

STATE OF SOUTH DAKOTA
BUREAU OF ADMINISTRATION
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

ONE-STOP OPERATOR

PROPOSALS ARE DUE NO LATER THAN April 05, 2018; 5:00 p.m. CST

RFP #: 1285

BUYER: Heather Pelle

EMAIL: Heather.Pelle@state.sd.us

READ CAREFULLY

FIRM NAME: IN THE DOOR

AUTHORIZED SIGNATURE: 

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To:

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**ONE-STOP OPERATOR
RFP# 1285**

From:

Company- IN THE DOOR, LLC
Business DUNS number: 080328584
Tax Identification Number: 47-4657838
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IN THE DOOR, LLC, 1270 Caroline Street, suite D120-433Atlanta, GA

EXECUTIVE SUMMARY



IN THE DOOR has the right experience and expertise in One-Stop Operations to make an immediate impact at the South Dakota Workforce Development Council's One-Stop Location. Before we began in 2015, our team accumulated over 40 years of workforce development experience.

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

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

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

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

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

When you consider the changes observed against the four factors mentioned above, you conclude that the Pierre, South Dakota community will get significant benefits by selecting IN THE DOOR to be a part of its community.

ORGANIZATIONAL BACKGROUND AND EXPERIENCE

Since 2015, IN THE DOOR has led major workforce development projects for AARP Senior Community Services Employment Program (SCSEP), the Middle Georgia Consortium, Middle Georgia Regional Commission and more.

IN THE DOOR's WIOA experience includes IN THE DOOR managing several One-Stop Career Centers in Georgia. We have the One-Stop Operator Contracts at WorkSource DeKalb, WorkSource Cobb, WorkSource Macon-Bibb, City of Atlanta, and WorkSource Middle Georgia.

The team members from IN THE DOOR have extensive experience in managing federally-funded programs and successfully managing One-Stop Operations that benefit the adult, dislocated worker, youth, and reentry populations. Robert Gordon, our Operations Director, has served as a Career Center Manager with the Department of Labor for several years in the State of Georgia. As the manager, he oversaw the Unemployment Insurance program and CAP/ RESA re-employment program tied to UI. He was responsible for the delivery of all Wagner-Peyser Act services, including providing computer resource center, providing labor market information, job referral, and job-readiness workshops. Also, he served as the head of the veterans' services department in each of the counties served by the career centers. He also partnered with Rapid Response to provide Trade Adjustment Act assistance to workers that had lost their jobs due to competition from free trade agreements.

Additionally, while at the Georgia Department of Labor, Mr. Gordon managed the Georgia Works Training Initiative. The Georgia Works program allowed those receiving unemployment insurance to be placed at a local company for up to eight weeks of training.

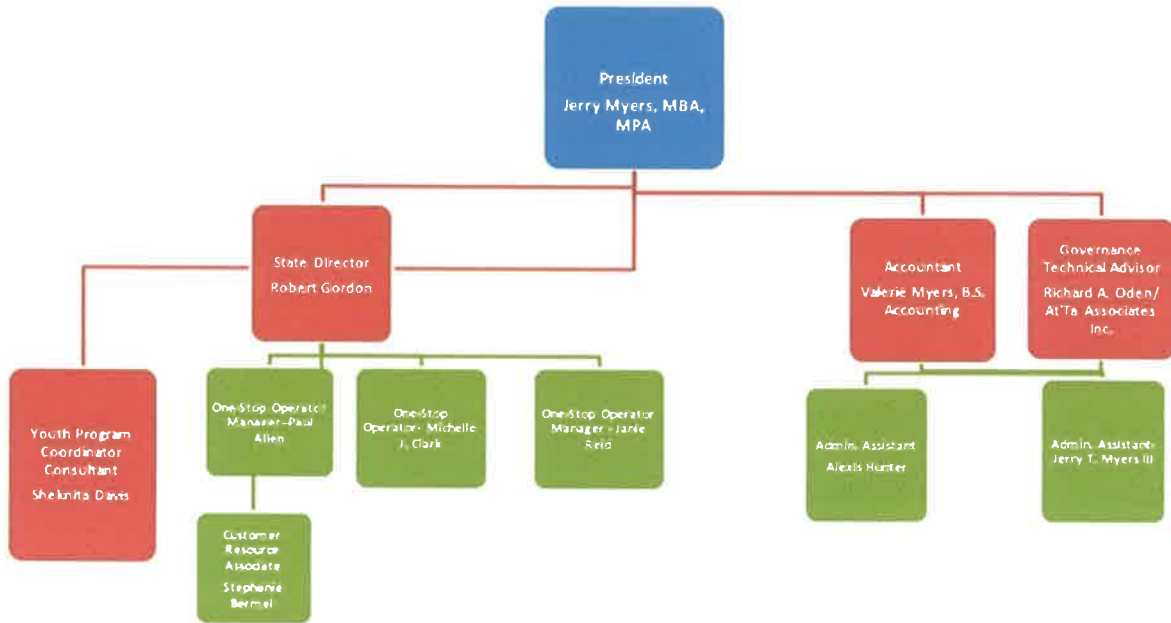
IN THE DOOR is certified by the Georgia Department of Administrative Services as a Minority Business Enterprise (MBE)) and as a Disenfranchised Business Entity (DBE). IN THE DOOR specializes in some of the following areas regarding our One-Stop Services with WIOA.

- Creating kiosk at high traffic locations.
- Managing partners effectively to provide the most engaging service.
- Providing weekly orientation meetings for community awareness of WIOA services and other partners.
- Partnering with the local state and technical colleges to create in-demand work programs.
- Establishing career fairs for the adult, dislocated worker, youth, and reentry populations.
- Hosting a high-level employee partners event for disability awareness month.

ORGANIZATIONAL CHART



Organizational Chart



Revised 11.19. 2017 approved by IN THE DOOR, LLC.

