ACADIANA WORKFORCE SOLUTIONS REGIONAL PLAN

Under the Workforce Innovation and Opportunity Act (WIOA)

PROGRAM YEARS 2020-2024

Region 4, LWDB 40

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INTRODUCTION

The purpose of employment and training policy is to improve the operation of labor markets by improving the competitive position of individuals facing barriers to employment. Some of these barriers include lack of job skills, deficiencies in basic education, lack of job market information, physical, social, and psychological disabilities, and the inability to obtain supportive services such as counseling, childcare, and transportation. Government expenditures on employment and training programs to upgrade worker skills are an investment in human capital shown to improve an individual's ability to compete in the labor market and earn more income.

In 2016, eight parish presidents and workforce leaders came together to discuss moving to a regional model for workforce services in Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary, Vermilion, and Lafayette. As a result, a formal agreement was established providing for the formation of a Multi-Jurisdictional Consortium Agreement to include a description of the nomination and appointment process for a governing board and resulted in certification, by the Governor in 2017. This Consortium makes up Region 4 and LWDB 40. The Parish Presidents of the Consortium selected St. Landry Parish Government (SLPG) as the fiscal agent, grant recipient, and administrative entity to plan and conduct the regional plan. To improve branding, on June 21, 2019, the LWDB 40 became known as Acadiana Workforce Solutions (AWS).

The Federal Workforce Investment Act of 1998 (WIA), signed into law by President Clinton, reformed federal employment, training, adult education, and vocational rehabilitation programs by creating an integrated one-stop system of workforce investment and education services for adults, dislocated workers, and youth. On July 22, 2014, President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law. WIOA superseded WIA and amended the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

Today, AWS oversees the planning, oversight, policy guidance, and service delivery design in nine Workforce Centers (Centers) located across the 8 parish Workforce Development Area to include Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary, Vermilion, and Lafayette parishes. Acadiana Workforce Solutions, on behalf of the LWDB 40, administers more than $6 million in WIOA Title IB federal funds. In 2019 centers served approximately 10,000 job seekers, and 600 employers. September 14, 2020, marked the fourth anniversary of the Local Workforce Development Board 40. There were many challenges with this transition, however, thousands of job seekers and employers have been helped over the past four years.

REQUIREMENTS FOR REGIONAL/LOCAL PLAN

The plan covers the six core programs:

- The Adult Program (Title I)
- The Dislocated Worker Program (Title I)
- The Youth Program (Title I)

- The Adult Education and Family literacy Act Program (Title II)
- The Wagner-Peyser Act Program (Wagner-Peyser Act, as amended by Title Ill), and
- The Vocational Rehabilitation Program (Title I of the Rehabilitation Act of 1973, as amended by Title IV)

The Combined Plan must also include:

- Temporary Assistance for Needy Families Program (42 U.S.C.601et seq)
- Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6{d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C 2015(o))
- Jobs for Veterans State Grant Jobs for Veterans State Grants program (programs authorized under 3 8, U.S.C. 4100 et. seq.)
- Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C.9901et seq.)
- Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C.2271et seq.)

The Combined Plan may also include:

- Reintegration of Ex-Offenders program (programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532))
- Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
- Employment and training activities conducted by the Department of Housing and Urban Development
- Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)

PART A: STRATEGIC ELEMENTS

Response to Local Workforce Development Board Planning Guidelines

STRATEGIC ELEMENTS

Board's Vision

The mission of Acadiana Workforce Solutions (AWS) is "to advance business driven talent development strategies that promote economic growth, employment opportunities, and builds a quality workforce." Our vision is "to be an efficient model and recognized leader in building tomorrow's workforce through a comprehensive and innovative systems approach." Every building block of our organization is constructed upon our values of respect, compassion, integrity, collaboration, and excellence.

These primary goals identify the strategic plan for AWS as follows:

- Enhance business engagement and inclusive human capital development through service delivery designs that invite participation without regard to barriers
- Work with community partners to define and deliver collaborative strategies, leveraging access to resources that promote the attainment of the individualized goals of participants to attain self-sufficiency including youth and individuals with barriers to employment.
- Ensure that workforce center support of people with disabilities and other barriers is highly visible.
- Deliver effective and efficient employability programs and employment services to address the full array of employment opportunities including apprenticeship, internship, on-the-job training, and other work-based learning opportunities.
- Increase capacity, visibility, and value among employers in targeted industries through the implementation of differentiated outreach strategies.
- Support industry sector and business forum initiatives that facilitate discussions between employers and education and training providers to provide informed information, resources, to equip individuals in relevant skills while supporting business.
- Develop meaningful relationships with employers that raise awareness of the full range of opportunities available to them including tax credits, hiring veterans and workers with disabilities and other barriers to employment.
- Enhance quality of and increase access to supportive services including childcare to facilitate the employment outcomes of parents.
- Align all activities and methods of service delivery with the current COVID-19 pandemic environment.

Improve organizational focus, communication and leadership decision making to include data driven continuous improvement, accountability and effectiveness.

- Craft and institutionalize a communication plan that includes expectations and modalities to the communication channels used to deliver information.
- Institutionalize continuous improvement by identifying key performance indicators that increase accountability and effectiveness of the organization.
- Recruit and retain competent professionals by expanding professional development opportunities and offering clear and focused career tracks.
- Document staffing structure and career progression chart that defines career pathways for professional staff.

- Identify current and expand future and ongoing training opportunities that ensure staff are competent to perform their duties most effectively.

Develop and maintain a technology platform that attracts participants, employers and job seekers, and allows everyone to share, transact, and find value in the workforce system.

- Align the Information Technology infrastructure to support the impact of the goals in the strategic plan.
- Support IT integrations that fit the needs of customers during the COVID-19 pandemic impact on delivery of services.
- Foster a broad ecosystem of technology that improves accessibility to workforce services for persons with disabilities, transportation access, and other barriers.
- Increase capacity to gain insight into performance by accessing key data and using it in a meaningful way to report metrics and view trends.

Execute governance, oversight, and accountability responsibilities with staff and contractors through organizational design, reporting structure, management accountability, and performance management.

- Set the direction for organizational planning, decision making, initiatives, policies, and priorities and ensure alignment with the expectations of funding sources and the mission of the LWDB.
- Establish minimum standards for workforce centers to provide guidance to competitively procured contractors that provide workforce services, childcare services and other supportive services.
- Ensure effective executive performance by establishing clear objectives and expectations to include enforcement of ethical standards.
- Aim for high level performance through full engagement of the Board of Directors and Parish Presidents to ensure a broad support system that is positioned for success.
- Monitor service delivery designs, center contractor quality of services, employer services, and strengthen their performance to ensure programs are efficient and effective.
- Ensure effective organization planning, availability and management of adequate resources to meet the purpose and mission of the Board.
- Protect assets and provide financial oversight.

CHAPTER 1: ECONOMIC AND WORKFORCE ANALYSIS (REGIONAL)

Provide an analysis of the economic conditions including existing and emerging in-demand industry sectors and occupations

1. **What are the targeted industries, high-impact industry clusters, and in demand occupations in the region?**
   - Target industries - Primary industries that have been targeted by state, regional, and local economic development organizations include Information Technology, Manufacturing, Energy (Oil and Gas and Renewable), Distribution/ Warehousing/ Transportation, which specifically includes aviation. With all of those industries comes industries with other skilled trades like construction as a complement. One Acadiana's Targeted Industries – Agribusiness, Aviation, Energy, Manufacturing, Maritime, and Software (Based on Target Industry Strategy Report 2016).
   - High-impact industry clusters – Health care is our largest and fastest growing industry. Manufacturing, Energy (Oil and Gas), and Information Technology are high impact industry clusters as they bring wealth into our communities and create high wage/ high demand jobs. Aviation sector is another cluster considered high impact which is why it is heavily targeted by our region's economic development organizations.
   - High demand occupations include clinical occupations
     i. Health care field includes nursing (LPN and RN), medical assistant, respiratory therapist, surgical technician as well as entry level health related occupations which lead to higher level occupations.
     ii. Industrial / Skilled Trades:
        a. manufacturing includes industrial mechanic, machinist, welders, fitters, non-destructive testing, electronic technician, drafting and design, industrial technology, engineering, and assembly
        b. construction include electrical, carpentry, HVAC, and other skilled construction trades, power lineman, telecommunications installation technician
        c. transportation include CDL truck driving, aviation mechanic, auto mechanic
        d. Energy/ Oil and gas – field engineer, equipment technician, service operator, maintenance technician, operator, field service rep., surveying/ surveying technician.
     iii. Information Technology including software developer, systems analyst, cyber security analyst, business analyst, programmer, database administrator, data analyst, information services help desk technician, and project manager.

