.

Crossroads Coalition is a state-approved, seven-county regional economic development partnership working to cultivate opportunities for growth and progress in eastern Arkansas. The Crossroads Coalition region includes Crittenden, Cross, Lee, Monroe, Phillips, St. Francis, and Woodruff counties and is aligned with the Eastern Workforce Development Area.

The WDBEA and Crossroads Coalition are close collaborators and continually seek avenues to mutually support regional workforce development in eastern Arkansas. Just recently, the local Board and Business Services Team, Crossroads Coalition and Arkansas Small Business hosted a 3-month information session targeting small businesses in our region. This was a small business expo called "Business Forward East Arkansas."

The WDBEA understands the Workforce Innovation and Opportunities Act (WIOA) and is committed to working with business and industry and job seekers in the region.

Sincerely,

Mark O'Mell
President
Crossroads Coalition



June 10, 2021

Robert Thorne, Chairman
Workforce Development Board of Eastern Arkansas
PO Box 138
West Memphis, AR 72301

Dear Chairman Thorne,

Job Corps has been working with the Workforce Development Board of Eastern Arkansas (WDBEA) for several years on various Eastern Workforce Development Region initiatives. Their programs have been highly beneficial to our efforts. We are co-located in the West Memphis Workforce Center and recruiting in the Forrest City Workforce Center. We have the common goal of serving youth up to the age of 24. Job Corps is in all Job and Career Fairs done in Eastern Arkansas, and we also have a working referral relation.

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

I strongly endorse the WDBEA and the work they perform.

Sincerely,

Cynthia B. Alexander

Cynthia B. Alexander
Admission Counselor/Arkansas Job Corps
alexander.cynthia@jobcorps.org
501-251-5059