PROGRAM NARRATIVE

DETAILED DESCRIPTION OF INITIAL AND ONGOING ACTIVITIES

Our One-Stop Operators perform several specific duties:

Building Superintendent

- Ensure the external and internal facilities are presentable to the customer (monitor landscaping, litter, garbage cans, cigarette disposal cans, etc.)
- Ensure customers have easy access to the building/lobby
- Ensure access for disabled customers
- Ensure internal and external signage and flyers/advertisements are neat and appropriate
- Coordinate with the security officers to ensure the safety of the customers and staff (in some cases, redesign the security plan)
- Ensure the One-Stop opens and closes timely per the stated hours of operation

Customer Service Supervisor

- Act as part of the workforce development department's management team to monitor the operation of the lobby and customer resource room (computer room that's open to the public with internet access, copier, fax, employment services software, etc.)
- Ensure that all One-Stop customers are logged into a customer database; capture customers' personal information as well as their reason for visiting the One-Stop and the services he/she wishes to receive (in some cases, create a database to eliminate paper sign-in sheets)
- Receive, address, and resolve all customer complaints
- Assist customers directly as needed with employment services or access to partner services
- Work closely with reception/greeter staff to distribute in-person customers to workforce development or partner staff (or to direct linkage portal)
- Monitor and evaluate customer satisfaction via the use of customer surveys

Coordinator of One-Stop Partner Services

- Read, study, and become very familiar with the MOU
- Identify local staff that will execute duties and responsibilities set forth in the MOU (In our state, the MOUs were completed prior to July and were signed by high-level executives at our partner agencies. The actual partner front-line staff are not listed in the MOU and must be identified, then informed of their responsibilities in the MOU)
- Host One-Stop Partners meeting monthly or bi-monthly
- Create a channel for all partners to communicate services offered and special events to each other and to One-Stop customers
- Coordinate with workforce management to provide cubicle and office space for partner staff housed at the One-Stop, per the MOU
- Facilitate quarterly cross-training sessions for workforce development and One-Stop partner staff so that staff are familiar with partner services and will make quality referrals to partner services
- Facilitate One-Stop Partner services orientation for One-Stop Customers (in some workforce areas, we integrated this partners orientation into the main intake orientation for all WIOA

customers; we take advantage of the captive audience of 50 to 100 jobseekers and expose them to all One-Stop partner services)

- Develop a quarterly One-Stop partners major event (example: Vet Job Fair, Disability Awareness Forum, Summer Youth Career Fair, Ex-Offender Career Fair, etc.)
- Develop resource guide for the One-Stop career center

Develop and maintain the “Direct Linkage” portal

- WIOA and MOU requires that all partners that are not housed within the One-Stop be available to customers via electronic access; also, the customer must be able to reach an actual person, by name, in a “reasonable period of time”; it is also recommended that a back-up partner representative be listed in case the primary is unavailable. The One-Stop Operator works closely with the Partners to identify the direct linkage portal representatives for each partner agency.
- Develop a One-Stop Partners Schedule—a document that displays the names of each of the partners, a brief summary of the services they offer, and the name & contact info of a staff person (who will actually pick up the phone) and a backup
- Coordinate with the signers of the MOU to identify who should be listed as the contact person(s) in the One-Stop Partners schedule
- Work with workforce management and partners to make video conferencing available for customers in the direct linkage portal
- Most One-Stops in our state are choosing to include their assistive technology (hardware and software for disabled jobseekers) workstations at or near the direct linkage portal. The One-Stop operator must ensure this is executed in such a way that is beneficial to disabled customers and direct linkage customers
- Coordinate with Georgia Vocational Rehabilitation Agency to ensure that assistive technology is up-to-date and in working order; also ensure that at least a few staff are trained on how to use assistive technology

Data Collection and Reporting

- Evaluate current customer intake process
- As needed, create or edit customer database to capture all One-Stop customer footsteps
- Capture customer personal information, reason for visiting the One-Stop, and referrals to partner services
- Create monthly and quarterly reports that tracks One-Stop customers
- Provide One-Stop customer tracking report to partners and workforce development board members at regular meetings and as required
- As needed, provide analysis of report (example: provide explanation if there is a significant change in the customer data month-to-month or compared with historical data)
- Develop method for tracking partner-to-partner (not from WIOA staff) referrals

Miscellaneous

- Serve as customer ambassador and lead customer service representative in the One-Stop
- Serve as consultant/project manager at the direction of workforce development management team

- Assist business services staff with establishing relationships with employers and providing recruitment opportunities for One-Stop customers
- In some areas, use customer tracking data and the MOU to create and send quarterly invoices to One-Stop partners

Informal ADA Coordinator

- Serve as informal ADA coordinator to ensure building, printed materials, and web-based information is accessible to disabled customers
- Attend training as needed to remain abreast of current regulations and best practices

Evacuation / Emergency Team Leader

- Work with local city / county government to ensure the One-Stop is prepared for an emergency
- Provide training and, as needed, coordinate fire drills, tornado drills, bomb threat drills, and active shooter drills
- Attend training as needed to remain abreast of current regulations and best practices

ONE-STOP PARTNER SERVICE INTEGRATION

We feel that the best way to create a seamless system in which the One-Stop customers have access to the partners is by having weekly joint intake and eligibility group orientation sessions at the primary One-Stop (and at the affiliate/satellite One-Stops when appropriate).

- There are several components to this orientation, including:
 - Introduction to the One-Stop concept (Operator)
 - One-Stop Partner Services presentations: brief, two- to five-minute presentations on services by GDOL (UI, Trade, Vets, and Wagner-Peyser employment services), GVRA (Disabled Workers), local technical college or school system (Adult Education and Literacy Action), local technical college (Career and Technical Education / Perkins Act). We would also include Job Corps, CSBG, HUD, YouthBuild, and SCSEP where available.
 - After each One-Stop partner completes his/her presentation, sign-up sheets are passed around so we can track which customers need additional partner services after the orientation.
 - Introduction to Youth Services and Business Services. Brief five- to ten- minute presentations by the youth services and business services staff. Also, if space is available in another area of the One-Stop, we will remove the out-of-school youth from the orientation to give them a separate session that is targeted towards youth customers.
 - Next, the One-Stop Joliet staff would begin their presentation. This presentation is basically a step-by-step walk-through of the WIOA eligibility packet. A team of presenters from the training unit share in detail what the training candidates must do to prove residency, income, etc.
 - After an extensive Q&A session, training candidates and jobseekers must sign up for mandatory job-readiness workshops.

- After signing up for the workshops, customers are directed by the Operator to the One-Stop partners for which the customer signed up.
- For customers that require services for partners not located on-site, customers are referred to the electronic direct linkage portal or to the One-Stop Partner's Schedule to contact the partners at their leisure.