2. **What industries and occupations have favorable location quotients?**
   Energy, oil, gas and manufacturing occupations are typically those that our area has a high concentration per capita compared to other areas. This includes surveying/ survey technician, machinist, welder, fitter, industrial mechanic, as well as many of the oil and gas specific occupations such as field engineer, service operator, etc.
3. **What industries and occupations have favorable demand projections based on**

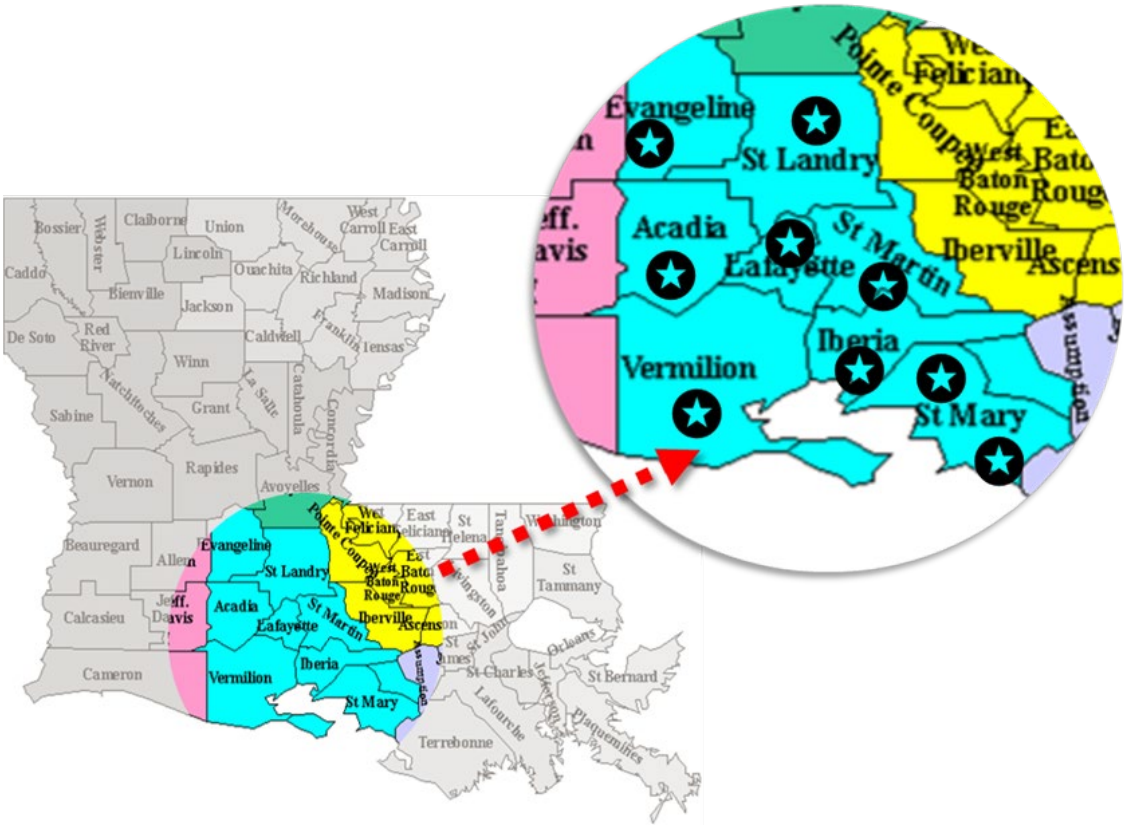
growth?
All of the occupations listed above as in-demand occupations with special attention to those which had recent economic development in health care, manufacturing, and information technology.

4. **What industries and occupations have favorable demand projections based on replacements?**
   In addition to those occupations with increasing projections due to growth the construction, transportation, and energy/ oil and gas occupations have favorable projections due to replacements of workers in those industries. Some of the entry level occupations in the health care industry also often have need to replace positions.

5. **What industries and occupations are considered mature but still important to the economy?**
   Energy and oil and gas occupations have matured as the industry will begin a gradual shift to renewable energy, but those oil and gas occupations are still very important to our area and still well-paying and high impact occupations for our region.

Geography

The Acadiana Workforce Solutions Workforce Development Area (WDA) Region 4 - consists of eight parishes: Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary, Vermilion, and Lafayette. The region consists of over 6,000 square miles with a population density of 654,074, workforce development services are provided in all eight parishes and are delivered from nine Workforce Centers. Since the onset of the COVID-19 pandemic, digital and virtual technology is being integrated into the job centers to address the need for remote access and prevent interruption or barriers to services.



Acadia Parish	**11 N. Parkerson Avenue, Crowley, LA 70526**
Evangeline Parish	306 W. Main Street, Ville Platte, LA 70586
Iberia Parish	601 Ember Drive , New Iberia, LA 70560
Lafayette Parish	706 E. Vermilion Street, Lafayette, LA 70501
St. Landry Parish	1065 Hwy 749 Suite C Opelousas, LA 70571
St. Martin Parish	215 Evangeline Blvd., St. Martinville, LA 70582
St. Mary Parish	600 Main Street, Franklin, LA 70538
St. Mary Parish	900 Youngs Road, Morgan City, LA 70380
Vermilion Parish	1301 Clover Street, Abbeville, LA 70510

Understanding the depth of need through data, frames the vital importance of WIOA programs and delivering quality services to individuals who need employment to lift out of poverty. Poverty is at crisis levels in Region 4 and the state of Louisiana. In 2018 the Census Bureau data reported 18.6% of people in Louisiana lived below the poverty line. By comparison, the national average in 2018 was 11.8%. That same year census data showed Louisiana's median income level reached $47,905 last year, well behind the U.S. average of $61,937. In 2019 that rate was 19% of people living below the poverty line. The statistics further show more than one-quarter of all Louisiana children live in poverty. The state remains the third highest in the nation for its poverty rate, behind only Mississippi and New Mexico.

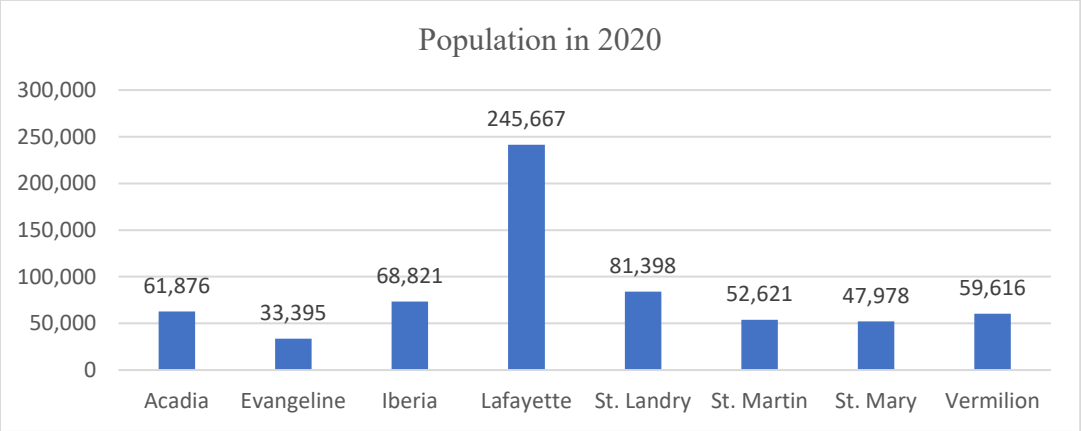
Figure 2: LWD#40 Regional Data
(Not Seasonally Adjusted)

Parish	Employed	Un-employed	Un-employment Rate	Increase from Previous Yr. (%)
Acadia	22,369	1,705	7.10%	1.5
Evangeline	10,862	937	7.90%	1.9
Iberia	26,324	2,802	9.60%	4.1
Lafayette	107,296	7,779	6.80%	2.3
St Landry	29,484	2,881	8.90%	2.5
St Martin	20,806	1,838	8.10%	3.0
St Mary	18,052	1,834	9.20%	3.3
Vermilion	22,647	1,724	7.10%	2.0
Louisiana	*1,920,570*	*171,027*	*8.20%*	*3.2*
US	*147,563,000*	*12,580,000*	*7.90%*	*4.4*
Source: Bureau of Labor Statistics and LWC, September 2020				
% in RED show higher than state unemployment rate				

Economic Conditions

According to the American Community Survey, 2016 population estimate for the AWS Workforce Development Area (WDA) is 641,451. Lafayette is the only parish in Region 4 that showed population growth (1.77%) over the last analysis period (2016). St. Mary and Iberia parishes showed the largest decline in population, with decreases of 7.9% and 6.08%, respectively. However, unemployment rates for 2020 have increased due to COVID-19 concerns. National and state projections expect unemployment to continue to trend higher into 2021.

