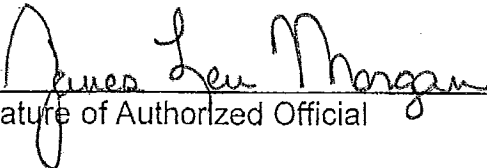


**RFP Cover Sheet  
Attachment A.**

|  |  |
|--|--|
| Please complete the information below. |  |
| Legal Name of Applicant Organization   | Employment & Training Services, Inc. (ETS) |
| Federal Identification Number          | 71-0528248                                 |
| Address, City, State, Zip              | 2805 Forest Home Road, Jonesboro, AR 72401 |
| Contact Person and Title               | James Morgan, Program Manager              |
| Fax Number                             | 870-932-5310                               |
| E-mail Address                         | etsinc@suddenlinkmail.com                  |
| Type of Organization                   | Non Profit 501(c)(3)                       |
| Amount of Funds Requested              | \$100,000.00                               |
| Duration of Proposal                   | July 1, 2017 to June 30, 2018              |

By signing this cover sheet, you are stating that any and all documents contained within are complete, accurate, and truthful.

  
\_\_\_\_\_  
Signature of Authorized Official

05-12-17

\_\_\_\_\_  
Date

Employment and Training Services, Inc. (ETS, Inc.) is a Non Profit 501(c)(3) and is submitting a proposal for One-Stop Operator for Northeast Arkansas. The information in this proposal will demonstrate ETS, Inc.'s experience, efficiency, and dedication to serving the seven (7) counties in Northeast Arkansas: Clay, Craighead, Greene, Lawrence, Mississippi, Poinsett, and Randolph.

### **Specific Documentable Experience as One-Stop Operator**

Since July 1, 2013 to present, ETS, Inc. was part of a three (3) agency consortium which functioned as the One-Stop Operator for Northeast Arkansas. During this timeframe, the consortium ensured availability of services and operations at the Blytheville, Jonesboro, and Paragould Workforce Centers. Operations were maintained utilizing the following methods:

- Quarterly consortium meetings were utilized among the three partners to discuss outreach to veterans, employer/business outreach, hard to serve categories, quality of centers, and any other concerns.
- Based on input from the consortium, ETS, Inc. developed a simplified customer survey to provide input on individual feedback of the quality of services being provided by each Workforce Center. Each resource computer in the Workforce Centers provides a link to the survey for anonymous input or the individual can request to be contacted. The results of the survey are provided on a weekly basis to Department of Workforce Services (DWS) managers to recognize and address any specific items for each Workforce Center. A copy of the website link can be located at <http://www.neaworks.com/survey.html>.
- ETS, Inc. staff visits workforce centers on a regular basis to ensure the menu of services are available to the community and operations are being run efficiently.

### **Specific Documentable Experience in working with the WIOA, WIA, other required program partners**

ETS, Inc. is the WIOA & was the WIA Title I Service Provider for Northeast Arkansas. ETS, Inc. has worked diligently in developing working relationships with WIOA required partners. Listed below are some items that demonstrate ETS, Inc.'s experience with WIOA, WIA, and other required program partners.

- ETS, Inc. has been proactive in developing and facilitating Regional Partner meetings to ensure that each agency understands the services available, the needs of the community, and ways to increase networking between partners. These meetings have been an important building block in networking information for upcoming events, job fairs, closings, etc. The Regional Partner members include Arkansas Career Education (ACE), Arkansas Northeastern College (ANC), Arkansas State University (ASU), Arkansas State University - Newport (ASUN), Black River Technical College (BRTC), Department of Workforce Services (DWS), Arkansas Rehabilitation Services (ARS), Adult Education, Chambers of Commerce, Department of Human Services (DHS), Division of Services for the Blind (DSB), and Arkansas Human Development Corporation (AHDC).

- ETS, Inc. has developed an online application, <http://www.neaworks.com/application.html>, which has been a productive tool in connecting clients with available services through partner agencies. Based on the information received, partners are referred the applicant's information to determine the best approach to serving the applicant.
- ETS, Inc. has developed a community calendar, <http://www.neaworks.com/community.html>, for clients, employers, and partner agencies. The calendar provides users with information on upcoming hiring events, job fairs, community events, and workshops. The calendar provides a centralized location for posting/obtaining information about Northeast Arkansas.

### **Adequate Understanding of federal and state laws and regulations**

ETS, Inc. has a proper understanding of federal/state laws and regulations and it is demonstrated in the following ways:

- ETS, Inc.'s top three staff (Program Manager, MIS Specialist, and ETS Specialist V) have over 60 years combined experience in Department of Labor programs: Job Training Partnership Act (JTPA), Workforce Investment Act (WIA), and Workforce Innovation & Opportunity Act (WIOA).
- The Program Manager, MIS Specialist and ETS Specialist IV have read the WIOA Public Law and the corresponding Federal Rules and Regulations.
- ETS, Inc. has been hands-on in assisting the State of Arkansas in developing a manual for Title I Services.

The above items have been crucial in ensuring that there are no questioned and/or disallowed costs based on State monitoring and financial audits.