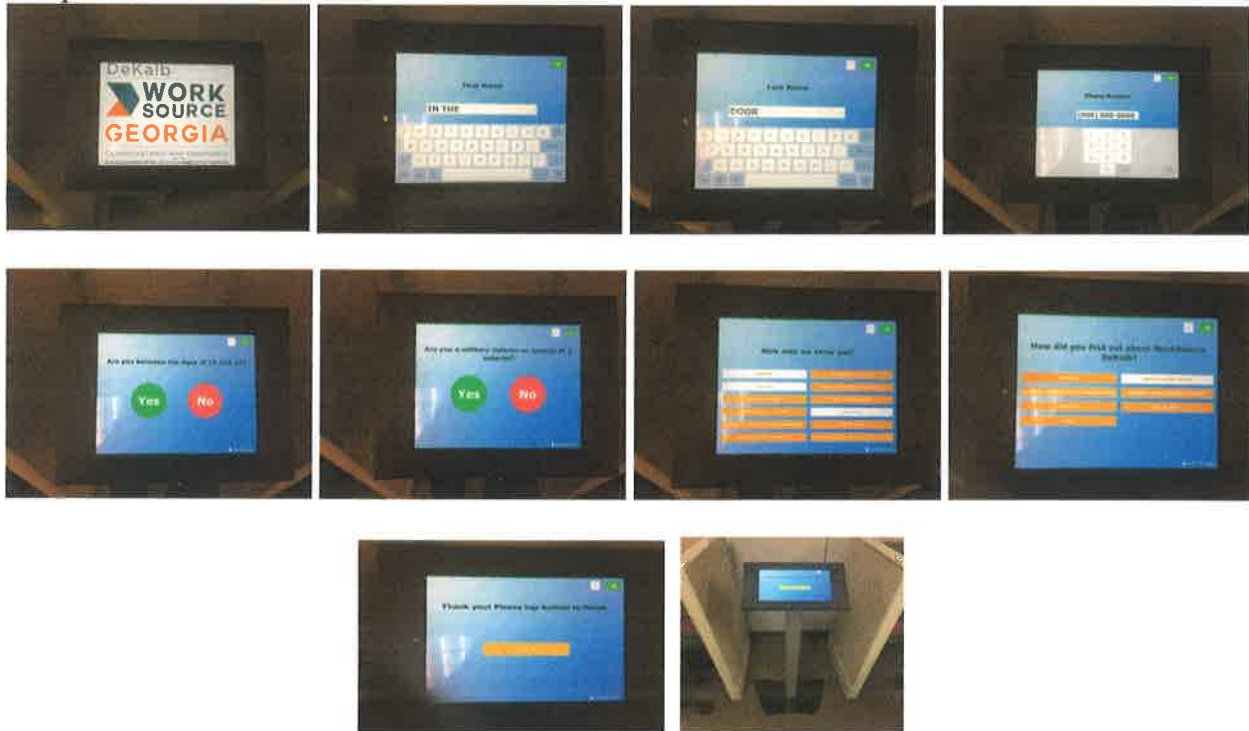
INNOVATIVE INITIATIVES

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

Kiosk sign-in

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

See photos:



VIDEO CONFERENCING

The WIOA law requires that the mandatory one-stop partners must either be located at the one-stop or be accessible via “direct linkage”. In most areas, this direct linkage has consisted of a phone number and email address of a partner representative.

At IN THE DOOR, we have been pioneers in the use in Skype and other applications to provide video conferencing at the one-stop of jobseekers. Most of the one-stop partners that are not co-located at the one-stop have video conferencing available. The rest have a direct phone number listed on our one-stop partner schedule (and a back-up person) so that our customers can reach our remote partners directly or receive a response within a reasonable period of time.



DIGITAL LOG-IN

Unfortunately, many of our one-stops had a manual sign-in process when we originally began providing operator services. At IN THE DOOR, we believe paper sign-in sheets are cumbersome and inefficient.

Thus, we have switched all our one-stops to a digital sign-in process, either by using MS Access or Google Forms. We have created customized digital databases for the reception staff. These databases easily download to spreadsheets for easy reporting and analysis.

WorkSource DeKalb Customer Log-In	
CustomerID:	17201
Date/Time	10/31/2017 11:05:30 AM
Last Name	Caraway
First Name	Luther
Last four digits SSN	047
Veteran/Spouse	<input checked="" type="checkbox"/>
WIOA Category	Adult
Reason for MIA	TABE Testing
How did you find out about WIOA?	Referral from Partner Organization

SPECIAL EVENTS

Each quarter, our Operators work closely with the workforce development management team to produce a major event.

For example, the fourth quarter in WorkSource DeKalb (Metro Atlanta), we conducted a Disability Awareness Forum and Job Fair.

The first half of the event featured a panel of experts in the arena of assisting disabled workers find employment. The panelists included a. Marcia C. Blanding, Vocational Rehabilitation Specialist at the US Dept. of Veterans Affairs and Former Regional Director and Former Veterans Services Coordinator at GVRA (retired); Fran Durbin, Employment and Training

Program Manager at Disability Link; and Quasandria Turner Metro Regional Manager-Decatur Workforce Development at Goodwill Industries. The panelists shared a wealth of knowledge about many of the little-known resources that are available to persons with disabilities.

In addition, the event featured a special guest speaker, Ms. Sherita Walls, who attended the event last year, used the resources available to her, overcame her barriers to employment, and now has a great job with DeKalb County Code Enforcement.

The second half of the event featured a job fair with employers and resource providers that hire and serve persons with disabilities. Employers and resources included Verizon Wireless, Ricoh, Computer Generated Solutions, Inc. (CGS), Goodwill Industries, Georgia Vocational Rehabilitation Agency, Georgia Department of Labor, Just Us Staffing, Georgia Tech College of Design, Georgia Center for the Deaf and Hard of Hearing, and the DeKalb Community Service Board. More than 75 DeKalb residents attended the event.



OVERSIGHT OF PARTNER AGENCIES (QUARTERLY SCHEDULE)

We begin implementation on day one for partner coordination. We will immediately meet with the staff and partners, assess the needs of our team, and make recommendations for the Pierre, South Dakota One-Stop System.

Quarter 1

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

Quarter 2

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

Quarter 3

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

Quarter 4

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

EXAMPLE OF PARTNER REFERRAL INFO REPORT

IN THE DOOR runs the following partner referral report to get a better understanding of the foot traffic at each location. Here is an example of the report below.

One-Stop Monthly Partner Referral Report
 For: Macon One-Stop Career Center
 3090 Mercer University Drive
 Run Date: 02/12/2018

	Total One-Stop Customer Visits	WorkSource Macon-Bibb (Title 1-WIOA)	GDOL (WPA, TRADE, VET, UI)	CGTC (CTE)	CGTC (ADULT ED)	GVRA (DISABLED WORKERS)	MTC (JOB CORPS)
October 2017							
GDOL Data	3512	115	3314	0	54	0	27
One Stop Data	50	33	0	0	0	12	0
Monthly Total	3,562	148	3,314	0	54	12	27
November 2017							
GDOL Data	3,057	96	2,885	0	57	0	19
One Stop Data	83	49	0	0	9	2	6
Monthly Total	3,140	145	2,885	0	66	2	25
Decmeber 2017							
GDOL Data	2,676	95	2,549	0	15	0	17
One Stop Data	79	60	0	0	6	4	1
Monthly Total	2,755	155	2,549	0	21	4	18
Jan-18							
GDOL Data	3056	130		0	19	0	41
One Stop Data	78	47		0	20	4	0
Monthly Total	3134	177	2866	0	39	4	41

OUTCOMES OF THE PROJECT

IN THE DOOR effectively reports performance metrics to hold ourselves accountable. Through our One-Stop projects, we have measured outcomes through our scope of work.