Figure 3: Population by Parish in (Region 4)
Data from World Population Review



6. **What industries and occupations are considered emerging in the regional economy?**
Information technology is our quickest emerging industry and occupation as we have had several major economic developments in this area and are experiencing a need for rapid growth in this area. Additionally, the manufacturing industry is experiencing growth which is causing an emerging need for workers in skilled and non-skilled manufacturing positions.

According to reports from One Acadiana, the Region's key industry sectors are:

- Aviation - Due in part to our robust oil and gas industry.
- Agribusiness - Major food processors choose Acadiana for our raw agriculture, aquaculture, and transportation network.
- Energy - Acadiana's stretch of Highway 90 is known as America's Energy Corridor.
- Manufacturing - Significant operations take advantage of our robust logistics infrastructure: land, air, and sea.
- IT Software - Acadiana is attracting the world's newest and most innovative software companies.

As reflected in the chart below, the Health Care and Social Assistance indust**ry** remains the largest projected contributor to long term growth in the Region through 2026. Although Retail and Accommodations/Food Service industries had good projections through 2026, there is a large decline in these areas due to COVID-19 regulations and restrictions. Their growth is not forecast to reach the anticipated projections for 2021.

Figure 4: RLMA – Long-term Employment Projection by Industry

Industry Sectors	NAICS CODE	2016 Average Employment	2026 Projected Employment	Employment Change 2016 - 2026	Percent Change 2016 - 2026
TOTAL, All Industries		**270,015**	**286,321**	**16,306**	**6.0%**
Agriculture, Fishing, Forestry, and Hunting	**11**	**2,817**	**2,577**	**-240**	**-8.5%**
Crop production	111	1,642	1,478	-164	-10.0%
Animal production	112	110	109	-1	-0.9%
Forestry and logging	113	32	38	6	18.8%
Fishing, hunting and trapping	114	45	44	-1	-2.2%
Agriculture and forestry support activities	115	988	908	-80	-8.1%
Mining	**21**	**17,284**	**16,445**	**-839**	**-4.9%**
Oil and gas extraction	211	2,113	1,002	-1,111	-52.6%
Mining, except oil and gas	212	500	322	-178	-35.6%
Support activities for mining	213	14,671	15,121	450	3.1%
Utilities	**22**	**752**	**764**	**12**	**1.6%**
Utilities	221	752	764	12	1.6%
Construction	**23**	**12,608**	**13,867**	**1,259**	**10.0%**
Construction of buildings	236	1,745	1,945	200	11.5%
Heavy and civil engineering construction	237	3,756	4,107	351	9.3%
Specialty trade contractors	238	7,107	7,815	708	10.0%
Manufacturing	**31-33**	**21,059**	**22,098**	**1,039**	**4.9%**
Food manufacturing	311	3,711	3,686	-25	-0.7%
Beverage and tobacco product manufacturing	312	102	105	3	2.9%
Textile mills	313	*	*	*	*
Textile product mills	314	266	237	-29	-10.9%
Apparel manufacturing	315	131	119	-12	0
Leather and allied product manufacturing	316	62	120	58	93.5%
Wood product manufacturing	321	108	153	45	41.7%
Paper manufacturing	322	*	*	*	*
Printing and related support activities	323	359	392	33	9.2%
Petroleum and coal products manufacturing	324	464	479	15	3.2%
Chemical manufacturing	325	1,236	1,295	59	4.8%
Plastics and rubber products manufacturing	326	324	351	27	8.3%
Nonmetallic mineral product manufacturing	327	512	477	-35	-6.8%
Primary metal manufacturing	331	206	228	22	10.7%
Fabricated metal product manufacturing	332	3,667	3,931	264	7.2%
Machinery manufacturing	333	5,232	5,685	453	8.7%
Computer and electronic product manufacturing	334	510	540	30	5.9%
Electrical equipment and appliance manufacturing	335	106	105	-1	-0.9%
Transportation equipment manufacturing	336	2,001	2,131	130	6.5%
Furniture and related product manufacturing	337	233	253	20	8.6%
Miscellaneous manufacturing	339	1,608	1,609	1	0.1%
Wholesale Trade	**42**	**10,754**	**10,774**	**20**	**0.2%**

Merchant wholesalers, durable goods	423	6,354	6,725	371	5.8%
Merchant wholesalers, nondurable goods	424	3,647	3,783	136	3.7%
Electronic markets and agents and broker	425	753	266	-487	-64.7%
Retail Trade	**44-45**	**35,395**	**37,649**	**2,254**	**6.4%**
Motor vehicle and parts dealers	441	4,720	4,890	170	3.6%
Furniture and home furnishings stores	442	879	975	96	10.9%
Electronics and appliance stores	443	932	1,025	93	10.0%
Building material and garden supply stores	444	3,319	3,545	226	6.8%
Food and beverage stores	445	6,111	6,230	119	1.9%
Health and personal care stores	446	2,701	2,972	271	10.0%
Gasoline stations	447	3,796	4,327	531	14.0%
Clothing and clothing accessories stores	448	2,049	2,103	54	2.6%
Sporting goods, hobby, book and music stores	451	1,236	1,267	31	2.5%
General merchandise stores	452	7,633	8,151	518	6.8%
Miscellaneous store retailers	453	1,507	1,536	29	1.9%
Non-store retailers	454	512	628	116	22.7%
Transportation and Warehousing	**48-49**	**8,870**	**10,368**	**1,498**	**16.9%**
Air transportation	481	378	564	186	49.2%
Rail transportation	482	*	*	*	*
Water transportation	483	578	731	153	26.5%
Truck transportation	484	2,207	2,343	136	6.2%
Transit and ground passenger transportation	485	501	494	-7	-1.4%
Pipeline transportation	486	415	442	27	6.5%
Scenic and sightseeing transportation	487	*	*	*	*
Support activities for transportation	488	1,750	2,004	254	14.5%
Postal service	491	*	*	*	*
Couriers and messengers	492	678	1,255	577	85.1%
Warehousing and storage	493	1,080	1,226	146	13.5%
Information	**51**	**2,930**	**2,299**	**-631**	**-21.5%**
Publishing industries, except Internet	511	475	433	-42	-8.8%
Motion picture and sound recording industries	512	237	249	12	5.1%
Broadcasting, except Internet	515	423	417	-6	-1.4%
Telecommunications	517	1,512	879	-633	-41.9%
ISPs, search portals, and data processing	518	*	*	*	*
Other information services	519	*	*	*	*
Finance and Insurance	**52**	**6,903**	**7,200**	**297**	**4.3%**
Monetary authorities - central bank	521	*	*	*	*
Credit intermediation and related activities	522	4,263	4,335	72	1.7%
Securities, commodity contracts, investments	523	492	576	84	17.1%
Insurance carriers and related activities	524	2,112	2,249	137	6.5%
Funds, trusts, and other financial vehicles	525	*	*	*	*
Real Estate and Rental and Leasing	**53**	**6,044**	**6,316**	**272**	**4.5%**
Real estate	531	1,493	1,630	137	9.2%
Rental and leasing services	532	4,520	4,632	112	2.5%
Lessors of nonfinancial intangible assets	533	31	54	23	74.2%
Professional, Scientific, and Technical Services	**54**	**10,435**	**11,686**	**1,251**	**12.0%**