### **Fulfill and Perform Each of the roles of One Stop Operator**

ETS, Inc. will coordinate service delivery among partner agencies in the Arkansas Workforce Centers in Blytheville, Jonesboro, and Paragould. In response to Section 3 of the Request for Proposal, ETS, Inc. will do the following:

- Currently, leases for the Arkansas Workforce Centers are with Department of Workforce Services. ETS, Inc. will continue to coordinate with DWS to utilize existing leases or arrangements.
- Once the Memorandum of Understanding (MOU) has been developed/approved by the State Workforce Development Board, ETS, inc. will manage partner responsibilities defined in the MOU among partners. This responsibility will be coordinated through existing local relationships with partners.
- ETS, Inc. will adhere to the hours of operations that are currently utilized. If the need arises, hours of operations will be reviewed.
- ETS, Inc. will ensure a menu of services, for individuals and businesses, is posted in each workforce center and online at <http://www.neaworks.com/services.html>.
- ETS, Inc. will perform periodic reviews to ensure basic services are available in each workforce center.

- ETS, Inc. will implement and adhere to policies/procedures as approved by the NEAWDB & NEACEOs. The policies are currently posted at <http://www.neaworks.com/neawdb-policies.html>.
- ETS, Inc. is capable of adhering to all federal, state, and local regulations and policies.
- ETS, Inc. maintains reports on operation costs on a monthly basis and performance measures on a weekly basis, makes necessary adjustments based on recommendations, and will adhere to any required corrective action plans. ETS, Inc. currently provides reports at the NEAWDB quarterly meetings to ensure adequate information is provided for NEAWDB/NEACEOs oversight.
- ETS, Inc. facilitates the Regional Partner meetings to provide a regular venue for networking with partners to coordinate and avoid duplication of services.
- As conflicts and issues arise, ETS, Inc. will work with partners to resolve items in a timely manner, if possible. ETS, Inc. will follow the proper procedures for resolution.
- ETS, Inc. will comply with federal, state, and local requirements.
- As additional roles are added by the NEAWDB or NEACEOs, ETS, Inc. will adhere to the requirements.

### **Outreach to Customers, Partners, and Employers**

ETS, Inc. will perform outreach to customers, partners, and employers in the following ways:

- The current workforce centers in Blytheville, Jonesboro, and Paragould have been marketed under the Arkansas Workforce Center logo and the American Job Center logo. These locations have become established points for customers, partners, and employers to seek services. ETS, Inc. will continue to build on these established locations to provide outreach through a menu of services.
- ETS, Inc. developed the website, [www.neaworks.com](http://www.neaworks.com). It has been successful as a technology portal for the Northeast Arkansas Workforce Development Area (NEAWDA). The website has been an effective tool in providing 24/7 information to rural areas and clients who are unable to visit local workforce centers during current business hours. The website provides workforce center locations, job listings, partner services, community events, an online application, and meeting dates/packets for the NEAWDB, NEACEOs and Regional Partners.
- ETS, Inc. will utilize the Regional Partner meetings to facilitate coordinated outreach to business and other potential partners.

### **Operational Budget**

The Operational Budget is the last page of this proposal. Line items provided are based on estimates and are subject to change. The overall budget will not exceed the proposed total amount.

## Disclosures

ETS, Inc. assures the NEACEOs of the following items.

- ETS, Inc. **has not** had any disallowed or questioned costs in the past five (5) years.
- ETS, Inc. or the entity's principle employees **are not** presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by a Federal department or agency.
- ETS, Inc. **is** bonded/insured.
- ETS, Inc. **is not engaged** in fraud or abuse.
- ETS, Inc. **is not engaged** in any labor union disputes or issues.

ETS, Inc. would like to thank the NEACEOs for the opportunity to apply for the One Stop Operator for Northeast Arkansas.

**Operational Budget  
Attachment B.**

| Operational Line Item*   | Amount              |
|--|---------------------|
| Staff Salaries   | \$56,700.00         |
| Staff Benefits   | \$19,000.00         |
| Rent & Utilities   | \$ 7,600.00         |
| Communications (Telephone, Internet, etc.)   | \$ 1,400.00         |
| Postage  | \$ 500.00           |
| Supplies   | \$ 1,500.00         |
| Travel (Mileage/Hotel/Food)  | \$ 7,000.00         |
| Printing   | \$ 200.00           |
| Equipment  | \$ 3,000.00         |
| Maintenance  | \$ 800.00           |
| Payroll Services   | \$ 300.00           |
| Bond/Insurance   | \$ 1,000.00         |
| Audit/Legal Fees   | \$ 1,000.00         |
|  |                     |
|  |                     |
|  |                     |
| * The above line items are based on estimates<br>and are subject to change. The overall amount<br>of \$100,000 will not be exceeded. |                     |
|  |                     |
|  |                     |
|  |                     |
|  |                     |
|  |                     |
| <b>Total Amount</b>  | <b>\$100,000.00</b> |

- \* Use blank line items for categories if needed.
- \* If profit is part of the proposal, profit must be listed on this form.