We have not only tracked our standard metrics, but also understand and measure retention in employment and training, median earnings after entry into unsubsidized employment, program skills, and evaluate the effectiveness for employers of the various workforce programs. A few examples of performance measures are shown below for our WorkSource Macon-Bibb and Middle Georgia locations.

- Quarterly Reports- We provide twelve quarterly reports that provide the labor force totals, partner agencies traffic data (shown in Exhibit 1) separated by months, and upcoming initiatives for the One-Stop.

Exhibit 1.

	Total One-Stop Customer Visits	WorkSource Macon-Bibb (Title 1-WIOA)	GDOL (WPA, TRADE, VET, UI)	CGTC (CTE)	CGTC (ADULT ED)	GVRA (DISABLED WORKERS)	MTC (JOB CORPS)	Economic Opportunity Council (CSBG)
July 2017	2,662	85	2,554	0	0	0	23	0
August 2017	3,524	151	3,320	0	9	1	32	11
September 2017	2,447	146	2,277	0	13	1	35	5
Total 1QTR	8,663	382	8,151	0	22	2	90	16
GDOL Data	3512	115	3314	0	54	0	27	2
One Stop Data	50	33		0	54	12	27	5
October 2017	3,562	148	3,314	0	54	12	27	7

Exhibit 2.

CIVILIAN LABOR FORCE ESTIMATES

Not Seasonally Adjusted

Middle Georgia

Local Workforce Development Area #11

County	Preliminary November 2017				Revised October 2017				Revised November 2016			
	Labor Force	Employed	Unemployed	Rate	Labor Force	Employed	Unemployed	Rate	Labor Force	Employed	Unemployed	Rate
Baldwin	18,163	17,150	1,013	5.6	18,119	17,129	990	5.5	17,951	16,793	1,158	6.5
Crawford	5,735	5,481	254	4.4	5,791	5,466	325	5.6	5,773	5,448	325	5.6
Houston	68,810	65,825	2,985	4.3	69,024	65,690	3,334	4.8	67,777	64,346	3,431	5.1
Jones	13,899	13,313	586	4.2	13,864	13,280	584	4.2	13,833	13,205	628	4.5
Monroe	13,019	12,483	536	4.1	13,008	12,461	547	4.2	13,012	12,375	637	4.9
Peach	11,762	11,146	616	5.2	11,946	11,131	815	6.8	11,655	10,937	718	6.2
Pulaski	4,220	4,028	192	4.5	4,253	4,023	230	5.4	4,182	3,956	226	5.4
Putnam	8,166	7,732	434	5.3	8,194	7,762	432	5.3	7,992	7,476	516	6.5
Twiggs	3,026	2,812	214	7.1	3,008	2,800	208	6.9	3,027	2,794	233	7.7
Wilkinson	3,708	3,504	204	5.5	3,723	3,519	204	5.5	3,709	3,479	230	6.2
Total	150,508	143,474	7,034	4.7	150,930	143,261	7,669	5.1	148,911	140,809	8,102	5.4

- Quarterly Events- IN THE DOOR will schedule quarterly events that impact the workforce community. A few examples of these events are disability events, reentry job fairs, and employment training/job matchmaker events.

- Kiosk –IN THE DOOR has work with the Workforce Director to obtain customer database kiosk for the front counters in efforts to track partner traffic, record multiple job-seeker visits, refer partner services, and to measure previous customer service experiences.
- The Net Promoter Score (NPS) measures the likeliness of a customer referring someone to the service, and it's probably the most popular way of measuring customer loyalty. Our workforce customers are asked how likely they are to recommend you on a scale from 1 to 10. We will have a manual feedback card for visitors in which participants will use SurveyMonkey and a paper NPS version.

We calculate the NPS score quite easily. We take the percentage of respondents who fall within the 'promoter' category (9 - 10) and subtract the percentage of 'detractors' (0 - 6). We have our customers take this score on the first and final encounters with us by way of a physical document we collect or by email through SurveyMonkey. (See Exhibit 3.)

Exhibit 3.

1. How likely is it that you would recommend this company to a friend or colleague?

Not at all likely Extremely likely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

2. Overall, how satisfied or dissatisfied are you with our company?

Very satisfied

Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Very dissatisfied

3. Which of the following words would you use to describe our products? Select all that apply.

Reliable

High quality

Useful

Unique

Good value for money

Overpriced

Inconsistent

Ineffective

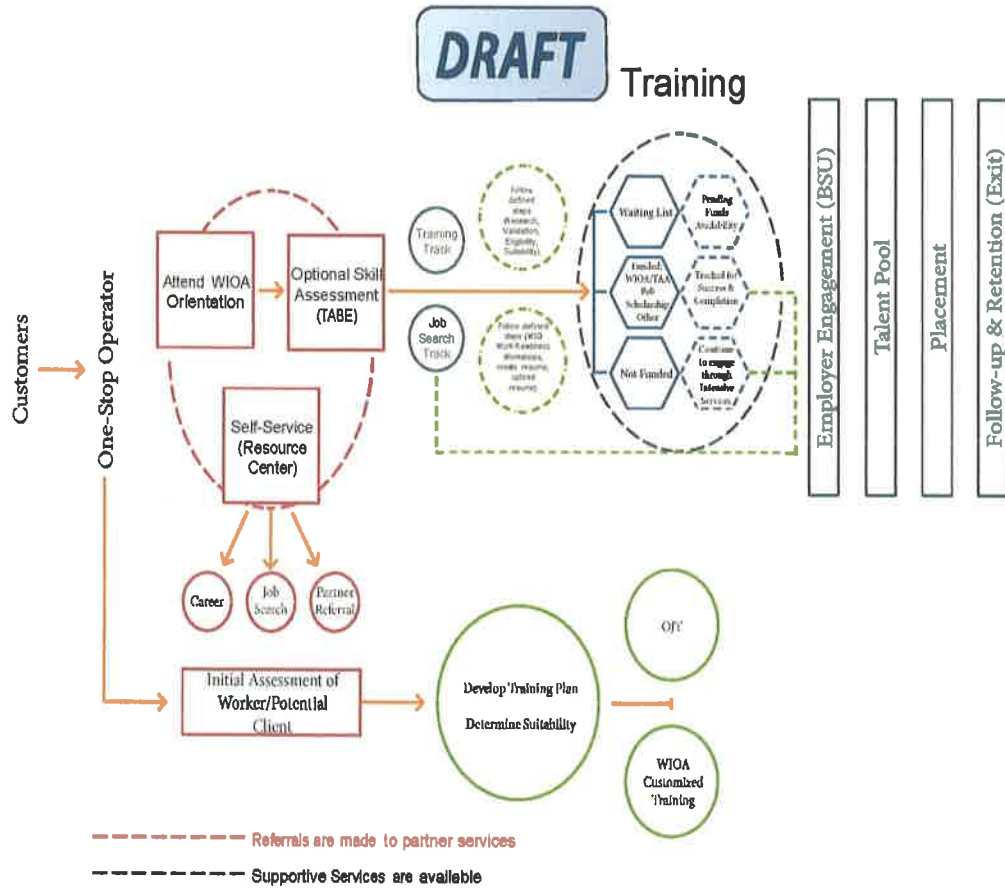
Poor quality

Unreliable

- Training with Partners- We provide twelve trainings with partners ranging from customer service excellence, active shooter drills, cross training to refer partners to other agencies and etc.