Professional and technical services	541	10,435	11,686	1,251	12.0%
Management of Companies and Enterprises	**55**	**3,297**	**4,004**	**707**	**21.4%**
Management of companies and enterprises	551	3,297	4,004	707	21.4%
Administrative and Waste Services	**56**	**10,138**	**11,034**	**896**	**8.8%**
Administrative and support services	561	9,185	10,070	885	9.6%
Waste management and remediation service	562	953	964	11	1.2%
Educational Services	**61**	**19,377**	**20,165**	**788**	**4.1%**
Educational services	611	19,377	20,165	788	4.1%
Health Care and Social Assistance	**62**	**39,522**	**43,599**	**4,077**	**10.3%**
Ambulatory health care services	621	14,852	17,152	2,300	15.5%
Hospitals	622	11,123	11,769	646	5.8%
Nursing and residential care facilities	623	5,944	6,210	266	4.5%
Social assistance	624	7,603	8,468	865	11.4%
Arts, Entertainment and Recreation	**71**	**3,308**	**3,581**	**273**	**8.3%**
Performing arts and spectator sports	711	481	512	31	6.4%
Museums, historical sites, zoos, and parks	712	134	139	5	3.7%
Amusements, gambling, and recreation	713	2,693	2,930	237	8.8%
Accommodation and Food Services	**72**	**23,386**	**24,748**	**1,362**	**5.8%**
Accommodation	721	2,415	2,380	-35	-1.4%
Food services and drinking places	722	20,971	22,368	1,397	6.7%
Other Services, Except Public Administration	**81**	**20,471**	**21,869**	**1,398**	**6.8%**
Repair and maintenance	811	2,835	3,286	451	15.9%
Personal and laundry services	812	1,830	1,868	38	2.1%
Membership associations and organization	813	733	724	-9	-1.2%
Private households	814	201	166	-35	-17.4%
Self-Employed Workers		14,872	15,825	953	6.4%
Government	**90**	**14,665**	**15,278**	**613**	**4.2%**
Federal Government, Excluding Postal Service	910	786	793	7	0.9%
State Government, Excluding Education and Hospitals	920	2,150	2,145	-5	-0.2%
Local Government, Excluding Education and Hospitals	930	11,729	12,340	611	5.2%

Sources: *The preceding section cited data from the Bureau of Economic Analysis, the Current Employment Statistics Program, the Local Area Unemployment Statistics Program, and LWC Short Term and Long-Term Industry Projections.*

[1] Louisiana Workforce Commission Short Term and Long-Term Industry and Occupational Projections

7. **What sources of supply and demand data were used to determine the targeted industries occupations and skills?**
   Louisiana Workforce Commission's Labor Market Information paired with economic driver employer information and economic development target studies from Louisiana Economic Development (LED), One Acadiana (1A), and Lafayette Economic Development Authority (LEDA).

Existing In-Demand Occupations and Industry Sectors

Figure 5: 2026 Industry Projections for the Lafayette Region, Two-Digit NAICS

The Lafayette region's short term and long-term employment projections suggest that the annual average workforce demand to increase by -1 percent and 6.9 percent respectively, both below the state average. Figure 5 shows short term and long-term employment growth by sector for Acadiana region.

The chart below provides projections on what industries are expected to experience the greatest growth by 2026. The highest growth occupation according to these projections will be the Health Care and Social Assistance industry. The aging of the baby boom generation will necessitate more people working to care for this segment of the population. Specifically, these projections show the Health Care and Social Assistance Industry growing by 4,077 through 2026.

Figure 5: 2026 Industry Projections for the Region 4, Two-Digit NAICS

Long Term Growth Rate in Top Industries in the Lafayette Region Long Term Growth Rate in Top Industries in the Lafayette Region

Industry	NAICS	2016 Employment	2026 Projected Employment	Employment Growth	Long-term Growth Rate
Lessors of nonfinancial intangible assets	533	31	54	23	74.2%
Air transportation	481	378	564	186	49.2%
Wood product manufacturing	321	108	153	45	41.7%
Leather and allied product manufacturing	316	62	79	17	27.4%
Water transportation	483	578	731	153	26.5%
Couriers and messengers	492	678	836	158	23.3%
Retailers (not in stores)	454	512	628	116	22.7%
Management of companies and enterprises	551	3,297	4,004	707	21.4%
Forestry and logging	113	32	38	6	18.8%
Securities, commodity contracts, investments	523	492	576	84	17.1%

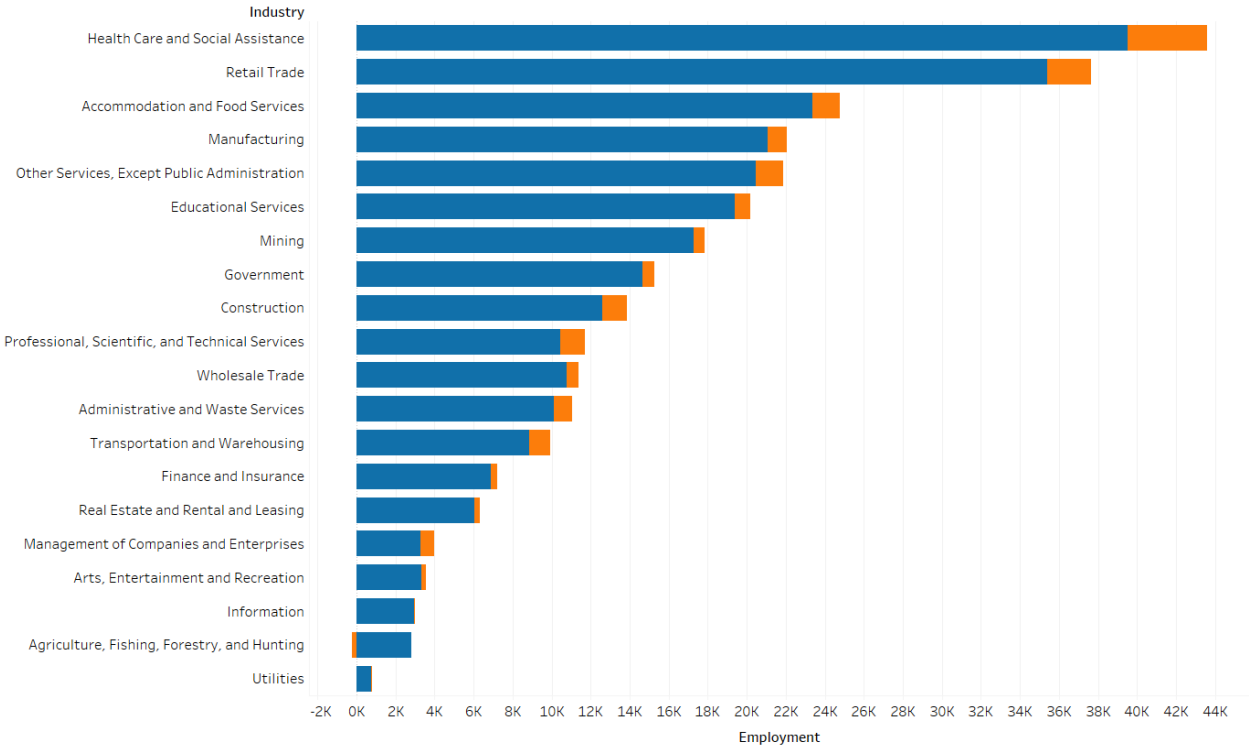
Emerging In-Demand Occupations

The Emerging In-demand Occupations were identified slightly differently than the Existing In- Demand Occupations. Emerging In-demand Occupations do not have the exceptionally high current employment or total demand. Potential gaps are not evaluated because gaps may be skewed due to quickly changing occupational data because of the coronavirus pandemic on businesses and the economy.

The chart below provides projections on what industries are expected to experience the greatest growth by 2026. The highest growth occupation according to these projections will be the Health Care and Social Assistance industry. The aging of the baby boom generation will necessitate more people working to care for this segment of the population. Specifically, these projections show the Health Care and Social Assistance Industry growing by 4,077 through 2026.

Emerging Demand Industry Sectors and Occupations

Figure 6: 2026 Industry Projections for the Lafayette Region, Two-Digit NAICS



https//www2.laworks.net/LaborMarketInfo/LMI Occupational Industry Project

Figure 7: Regional Labor Market Region 4

LOUISIANA WORKFORCE COMMISSION
The Department of Labor

REGIONAL LABOR MARKET AREA 4
2019 ANNUAL AVERAGE EMPLOYMENT AND TOTAL WAGES

PAID BY EMPLOYERS SUBJECT TO THE LOUISIANA EMPLOYMENT SECURITY LAW
BY PARISH AND INDUSTRY SECTOR

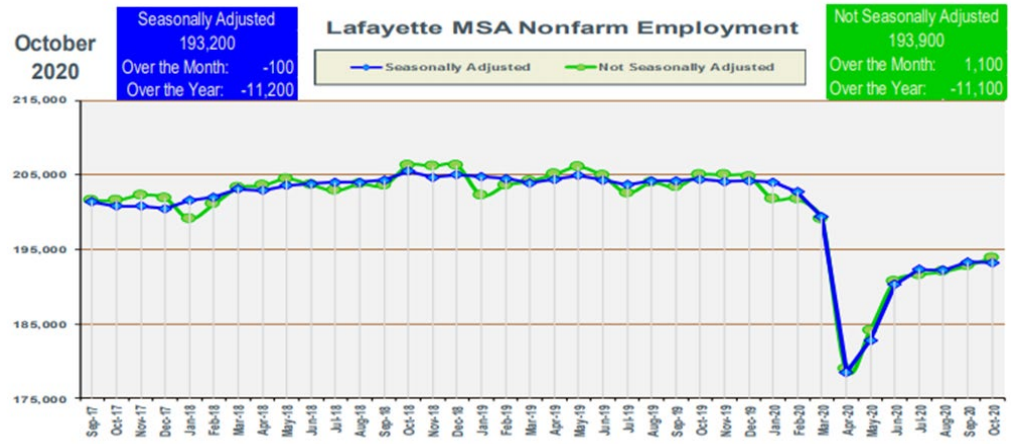
	NAICS CODE	TOTAL UNITS	AVERAGE EMPLOY.	2019 TOTAL WAGES $	AVERAGE WKLY. WAGE $
REGIONAL LABOR MARKET AREA 4		19,339	249,137	$11,353,489,557	$876
ACADIA		1,322	14,394	$520,231,170	$695
EVANGELINE		630	7,558	$256,854,510	$654
IBERIA		1,858	26,360	$1,278,129,908	$932
LAFAYETTE		10,023	131,140	$6,318,157,206	$927
ST. LANDRY		1,901	23,736	$888,886,831	$720
ST. MARTIN		994	11,982	$518,506,584	$832
ST. MARY		1,419	21,270	$1,051,429,764	$951
VERMILION		1,192	12,697	$521,293,584	$790

