

C. PROPOSAL NARRATIVE

1. Overview of Services to be Provided

Odle Management Group, LLC (ODLE) is a Woman-Owned Small Business (WOSB), Minority, and Small Disadvantaged Business (SDB) and is headquartered in Scottsdale, Arizona. Corporate Program Manager is based in Oklahoma.

We have experience providing quality staff assisted services to WIA/WIOA Job Corps and Workforce customers through our Job Corps Centers, WIOA One Stop Operations and Adult, Dislocated Worker and Youth services.

Odle Management Group, LLC (ODLE) is proposing complete services for One Stop Operations, Business Services, center staffing and WIOA program staffing. Our staffing Model provides adequate staff to achieve a high level of customer service and allows over 40% of the total budget to be spent directly on client training and support services.

Our proposal is for ten (10) staff: One (1) System Manager – ½ time One Stop Operator, ½ time Business Service Representative; One (1) WIOA Title I Manager – Operations Manager; One (1) Fiscal Specialist; Two (2) Resource Specialist; and Five (5) Career Managers.

We propose two (2) management positions that provide both programmatic oversight and system oversight. ODLE's One Stop Operator (OSO) model provides the firewall and separation needed for compliance with 678.625. (NPRM Part II Department of Labor Employment and Training Administration 20 CFR Parts 676, 677, and 678). The One Stop Operator has no WIOA Title I programmatic duties and does not supervise Title I program staff. OSO is responsible for the coordination and oversight of the Workforce system, developing processes and assuring appropriate delivery of services. The Operator will also be responsible for assuring all core partners are meeting core measures. The Operator provides direct supervision of the proposed Resource Specialist as part of the OSO's system duties. Other duties of the operator include assuring quality of the Workforce system services, promoting all partner services to the community, analyzing customer surveys, and cross-agency training. The OSO is responsible for continuous improvement. The One Stop Operator is a half time position that also applies half of their time to Business Services.

The second management position is the Operation Manager (OM). Operations Manager is responsible for all WIOA Title I activities. OM supervises Career Managers and Fiscal Specialist and provides oversight and monitoring of the Adult, Dislocated Worker, and Youth program services. OM is responsible for WIOA performance, expenditures, customer tracking and contract performance. OM approves eligibility, training, and performs all QA for case files. The Operation Manager is responsible for training and developing staff. This position will represent WIOA services in the Little Rock area and will prepare reports for the Board.



The two managers are side-by-side on the organization chart and will work as partners in the system. Both Managers report to the Corporate Program Manager.

Our philosophy for providing Workforce Services is grounded in our mission and core values.

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

✓ Opportunities for growth ✓ Dedicated to Those We Serve ✓ Loyalty to High Performing Workforce ✓ Excellence in All We Do

We hire the best people for the job, give them the tools and training they need, and teach them to provide unique customer focused services. Our goal is to maintain staff who are dedicated in serving the customers.

ODLE understands the purpose of Workforce Development as an economic issue. ODLE will service jobseekers with an understanding of the local economy and the occupations in demand. We train staff to focus on our primary responsibility of building a skilled workforce for employers in order to grow the local economy.

We believe ODLE is the best choice for the Little Rock area due to our customer centered approach to everything we do. We provide a high quality "people service" and are performance driven in all of our projects.

ODLE looks forward to building relationships with the Little Rock Development Board and their partnering agencies.

2. Experience and Qualifications, including Organizational Capacity Profile

ODLE is a seasoned and proven government contractor for the United States Department of Labor (DOL), Employment and Training Administration (ETA), under the Office of Job Corps. As a Workforce Development provider, we have served close to 95,000 youth in government-compliant youth services. We strive, in everything we do, to be top a performer. We deliver high performance for all our Workforce Innovation and Opportunity Act (WIOA) funded contracts.

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

- Opportunities for growth;
- Dedicated to Those We Serve;
- Loyalty to High Performing Workforce and;
- Excellence in All We Do.

Since the inception of Odle Management Group, LLC, we have been providing services to customers eligible to receive DOL federal funds. These services include assessment, training opportunities, case management, employment assistance, and retention services.

In June 2015, ODLE created a Workforce Services Division housed at the corporate office in Scottsdale, Arizona and in the field in Oklahoma.