CUSTOMER SERVICE FLOW CHART

IN THE DOOR One-Stop Customer Flow



Adult/Dislocated Worker Client Flow

CUSTOMER SERVICE SURVEY--(REPORT FROM OUR BIBB COUNTY LOCATION)

November 2017 (24 total customer surveys)

Overall Experience Rating

5	4	3	2	1
22 Customers	1 Customer	1 Customer	0	0

Staff Rating

5	4	3	2	1
22 Customers	2 Customers	0	0	0

Recommendation

Extremely	Very Likely	Somewhat	Not So Likely	Not At All Likely
17 Customers	6 Customers	1 Customer	0	0

Comments / Specific Experience

- Great services and information
- Your guy for Military Personnel acted as if he had somewhere to go instead of helping me. The experience was only good because of Stephanie.
- How great your services are.
- All good; Mike Eorio, Stephanie, and Mary

December 2017 (40 total customer surveys)

Overall Experience Rating

5	4	3	2	1
32 Customers	6 Customers	2 Customers	0	0

Staff Rating

5	4	3	2	1
35 Customers	3 Customer	2 Customers	0	0

Recommendation

Extremely	Very Likely	Somewhat	Not So Likely	Not At All Likely
34 Customers	5 Customers	1 Customer	0	0

Comments / Specific Experience

- Yes, A very helpful and outstanding DOL Employee assisted me professionally hands on, I did not know what I was doing, Mrs. Stephanie.
- I always have a good experience when coming to the DOL
- Yes, Charlie and Stephanie both went beyond expectations to help.
- Very good experience; polite
- I had a very good outcome; I would recommend this facility.
- Good experience with Mr. Walker.

January 2018 (95 total customer surveys)

Overall Experience Rating

5	4	3	2	1
75 Customers	16 Customers	3 Customers	1 Customer	

Staff Rating

5	4	3	2	1
78 Customers	12 Customers	2 Customers	2 Customers	2 Customers

Recommendation

Extremely	Very Likely	Somewhat	Not So Likely	Not At All Likely
78 Customers	15 Customers	2 Customers	0	0

Comments / Specific Experience

- The manager, Paul is awesome. A true asset to the company.
- The amount of help I received was excellent navigating through the system.
- I learned some things I can use in the future. Very Informative.
- Had the good fortune to meet Stephanie; she was very helpful and kind. Thank you.
- I had a great experience here today. I got a better perspective on how to interview.
- Interview workshop helping me with being more comfortable during interview.
- Great service with Ms. Georgia.
- Very good tips on interviewing.
- Mr. Johnson, after a period of speaking with him and telling him about my disabilities, and the way he spoke about it, left me very depressed and sadness about my physical situation. Can there be less pressure and tension so that being disabled and wanting to work can be physiological rewarding, gratifying, fulfilling, and productive from Mr. Johnson.
- Employee was not very forthcoming with information.
- Mr. Johnson wasn't very welcoming or forthcoming with the information as we spoke. I came in for the CDL program and the recruiter confirmed negative behaviors.
- Ms. Georgia is awesome and passionate about what she does.
- I was treated with respect when I asked questions and the questions were answered.
- Mike Eorio was very helpful.
- Stephanie guided me through everything well; was very considerate; good customer service experience.

IN THE DOOR STAFFING

One-Stop Project Manager and Project Supervisor: Jerry Myers

- Manage multiple federal and state grants with strong fiscal and performance outcome knowledge
- Provide leadership in the development and implementation of goals, objectives, policies, and priorities for the One-Stop Career Center programs
- Work closely with One-Stop Operator Manager
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of Workforce Development.
- Works remotely to aid One-Stop Operator project.

One-Stop Operator - Director: Robert Gordon

- Complete follow-up reports
- Assess costs for training, work experience, and/or supportive services
- Submit all necessary forms, bills, invoices, and other paperwork
- Perform other duties as assigned
- Works remotely to aid One-Stop Operator project

One-Stop Operator Manager x 2 Staff Members- TBD (Job Description Shown Below)

ONE-STOP OPERATOR MANAGER

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

Duties:

- Develop and support high performance, integrated work-team management approaches, consensus-based decision-making and continuous quality improvement practices.
- Review and interpret state and federal rules and regulations; inform staff of local changes and adjustments; ensure all State and local One-Stop System and One-Stop Center policies and procedures are understood and followed; coordinate related training related to policies and procedures.
- Develop processes to ensure that all customers receive appropriate, timely, and effective WIOA system services; develop and initiate tools and activities to gather and report customer feedback.
- Provide guidance on the development of a broad range of employment and training services to meet the needs of residents and employers to be provided in the One-Stop Center(s).
- Help procure and implement training and/or staff development for partner and One-Stop Center staff;
- Address internal and external customer complaints, disputes, and personnel issues; negotiate and resolve conflicts.
- Coordinate team assignments with partner managers and staff to ensure consistent delivery of program and services; delegate and oversee committee and work-team activities; supervise and support other teams when administrator is unavailable.
- Assist and advise in development of WIOA directed Memorandum of Understanding and related partnership documents.
- Assist in managing and monitoring established performance measures; review and reconcile performance reports from different databases and sources; analyze regulatory standards and achieved outcomes for compliance and accountability; present performance information; identify best practices and/strategies for improvements and training; recommend and initiate improvements.
- Develop and implement a system to gather, analyze, and report performance of core partners, center processes, and system services to include quality of service and cost effectiveness.
- Prepare and submit monthly and quarterly reports.
- Work with Partners and building leaseholders on matters of physical space planning, and appearance upkeep in the One-Stop Centers.
- Implement Voice of the Customer programming and continuously affirm high customer service standards.
- Develop and promote continuous quality improvement service delivery processes to meet the changing needs of the customer and agency.
- Participate in all workforce activities; maintain a high level of communication with local leaders, customers, regional director, administrators, staff, and partnering agencies regarding program directives, training information, workshops, and related coordination; meet regularly with partner agencies to promote integration and ensure high-quality

- customer service to co-enrolled customers; work with area teams to establish or modify processes or procedures and resolve problems.
- Network with leadership and participate in community meetings and events; engage in public relation presentations, forums, and partnership functions; research and recommend leveraging of resources and development of new programs; communicate and work closely with internal and external partners.
 - Act as liaison for the organization between customers, community, and government; support and create opportunities for increased integration with internal and external partners; represent WorkSource system with diverse audiences including stakeholders.
 - Educate the public about the workforce delivery system; represent workforce system with diverse audiences.