Source: Louisiana Workforce Commission

The October 2020 estimates 193,900 non-farm jobs. The below chart shows a consistent increase in non-farm jobs from June 2020 to October 2020. This "bounce back" leaves the Acadiana area 11,100 jobs short of the Oct 2019 non-farm jobs totals. In the Lafayette Metropolitan Statistical Area (MSA) chart below, there was a gain of 1,100 jobs over the month but lost 11,100 jobs over the year. The MSA has lost jobs over the year for 14 straight months. Mining and logging lost 3,300 jobs over the year. The series has lost jobs over the year for 10 straight months. Construction added 200 jobs over the month but lost 500 jobs over the year. Manufacturing lost 200 jobs over the month and lost 2,300 jobs over the year.

The estimate of 14,300 jobs is the lowest in the series since March 2005. Trade, transportation, and utilities added 100 jobs over the month and 700 jobs over the year, as wholesale trade lost 900 jobs, retail trade added 1,900 jobs, and transportation, warehousing, and utilities lost 300 jobs from last October. Professional and business services lost 2,300 jobs over the year. Education and health services lost 100 jobs over the month and lost 2,300 jobs over the year. Health care and social assistance lost 2,400 jobs over the year. Leisure and hospitality gained 1,300 jobs over the month and lost 1,600 jobs over the year, but accommodation and food services lost 600 jobs over the year.

Figure 8: Metropolitan Statistical Area Nonfarm Employment



Economic Conditions

In an analysis conducted by the Lafayette Economic Development Authority (LEDA), many workforce skills gaps were noted for Region IV. This analysis indicated a combined workforce gap of 2,671 in Business & Finance, Construction, Transportation, Manufacturing, Professional & Technical, Energy, Health Care, and Education industries.

This analysis also indicated an estimated combined workforce surplus of 1,468 in Arts, Kinesiology, General Studies, Liberal Arts, and Cosmetology. WIOA mandates the State to implement models and best practices that support and expand job opportunities for people with significant barriers to employment; barriers such as those described herein. Innovative strategies must be implemented to address the education and employment needs of these targeted populations, meeting them where they are and moving them to where they need to be educationally and economically.

Some economic experts suggest that Louisiana is on the edge of a manufacturing renaissance. The shortage of skilled labor, often referred to as "Louisiana's Forgotten Middle," make up the largest part of Louisiana's labor market. Key industries in Louisiana are unable to find sufficiently trained workers to fill these jobs. Middle skill jobs account for 58 percent of Louisiana's labor market, but only 46 percent of the state's workers are trained to the middle-skill level. The economic analysis forecasts that the demand for middle skills jobs will remain strong; noting between the years 2012-2022, 56 percent of the Louisiana job openings will require middle skills.

The chart below shows the occupations with the highest projected employment in Louisiana for 2016-2026 period. However, these are pre-pandemic projections. National economic experts suggest the ongoing impact of the COVID-19 pandemic on the food industry and its supply chain will continue into 2021. As a result, the high-demand occupations will likely shift. Reliable forecasts on projected jobs in demand, cannot be made until up-to-date research on local economic adjustments during the coronavirus is available from scholars and researchers.

Figure 9: Projected Employment Growth 2016-2026

Rank	Occupation Title	2016 Estimated Employment	2026 Projected Employment
1	Office and Administrative Support	280,485	282,761
2	Sales and Related	226,011	241,467
3	Food Preparation and Serving Related	188,757	211,596
4	Transportation and Material Moving	160,074	173,118
5	Healthcare Practitioners and Technical	138,753	153,354
6	Construction and Extraction	137,013	144,156
7	Production	118,655	124,118
8	Education, Training, and Library	105,570	114,319
9	Management	103,688	113,762
10	Installation, Maintenance, and Repair	101,691	111,062

Source: Louisiana Workforce Commission

B. Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in the in-demand industry sectors and occupations.

8. What are the targeted career pathway clusters in the region?

Targeted Career Pathway Clusters. Career clusters are one way to group career choices. Careers with common features are in the same cluster. Clusters can be used during career exploration as a way to find your best career match. The regions align systems and focus programming on training the skill sets needed for careers in growing industries and occupations.

- Office and Administrative Support
- Sales and Related
- Food Preparation and Serving Related
- Transportation and Material Moving
- Healthcare Practitioners and Technical
- Construction and Extraction
- Production
- Education, Training, and Library
- Management
- Installation, Maintenance, and Repair

A pathway has its own knowledge and skill requirements. Educational programs can be developed around each pathway. They include curriculum that helps learners prepare for a career. Programs of study are sequential and based on industry expectations and skill standards. Career pathways show learners of all ages which courses will give them the specific knowledge, skills, and abilities needed to pursue their career choice. These are a core set of skills needed to be ready for work and college.

- Employability
- Ethics
- Systems
- Teamwork
- Career development
- Problem solving
- Critical thinking
- Information technology application
- Legal responsibilities
- Communication
- Safety, health, and environment
- Social studies
- Math
- Science
- English
- Personal finance

9. What are the skills that are in demand in the region?

Solution-based discussions with employers by university researchers reveal the talent and skills needs useful in specific sectors and occupations. Throughout all regions of the U.S., the major concerns of all employers are for soft skills. Applicants need training on how to prepare for an interview, write resumes, and conduct themselves professionally. Employers are in significant need of employees who can read and write English and perform basic math. Similar to the extensive U.S. Department of Labor study, Secretary's Commission on Achieving Necessary Skills (SCANS), findings reflect that most employers express the need for basic soft and professional skills than for specific technical skills. Employers would prefer to train the right applicant than to have high turnover rates due to employees' inability to conduct themselves professionally or follow instructions.

Better understanding the knowledge skills and abilities for occupations with the highest anticipated percentage and number growth; and in-demand industries and occupations will guide AWS in assessing skills gaps and where to invest training.

Emerging In-Demand

The following are the top ten occupations projected to experience the largest number of employment growth in 2014-2024.

- Healthcare and Social Assistance
- Retail Trade
- Accommodation and Food Servicers
- Manufacturing

- Other Services, Except Public Administration
- Educational Services
- Mining
- Government
- Construction
- Professional Scientific, and Technical Services

The following table shows the prime knowledge, skills, and abilities employers most commonly require for the occupations in the above table.

Prime Knowledge	Prime Skills	Prime Abilities
Customer and Personal Service	Service Orientation	**Oral Expression**
Clerical	Writing, Reading, Math	**Written Expression**
Administration and Management	Critical Thinking	**Information Ordering**
Computers and Electronics	Speaking	**Inductive Reasoning**
English Language	**Persuasion**	**Oral Comprehension**

Existing In-Demand

The following are the top ten existing in-demand occupations projected to experience growth in 2014-2024.

- Air transportation
- Wood product manufacturing
- Leather and allied product manufacturing
- Water transportation
- Couriers and messengers
- Retailers (not in stores)
- Management of companies and enterprises
- Forestry and logging
- Securities, commodity contracts, investments

The following table shows the prime knowledge, skills, and abilities employers most commonly require for the occupations in the above table.

Prime Knowledge Areas	Prime Skills	Prime Abilities
English Language	Active Listening	**Oral Comprehension**
Customer & Personal Service	Reading Comprehension	**Oral Expression**
Administration & Management	Speaking	**Written Comprehension**
Economics & Accounting	Critical Thinking	**Problem Sensitivity**
Mathematics	**Judgment & Decision Making**	**Deductive Reasoning**

Largest Projected Employment

The following are the top ten occupations projected to experience the largest growth in employment of new staff in 2016-2024.