Responsibilities and Duties

Qualifications:

Required Experience and Competencies

- Knowledge of strategic and operational business planning principles and processes and performance outcomes measurement. Understanding of the business environment, appropriate management and use of technology, and the ability to interact with partners, stakeholders and customers in strategic planning and transformational problem solving.
- Demonstrated ability to demonstrate and promote leadership characteristics/attributes, motivate and inspire employees, serve as a role model for quality leadership behaviors. Ability to set clear and reasonable expectations and gain support and buy-in. Ability to make timely decisions and take calculated risks based on available information, accepts responsibility for decision and able to modify decisions based on new information.
- Demonstrated understanding of contemporary management practices; ability to work with diverse and multi-generational staff and customers.
- Demonstrated ability to communicate effectively with staff, peers, partners, workforce staff, board members, and elected officials using a variety of methods including oral and written forms of communication. Must possess strong presentation skills. Ability to direct and/or participate in writing procedures and other technical documents.
- Demonstrated ability to interact with others in an amicable and professional manner. Ability to assess and evaluate performance and work behaviors and establish a respectful and productive work environment. Provide and accept constructive feedback in an impartial manner. Demonstrates consistency and fairness.
- Demonstrated ability to analyze and interpret data and performance goals, assess data to identify trends and characteristics influencing operational or performance outcomes.
- Demonstrated ability to effectively safeguard financial resources by consistently following applicable fiscal guidelines, regulations, principles, and standards. This may be demonstrated by professional working experience monitoring expenditures and managing budgets in support of a program.

- Travel will be required between Virginia counties.
- Demonstrated ability to manage stress, emotions and complicated human circumstances.

Qualifications and Skills

Preferred/Desired Education, Experience, and Competencies

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

Job Type: Full-time

One-Stop Project Manager and Project Supervisor: Jerry Myers

- Manage multiple federal and state grants with strong fiscal and performance outcome knowledge
- Provide leadership in the development and implementation of goals, objectives, policies, and priorities for the One-Stop Career Center programs
- Work closely with One-Stop Operator Manager
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of Workforce Development.
- Works remotely to aid One-Stop Operator project.

ROBERT M. GORDON

5309 Martin Crossing Road, Stone Mountain, GA 30088 • 404.358.1600 • r.gordon@competitiveedgestaffing.com

PROJECT MANAGER / DIRECTOR

Leadership & Team Building / Project Management & Leadership / Customer Service & Quality Control Management
/ Strategic Planning / Program Support / Training & Consultation / Critical Thinking / Inductive & Deductive
Reasoning / Economic, Cost-Benefit, & Financial Analysis / Complex Decision Making & Problem Resolution

AREAS OF STRENGTH

Building key strategic alliances and partnerships	Public speaking / professional presentation skills
Communication skills (verbal/written)	Business and service development/enhancement
Corporate/business development	Productivity and efficiency enhancement
Organization and administration – time management	Governmental policy and procedure compliance

PROFESSIONAL EXPERIENCE

IN THE DOOR, Atlanta, GA

Director, 02/2017 – Present

- Establish coordinated trainings of workforce projects.
- Direct or coordinate an organization's financial or budget activities to fund operations, maximize investments, or increase efficiency.
- Direct, plan, or implement policies, objectives, or activities of organizations or businesses to ensure continuing operations, to maximize returns on investments, or to increase productivity.
- Prepare budgets for approval, including those for funding or implementation of programs.
- Implement corrective action plans to solve organizational or departmental problems.
- Direct human resources activities, including the approval of human resource plans or activities, the selection of directors or other high-level staff, or establishment or organization of major departments.
- Negotiate or approve contracts or agreements with suppliers, distributors, federal or state agencies, or other organizational entities.

COMPETITIVE EDGE STAFFING SOLUTIONS, Dunwoody, GA

Director, 01/2013 – 02/2017

- Coordinate the development or implementation of budgetary control systems, recordkeeping systems, or other administrative control processes.
- Review reports submitted by staff members to recommend approval or to suggest changes.
- Interpret and explain policies, rules, regulations, or laws to organizations, government or corporate officials, or individuals.
- Prepare or present reports concerning activities, expenses, budgets, government statutes or rulings, or other items affecting businesses or program services.
- Review and analyze legislation, laws, or public policy and recommend changes to promote or support interests of the general population or special groups.

Human Resources Director/Project Manager (LJB Builders, Inc.), 07/2013 – 12/2014

- Planned and executed all hiring and personnel activities for both commercial and residential construction projects.
- Supervised, coordinated, and scheduled onsite activities of construction workers.
- Processed and issued employee paychecks and statements of earnings and deductions.

- Verified attendance, hours worked, and pay adjustments, posted information onto designated records.
- Addressed employee relations issues, such as work complaints and other employee concerns.
- GEORGIA DEPARTMENT OF LABOR (GDOL), 2005 – 2012 recovery of lost revenues.

EDUCATION

FLORIDA AGRICULTURAL & MECHANICAL UNIVERSITY, Tallahassee, FL
Bachelor of Science: Business Administration, *Cum Laude*, 2002

Career Center Manager, DeKalb Career Center, 12/2009 – 12/2012

Acting Career Center Manager, Albany Career Center & Sylvester Career Center, 05/2009 – 11/2009

Assistant Manager, South Metro Atlanta Career Center, 12/2008 – 04/2009

- Oversaw the overall operation of Career Center and provides appropriate consultation, technical assistance, guidance, and direction to staff, customers, and partners to ensure employment services and payment of UI benefits are delivered in a manner consistent with the mission of the department.
- Provided input in management team meetings in the development of strategies to meet goals and objectives of the department.
- Served as an effective problem-solver by troubleshooting problems and providing and recommending viable solutions.
- Prepared, reviewed, monitored, and made recommendations on office budget to District Director.
- Assess plans from Assistant Manager on continuing education, training, and development of staff.
- Evaluated and approved/disapproved personnel actions and selection packages according to applicable policies, procedures, and guidelines.

Employment & Training Consultant, 03/2007 – 12/2008

Employment Marketing Representative, 01/2005 – 03/2007

- Created, coordinated, and delivered training for Managers, Assistant Managers, Supervisors, and front-line Career Center staff throughout the six Career Centers in District III (Metro Atlanta).
- Served as primary assistant to District Director.
- Supported District III Management Team by tracking all Career Center goals and maintaining Goals Status spreadsheet (MS Excel).