- Office and Administrative Support
- Sales and Related

- Food Preparation and Serving
- Transportation and Material Moving
- Healthcare Practitioners and Technical
- Construction and Extraction
- Production
- Education, Training, and Library
- Management
- Installation, Maintenance, and Repair

The following table shows the prime knowledge, skills, and abilities employers most commonly require for the occupations in the above table.

Prime Knowledge	Prime Skills	Prime Abilities
Administration and Management	Writing	**Written Expression**
Computers and Electronics	Critical Thinking	**Information Ordering**
Clerical	Speaking	**Oral Expression**
English Language	Complex Problem Solving	**Oral Comprehension**
Customer and Personal Service	**Negotiation**	**Written Comprehension**

10. How well do the existing skills of job seekers match the demands of local business?

There's a gap between employer's expectations and what employees possesses. Understanding and meeting the skill requirements of employed is a challenge. For an economy to advance it needs human talent is needed. Region 4 continues to rapidly expand and seek diversity into a broader spread of sectors, has become pressing due to a lack of enough talent with the necessary skills. Today, individuals need not only the technical skills to perform specific tasks they also essentially need to have the employability skills set such as: aptitude, communication, attitude, problem-solving and teamwork etc. The skills gap is a universal problem that impacts nearly every industry, job, and employer. Such an imbalance can be crippling to economic progress; it puts strain on governments, and leaves millions unemployed.

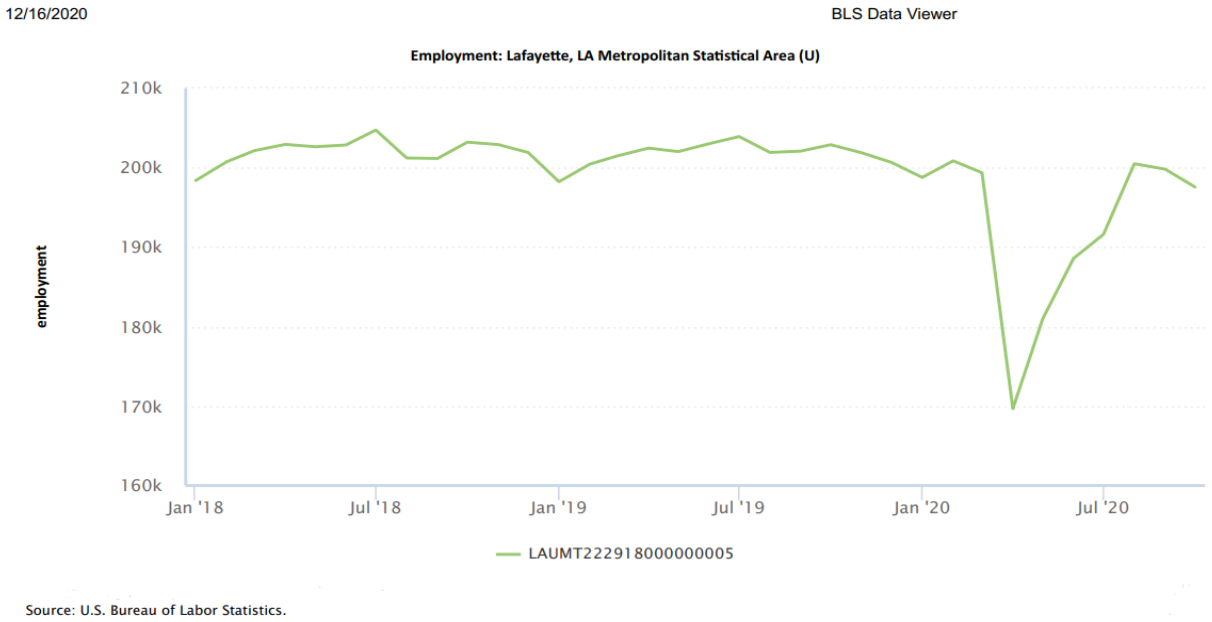
C. Regional workforce considering current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

11. How is the region changing in terms of demographics, labor supply and occupational demand?

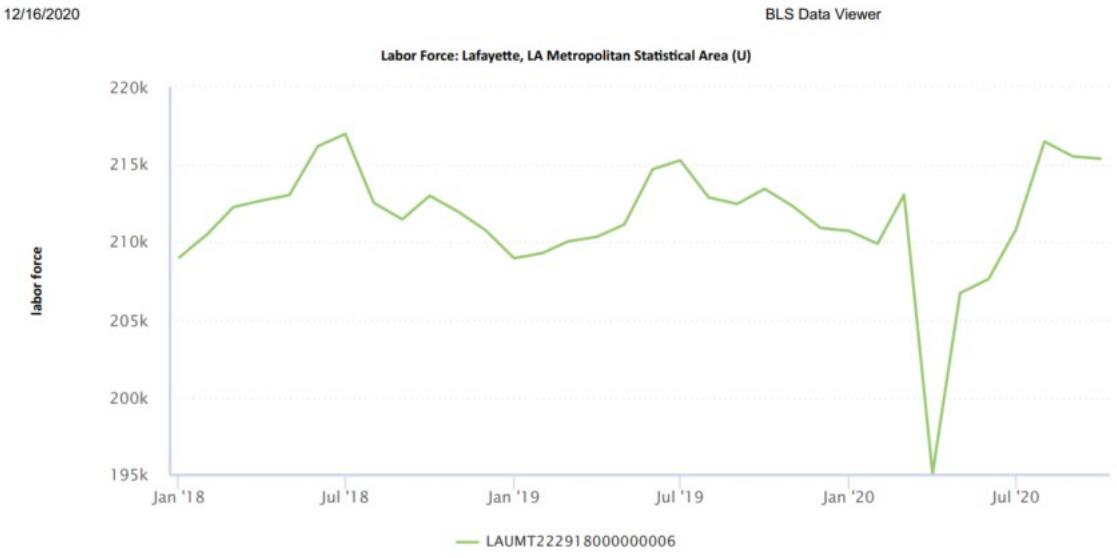
The Acadiana Region's population has decreased approximately 2.4% over the last 4 years. The urban core of Lafayette experienced the most population growth.

The COVID-19 pandemic triggered an economic recession from February to April 2020, which led to substantial and immediate declines in output and employment. Because 2020 serves as the base year for the 2020–30 projections, these recession impacts translate to lower base-year values than seen in recent projections and, therefore, higher projected

employment growth. Citizens are moving from rural areas to the more urban area of the region. The decrease in the region represents the rural areas.



Source: U.S. Bureau of Labor Statistics.



Source: U.S. Bureau of Labor Statistics.

12. What special populations exist in the region, what is their magnitude and what are the policy and service implications to meet the needs of these individuals?

- Persons with disabilities is a segment of the population which does have some barriers to employment that our region's community partners come together annually to host a special job fair (Acadiana Diversity Job Fair) which provides

additional support services aiding this population who are seeking to enter or advance into the workforce.

- Persons who were formerly incarcerated is another group that our region works through several initiatives to connect formerly incarcerated persons (FIP) to employment opportunities through area re-entry coalitions, special resource and career events, and information about area employers who consider hiring formerly incarcerated persons being shared with counselors of re-entry programs, probation and parole, corrections officers, drug court counselors, etc.
- Persons with other barriers to employment such as generational poverty, lack of transportation, lack of childcare, receiving public assistance, etc. are primarily served through coordinated efforts of state, federal, and non-profit programs including WIOA, DCFS – STEP, United Way, Goodwill, etc. Recent roll-out of the Unit Us platform allows this network of service providers to coordinate service provided to this population among all organizations.
- Region 4's goal is to build valuable life skills and prepare offenders for Re-Entry into society while maintaining safety and security. Business-driven career, education, training, and supportive services are provided. Customers being served are (1) businesses /employers, (2) Disabled, (3) incarcerated offenders / returning citizens, and (4) low income. Workforce professionals meet routinely with all four types of customers to ensure that focus and programs are customer driven.

Veterans

Veterans receive priority service in the AWS workforce centers and in all programs and offerings. Working closely with community partners such as the Louisiana Veteran's Commission, AWS maximizes opportunities for the successful transition of veterans into civilian jobs. Workforce centers have signs posted to ensure veterans know they are a priority to workforce center staff and make a special effort to identify them immediately upon entrance to an office. In partnership with the Louisiana Veterans Commission individuals seeking services are screened to determine if they are eligible veterans entitled to intensive services. Our four-year plan includes the launch of the Red, White and Blue Career Fair in 2021. This job fair connects veterans, their spouses to area employers who value those who have the skills, leadership capabilities, dedication and the team spirit needed to make and employer's business strong and successful.