FLORIDA POWER & LIGHT CO. (FPL GROUP, INC), 2002 – 2004

Business Analyst – Marketing Department, 2003 – 2004

Associate Business Analyst - Customer Service / Decision Support, 2002 – 2003

- Served as liaison between Marketing and Field Service Operations departments.
- Developed a customer profile template and database for major accounts.
- Co-chaired a team created to identify potential revenues associated with electricity that is generated, but for which no one is billed; prepared budget and cost plans.
- Conducted extensive analysis on current diversion and damaged/defective meters in the field.
- Developed a Quality Improvement presentation that highlighted major areas of opportunity for the

Computer Skills

Microsoft Office Suite 365 (Word, Excel, PowerPoint, Publisher, Outlook 365, and Access); Windows (7, 8.1, and 10); Adobe XI Pro; Survey Monkey; Intuit QuickBooks Essentials; and working knowledge of WebEx; GoToMeeting; GoToTraining; and Adobe Creative Suite 4/5/6/CC (Illustrator, Photoshop, Flash, InDesign, and Dreamweaver)

JERRY T. MYERS

3990 East Saddle Ridge Drive, Lithonia, GA 30038 • (678-973-8112) • jmyers@inthedoornow.com

PROFESSIONAL SUMMARY

Results oriented workforce development consultant with a deep and rich knowledge of workforce development systems, career counseling, coaching, and jobseeker services. Has gained cross-functional knowledge through several years of career experience between the education and labor market.

PROFESSIONAL EXPERIENCE

IN THE DOOR, Lithonia, GA

President, July 2015 – Present

- Responsible for workforce development training programs in the community and throughout company.
- Manages project and training for One-Stop Operations
- Establishes metrics regarding customer service and with Workforce Development Directors regarding performance

SAINT LEO UNIVERSITY, Atlanta, GA

Public Administration Professor, March 2013 – Present

- Developed course materials for students and responded to student questions.
- Research, document and implement strategies for increased learning retention.
- Tracked student progress while maintaining attendance and grade sheets.
- Organized reports of students and evaluated their performance on how they participate in class activities.
- Incorporate "hands-on" industry application examples from professional experience.

SAE INSTITUTE, Atlanta, GA

Campus Director, March 2015 – September 2016

- Responsible for meeting financial goals, managing the budget, profit and loss, and zero balanced budget projections.
- Managed and maintained marketing budget to provide accurate lead flow for the admissions team.
- Created a retention committee to process improve events such as the Instructor breakouts for the Orientation and utilization of student representatives to provide best practices during the New Student Meet and Greet.
- Worked on establishing partnerships in the audio industry alongside the career services department.

SAE INSTITUTE, Atlanta, GA

Associate Director of Admissions/ East Coast Regional Leader, March 2014 – March 2015

- Directed staffing, training, and performance evaluations to develop and enhance the Admissions Department.
- Managed escalation and retention efforts, conducted weekly progress meetings with admissions team/financial aid team.
- Led regional training calls focused on forecasting and strategic planning.
- Facilitated meetings on the strategic vision of the campuses including faculty and staff allowing short/long term goals to be executed.
- Coached and aided training of Admissions Leader new hires in the Los Angeles and New York markets.

DEKALB/ ROCKDALE EMPLOYER COMMITTEE OF GEORGIA DEPARTMENT OF LABOR, Atlanta, GA
President, June 2011 – June 2014

- Managed proposal development of the DeKalb Career Center initiatives.
- Approached corporations and foundations for leadership gifts, working closely with staff and development colleagues.
- Headed a team workforce development professionals to aid employment goals in two counties..
- Oversaw up to 3 annual events and planned and executed the Annual Campaign.
- Monitored the efforts of the Vice Chairman in order to reach annual organizational goals such as scholarship sponsorships, career expos, philanthropic community events, etc.
- Worked with 16+ volunteers and 3 employment marketing representatives with the Georgia Department of Labor.
- Created community awareness of the Employer Committee through relationship building in corporate industries, faith based groups, service groups, and schools.
- Developed and implemented fund-raising strategies for a portfolio of donors while managing the solicitation process.

DEVRY UNIVERSITY, Atlanta, GA

Assistant Director of Admissions Sales (Admissions Director at Center location), April 2009 – September 2012

- **Selected new hires utilizing behavioral based interviewing and ensuring on-boarding process.**
- Executed a territory plan to maximize revenue to meet location budget goals (Revenue mgmt. >\$8Million) and managed P&L.
- Created process improvements for admissions representatives call center.
- Led Southeast Regional sales training for all new admissions advisors and facilitated a training conference call allowing for 10% growth for new hire completion rates.
- Analyzed operational strategies to improve efficiency for campus success cutting registration completion times by 33%.
- Led efforts of the inside recruiting team in call center sales and customer service efforts.
- Executed National Open House goals by converting an average of 25% higher than other Southeast locations.
- Oversaw quarterly registration process for in-school and incoming students.
- Created branding/marketing plans, sales plans, and performance reports.
- Prepared strategy to effectively target international channels through successful sales prospecting.

EDUCATION

KELLER GRADUATE SCHOOL OF MANAGEMENT

Master of Public Administration: Government, May 2011

AMERICAN INTERCONTINENTAL UNIVERSITY

Master of Business Administration: Marketing, June 2005

GEORGIA SOUTHERN UNIVERSITY

Bachelor of Science: Political Science, December 2002



BUDGET NARRATIVE for PIERRE, SOUTH DAKOTA

One-Stop Operator, General Manager – Total: \$60,000

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

One-Stop Operator- Total: \$57,000

The One Stop Operator will assist the One-Stop Operator, General Manager in the counties served and spend 100% of their time on this project.

Project Manager- Total: \$18,000

The Program Manager is responsible for managing the general operations of the One-Stop Project. This remote role will provide overall guidance for including compliance and contract guidance. The calculation of this amount is the salary of \$90,000 x 20%.

Director- Total: \$15,000- The Director is responsible for specifying, implementing, and continuously improving robust and efficient business processes that will provide excellent customer service and deliver positive performance outcomes. The calculation of this amount is the salary of \$75,000 x 20%.

Fiscal Officer/ Administrative Support- Total: \$13,000

This team handles the business activities of IN THE DOOR. This team develops and administers the annual budget; reviews and authorizes expenditures; plans and recommends revenue strategies, and implements plans after approval by the Director. They will work in IN THE DOOR's home office, but will have direct communication with the One-Stop Team. This team will provide administrative support to the IN THE DOOR team. The team will be 20% focused on the One-Stop Operator project. The calculation of this amount is \$65,000 x 20%.