People with Disabilities

One of the strategic goals for AWS is to ensure that workforce center support of people with disabilities and other barriers is highly visible. AWS is committed to providing equal opportunity and access to services to persons with disabilities. To ensure these standards are met, policy education and monitoring are conducted on a regular basis to ensure a culture-based respect and equal access throughout the region. Business Service staff work to develop meaningful relationships with employers that raise awareness of the full range of opportunities available to them including hiring workers with disabilities and other barriers to employment.

AWS is taking steps to foster a broad ecosystem of technology that improves accessibility to workforce services for persons with disabilities and others through the development of the Alliance Workgroup. This group of diverse leaders and center staff will be organized in 2021 to make recommendations to develop, implement, and evaluate technology for newly proposed services targeting individuals with disabilities and veterans with limited access to services

Partnerships with experts in the field of Vocational Rehabilitation is key in successfully serving people with disabilities. Another goal is to expand connections with vocational rehabilitation services to facilitate the leveraging of resources and expand services to individuals with disabilities.

Adult Education and Literacy (AEL)

Integration of adult basic education with the service delivery system established under WIA is vital to the deployment of WIOA. AWS engages and supports AEL grant recipients in activities that promote student success and position them for higher wage jobs and higher education goals.

Foster Youth

AWS has identified foster youth as one of its priority customers and will place special emphasis on serving them starting in 2021. Foster care is a temporary living situation for children whose parents cannot take care of them. While in care, children may live with relatives, with foster families or in group facilities. Workforce centers will strive to connect with child welfare services to identify foster youth who are aging out of foster care and need assistance with entering the workplace. The goal is to ensure they have priority training, program services, support services, and job-readiness classes needed to help them effectively navigate through life challenges and the customized services needed to get them to the next solid step in their career pathway while overcoming traumatic personal barriers in their life.

Formerly Incarcerated

A chief goal is to develop strategies and partnerships that facilitate the implementation of successful programs at the state and local levels that will improve the workforce outcomes for this population. WIOA provides Boards an opportunity to improve public safety, grow the local economy through work-based reentry programs, and offer formerly incarcerated individuals the support they need to overcome employment barriers. According to the Prison Policy Initiative each year, at least 86,000 different people are booked into local jails in Louisiana. Today, Louisiana's incarceration rates stand out internationally. In 2019 Louisiana had an incarceration rate of 683 per 100,000 people (including prisons, jails, immigration detention, and juvenile justice facilities), meaning that it locks up a higher percentage of its people than many wealthy democracies do. Louisiana is ranked the highest incarceration rate in the nation with its long-held position for decades as "the world's prison capital".

In 2018, Oklahoma briefly unseated Louisiana, but this reversed in 2019. States like Louisiana, with incarceration rates even higher than the U.S. average at 698 per 100,000 people, not only experience loss of human resources and enormous family breakdown but rank as the worst economies, highest level of poverty, and lowest level of educated workforce. Improving reintegration back into the community and society is a vital role the centers will address. Collaborative relationships will be formed with community-based, faith-based, and businesses to address the unique needs and barriers of formerly incarcerated individuals. The approach is to partner with correction agencies and other entities that serve this population. Integrate employment and supportive services into existing programs throughout the region.

D. Describe the development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region. Plans must answer the following questions:

13. How will the workforce partners convene employers, foundations, and regional intuitions to help lead sector partnerships and make coordinated investments?

The Louisiana Workforce Development Area 40 is currently undergoing a significant strategic planning process to implement a comprehensive sector strategy that will provide a framework for business and job seeker services, align its programs and investments, develop community partnerships, and create a new board governance structure. Through research, data and labor market intelligence, LWD 40 has identified key sectors in the region that are critical to driving economic growth for businesses and job seekers.

14. Identify the established and active industry sector partnerships in the region.

These sectors, which represent a majority of our region's total economic output and employment include technology, healthcare and wholesale and manufacturing.

- Identify common issues, challenges and opportunities across individual employers;
- Collectively address the priority needs of industry;
- Communicate industry priorities to policy makers and workforce development partners, enabling them to design responsive solutions;
- Address current and emerging skill gaps, both short- and long-term;
- Provide a means to engage directly with industry across traditional boundaries;
- Better align programs, education/training curriculum and other resources serving employers and workers.

15. What other sector-based partnerships exist in the region? If any exist, are they business-led and what is their role in planning?

AWS is aligning resources, programs, investment, and initiatives around ~~these sectors~~ healthcare, manufacturing, and information technology to achieve a stronger return on investment for the community. We will build Industry Partnership groups around each of

these three key sectors, and this will become a critical part of our effective employer engagement.

AWS is committed to strengthening relationships within our business community so we can clearly understand current and projected labor demand, support sector-driven training models that lead directly to employment and invest in the development of our future workforce. For example, Region 4 also uses employer input to validate that these key industries and occupations are in demand in our region. As part of our sector strategy, employer feedback on these key occupations, skills and training that are in the highest demand, both boards convene a number of employer forums. These employer forums provide a professional meeting place to gather market intelligence so we can align our investments, initiatives, and programs where our region's businesses will see the highest return on investment. The Region 4 held the first business forum November 2020 and queried the attendees regarding their priorities for sector initiatives. The attendees were asked to prioritize the key workforce needs for the Acadiana region. The top four priorities related to sector strategies included:

- Recruiting qualified employees during the current pandemic.
- Effective communication with the workforce board and state on resources for businesses to thrive during the pandemic in the public workforce system
- Develop flexibility in the system regarding the innovative use of funding for customized training
- Implement apprenticeship programs

Through these methods, AWS will explore methods to increase the role of and value with sectors in the future. AWS will develop more in depth and strategic initiatives to address needs in areas that may include Agriculture, Health Care, and Technology. These region wide initiatives will support and complement specific individual areas. Region 4 is also pursuing other opportunities around specific areas of sector growth. workforce areas are in the beginning stages of formalizing a partnership with key sector businesses in each individual parish. The sectors identified above, through the engagement with employers, training providers, and other stakeholders will identify the critical knowledge, skills and abilities that are critical to the success of those key skill positions with an emphasis on credentials and customized training.

16. What other public-private partnerships exist in the region that could support sector strategies and what is their role in planning?

Analysis of Regional Workforce

Study of the Regional economic conditions and the workforce characteristics drive the vision, goals, tactics, and workforce development activities for AWS Regional Plan. Acadiana region is a group of communities with diverse people groups, local cultures, business sectors, and traditions.

- Population Gender – Informed data on gender, income levels, and age, helps better understand how to market, outreach, and connect with individuals. Overall adult females outnumbered males in most parishes. This aligns with the adult gender statistics across the country in 2018. Louisiana remains one of the nation's poorest states.
- Disability Status - It was reported in the 2019 American Community Survey 5-year estimates AWS area had an estimated 657,643 residents over the age of 18 with approximately or 88,704 or 13.49 percent with a disability
- Youth - Other age cohorts may be of special interest for summer youth programs. AWS has 42,671 persons' ages 16-21 representing 6.49 percent of the population.
- Veteran Status - According to the American Community Survey Population Projections Data Set, consistent with the national Census Population Estimates data, the area had 493,466 persons in the population age 18-64 years old in 2019. The 2019 American Community Survey reports that of that number, 4,771 or 6.3 percent responded as being a civilian veteran, with 323 or 00.07 percent responding as in active armed forces

Figure 10: Total Area Population and by Parish in Region IV 2020

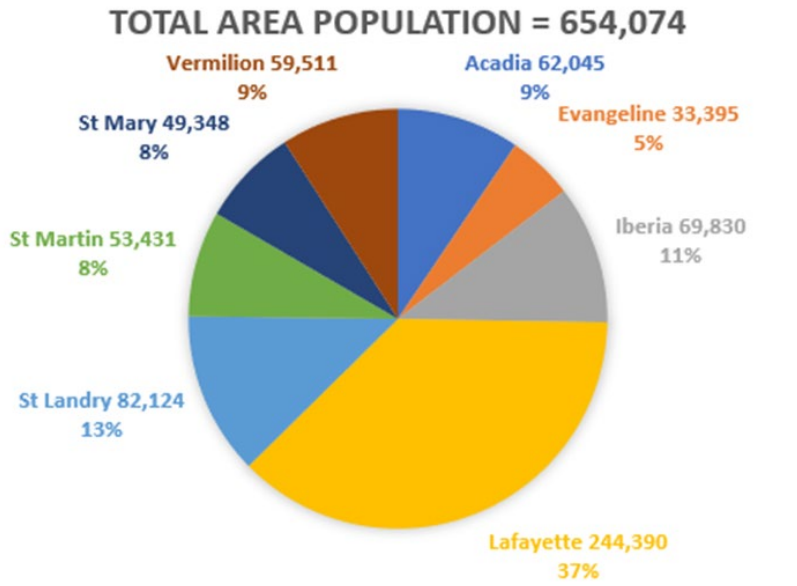


Figure 11: Gender, and Poverty Data by Parish in Region IV (2019)