Travel- Total: \$15,000

The travel budget will be used for local travel such as much and travel for team members to visit the One-Stop including mileage at .53 cents per mile, hotel if needed, meals, and transportation.

Profit- Total: \$20,000- The profit amount provides profit for the IN THE DOOR and other unexpected expenses with the One-Stop Operator project.

Budget Total= \$198,000

SUCCESS ON PROJECTS RECENT PROJECT EXAMPLES

PROJECT EXAMPLE 1.

Project Name: Mature Worker Employment Program

Project Owner: AARP SCSEP

Years Served: 2016-2017

Location: Decatur, Georgia

Here is an example of project retention results of individuals that are considered most in need by U.S. DOL Standards that we have worked with for AARP SCSEP.

IN THE DOOR has worked with individuals with multiple barriers to employment to include:

- Substance Abuse
- Criminal History
- Mental and Physical Disability
- Mental and Physical Abuse
- Low Employment Prospects
- Individuals Living in Areas of Persistent Unemployment
- Lack of Employment History
- Homelessness
- ETC...

Please see some of our results below measured in days (d) and months (m):

Year	# of People	# Employed 12m	90d Employed %	9m. Employed %
2015-2016	100	68	88%	90%
2016-2017*	100	35...	60%...	67%...

*These are the current percentages in which the fiscal year for 2016/2017 will end in June 2017.

Reference

Tamika Conde

2754 North Decatur Road

Decatur, Georgia 30003

Project Location- Goodwill of North Georgia (Decatur)

Phone: (404) 617-2977

PROJECT EXAMPLE 2.

Project Name: Internship Training Program

Project Owner: City of Atlanta Parks and Recreation

Years Served: 2014

Location: Decatur, Georgia

Project Description:

IN THE DOOR provided workforce training, case management, and assessments to aid City of Atlanta Summer Youth interns find employment. This was part of the Mayor's Youth Program – providing Atlanta youth with support, mentorship, work experience and financial aid for successful post-secondary life. Based on the student's own hopes and dreams, graduating Atlanta Public School system seniors and the daughters and sons of City of Atlanta employees have the opportunity to develop an individualized plan for life after high school.

Reference

Corliss Davenport
City of Atlanta, Parks and Recreation
233 Peachtree Street, NE Suite 1600/1700
Atlanta, Georgia 30303
Project Location- Adams Recreation Center, Atlanta, Georgia
Phone: (404) 546-6788

PROJECT EXAMPLE 3.

Project Name: One-Stop Operator
Project Owner: WorkSource Cobb
Years Served: June 2017 – Present

Project Description:

- Managing daily operations in coordination with WIOA fiscal agent for the lease, utilities and other activities to support the center
- Managing partner responsibilities defined in the Memorandum of Understanding (MOU) among partners
- Managing hours of operation
- Managing services for individuals and businesses
- Ensure that basic services such are available (orientations, labor market information, resource room)
- Implementing of Local Workforce Development Board Policy
- Adhering to all federal and state regulations and policies
- Reporting to Local Workforce Development Board on operations, performance and continuous improvement recommendations

Reference

AJ Jackson, Center Manager
Cobb, GA 31503
Project Location- Cobb, Georgia
770-528-8066

HENRY C. "HANK" JOHNSON, JR.
4TH DISTRICT, GEORGIA

COMMITTEES:
JUDICIARY
ARMED SERVICES

Congress of the United States
House of Representatives
Washington, DC 20515-1004

SUBCOMMITTEES:
RANKING MEMBER,
REGULATORY REFORM, COMMERCIAL
AND ANTI-TRUST LAW
COURTS, INTELLECTUAL PROPERTY,
AND THE INTERNET
TACTICAL AIR AND LAND FORCES
SEAPOWERS AND PROJECTION FORCES
OVERSIGHT AND INVESTIGATIONS

May 1, 2017

Dear Mr. Myers,

Congratulations on being selected as the "Small Business of the Year" for the 4th Congressional District. The Greater Lithonia Chamber of Commerce recognized the value that your services has brought to the community, and thus recommended you for this award. It is essential that we recognize and award individuals who are leading and empowering our communities.

On May 2nd, Small Business Committee Democrats will be hosting a Small Business Week Constituent Roundtable and you will have been selected to attend. After the Roundtable, you will be able to attend training for small business leaders hosted by the Committee.

May 2nd Agenda:

- 11:30 Meet with Congressman Hank Johnson
- 12:20 Capitol Hill Tour
- 2:30 Small Business Roundtable Discussion
- 3:30 Small Business Training

As the Congressman who represents Georgia's Fourth Congressional District, which encompasses parts of DeKalb, Gwinnett and Newton counties and all of Rockdale County, it brings me great pleasure to recognize all of your hard work and contribution to the community.

Very truly yours,



Hank Johnson
Member of Congress

WASHINGTON OFFICE
2240 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
PHONE (202) 225-1605
FAX (202) 226-0891

DISTRICT OFFICE
5240 SNAPRINGER PARK DRIVE, SUITE 130
DECATUR, GA 30035
PHONE (770) 987-2291
FAX (770) 987-8721

IMPACT IN THE WORKFORCE DEVELOPMENT COMMUNITY AND ONE-STOP OPERATOR ROLE

IN THE DOOR is the One-Stop Operator at the following workforce area shown below.

Warner Robins area sets jobs growth record

WMAZ 6:16 PM. EST December 28, 2017

Metro Warner Robins set a new record for total jobs in November, according to state Labor Commissioner Mark Butler.

A news release from Butler on Thursday morning says labor force numbers grew and unemployment insurance claims in the area significantly declined contributing to the record-breaking month.

Metro Warner Robins posted a record-high 74,800 jobs in November, up by 400 from a previous high of 74,400 in October, the news release states.

The job growth came in trade, transportation and warehousing, along with manufacturing and construction, the news release states.

Since November 2016, metro Warner Robins has posted 1,200 new jobs, a 1.6 percent growth rate, according to the news release.

The number of employed residents also increased, according to the news release.

The area's labor force, which includes the total number of residents with jobs and those unemployed but looking for work, was down by 431 in November. The labor force, at 84,792, is up by 1,178 since November 2016.

"This is a great jobs report," Butler stated in a news release. "All the significant numbers are trending in the right direction. In fact, records are being set. This is further proof of our growing, dynamic economy."



3/26/18

IN THE DOOR, LLC.
1270 Caroline Street, suite D120-433
Atlanta, GA 30307

Dear South Dakota Bureau of Administration on behalf of the South Dakota Workforce Development Council:

On behalf of IN THE DOOR LLC, I certify that we do not discriminate in our employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

If there are any additional questions, please contact me at 678-973-8112


Jerry Myers, MBA, MPA
President