	POPULATION	% MALE	% FEMALE	% BLACK	% HISPANIC	%WHITE	% OTHER	18 AND UNDER	% IN POVERTY
ACADIA	62,045	48.90%	51.10%	18.00%	2.80%	77.30%	1.90%	25.80%	20.30%
EVANGELINE	33,395	51.00%	49.00%	28.20%	4.00%	66.50%	1.30%	24.90%	28.60%
IBERIA	69,830	48.90%	51.10%	32.80%	4.30%	58.60%	4.30%	25.60%	21.90%
LAFAYETTE	244,390	48.60%	51.40%	26.90%	4.60%	65.20%	3.30%	23.60%	16.60%
ST LANDRY	82,124	48.20%	51.80%	41.50%	2.40%	54.50%	1.60%	26.50%	22.60%
ST MARTIN	53,431	49.10%	50.90%	30.00%	3.00%	64.70%	2.30%	23.90%	18.70%
ST MARY	49,348	49.30%	50.70%	31.90%	7.20%	56.10%	4.80%	23.90%	23.80%
VERMILION	59,511	48.30%	51.70%	14.30%	3.60%	78.40%	3.70%	25.20%	17.00%
REG 40 TOTALS	654,074	48.80%	51.70%	27.95%	3.99%	65.16%	2.90%	24.93%	21.19%

17. What neutral conveners with the capacity to help establish sector partnerships exist in the region and what is their role in planning?

A growing body of literature focusing on collaboration and partnership building amply describes the challenges of developing successful partnerships.

The power of a community-campus partnership can bring diverse groups of people together to identify new and better ways of thinking about building communities and strengthening education. These are also key principles that can encourage the institutionalization, growth, and sustainability of both the partnership and the service-learning curriculum. Service-learning provides an opportunity for community members to have a voice in how the next generation of students are trained and educated. Students can provide short-term benefits to community partners, in the form of their energy, ethnic or socioeconomic diversity, and fresh perspective.

In Region 4, some of the community partners that are neutral in implementing sector partnerships are:

- Workforce Development Board #40
- Lafayette Economic Development Authority (LEDA)
- Acadiana One
- All Chamber of Commerce in Region 4
- All parish school boards in Region 4
- St Landry Parish Economic Development
- University of Louisiana at Lafayette
- South Louisiana Community College
- Louisiana State University at Eunice
- Ochsner Health

PART B: OPERATIONAL ELEMENTS

Response to Local Workforce Development Board Planning Guidelines

CHAPTER 2: STRATEGIES FOR SERVICE INTEGRATION (REGIONAL

A. Provide an analysis of workforce development activities, including education and training, in the region. This analysis includes the strengths and weakness of workforce development activities and capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (§679.560(a)(4)). Plans must respond to the following:

18. Analyze the strengths and weaknesses of workforce development activities in the Region.

After consultation and collaboration with stakeholders, a consensus was formed that the current workforce system is structured to:

- Connect Region 4 to jobs and supportive services
- Support business retention, expansion, and employer services
- Improve integration of education and workforce data to produce high quality relevant labor market information
- Produce education and training opportunities that prepare Region 4 area for self-sustaining jobs and careers
- Provide skill upgrades for incumbent workers

From these discussions the following strengths and weaknesses face the Region 4 current workforce development activities

Region 4 Strengths are:

- AWS is taking steps to foster a broad ecosystem of technology that improves accessibility to workforce services for all participants.
- AWS is developing strategies to improve public safety and grow the local economy through work-based reentry programs and offer formerly incarcerated individuals the support they need to overcome employment barriers.
- Training for the Region is taking a higher priority as we continue to work with our employers on developing higher wage, higher demand jobs.
- Performance goals are a primary focus of the Region.
- South Louisiana Community College and Louisiana State University-Eunice are high quality providers that work collaboratively with Region 4.
- There are ongoing collaborative relationships with community-based, faith based, and businesses to address the mission of providing job seekers and employers with the necessary resources and tools to access opportunities that lead to a skilled and self-sufficient workforce.

Region 4 future strengths will include:

- Access to public officials, governing bodies, and other stakeholders
- Stronger collaborative relationships with local economic development agencies, chambers of commerce and local government
- Geographic expansion throughout the designated Workforce Development Area

- Consideration of diverse stakeholder perspectives
- Stronger community awareness of available programs and services
- Concerted efforts directed upon specialized populations
- A quality-focused service delivery system
- Partnership with local library districts, and other local partners to avoid additional infrastructure costs and provide more WIOA services to the community

Region 4 Weaknesses are:

- Participants seeking assistance are the hardest to serve and lack the skills to maintain employment.
- There is disconnect between the available labor pool and employer demand.
- Region 4 must provide a better linkage between in demand industries and employee referrals.
- Transportation continues to be a disadvantage, as majority of Region 4 is rural, lacking public transit options for participants.
- Region 4 also lacks funding for affordable childcare options.
- Limited resources and funding to adequately serve the potentially eligible population
- Coordination of resources and services could be improved
- Lack of integrated employment and training management information systems among WIOA core partners and TANF (including data sharing agreements)
- Opportunity to raise proficiency of workforce practitioners within the system
- Administrative redundancies from having multiple service providers

19. Analyze the capacity of the regional partners to provide workforce development activities to address the education and skills needs of the workforce including individuals with barriers to employment.

Region 4 believes a well-educated, highly skilled workforce is the most important ingredient to strengthen our local economy and ensure a high quality of life in our region. Education and training not only build a skilled workforce, but it also provides social, civic, and personal development and engagement. We want people to work, live and thrive in the Acadiana's region. Inequitable access to high-quality education contributes to achievement gaps across racial, ethnic, and economic lines and to the decline of student achievement across the U.S. compared to other industrialized nations. Creating skilled workers for an economy that is constantly changing will require strategic investments and better education and workforce development programs, which shall be coordinated and aligned with employers' needs.

While providing access to college is a high priority, through our research, most jobs in Region 4 will continue to require more than a high school diploma but less than a four-year degree, making education beyond high school increasingly essential. With labor shortages in critical industries like health care, manufacturing, technology and construction amongst

others, our community colleges, workforce board, and occupational training institutions must provide specialized workforce training. Although, the partnerships have been beneficial to this community.

As the economy and technology rapidly evolve, the need for more frequent retraining of employees and workers will increase. Many workers will need to learn new skills and match those skills to jobs. It is natural for individuals to have several different careers in their lives. Region 4 is committed to assisting individuals to explore the diverse career pathway opportunities available locally within the college system and within internal training programs with employers. With this commitment comes the need to address the immense complexity of the workforce development system. The system is often difficult for workers to navigate with its exponential number of programs, ever growing initiatives, and multiple funding sources. In 2018, Region 4 engaged the partners to design system efficiencies and streamline career-pathway intake, assessment, and onboarding processes to promote centered service delivery. There is common intake, mental health provision, food accessibility, common branding, and an overall shared mission and vision. Throughout 2020 and beyond, Region 4 will continue to lead the development to ensure continuous improvement with new partners and additional funding will be developed to continue to build on the system which commits to:

- Career Pathways through education with our training providers.
- Coordinate Education with Employers:
- Assess current efforts to build career pathways and streamline outreach, recruitment, and intake procedures to improve coordination and expand programs that are proven to be successful and in-demand by industry.

This includes:

- Engaging partners and stakeholders to analyze and better understand employer needs and projected job openings and job replacement efforts within multiple sectors.
- Utilize Data to Inform System Practices: Collect data from current workforce system and pilot projects to determine what is working and areas of improvement, with the goal of creating regional indicators of the talent market. Work with employers to understand the high-performing staff benchmarks that could be built in to existing and new training programs at the colleges or other training institutions. This would be known to employers as the creation of a regionally vetted talent pool.
- Continually Improve Workforce Services: Analyze funding streams across the board with WIOA and non-WIOA.
- WIOA partners to understand where inflexible funding streams are causing the most barriers to “true” partnership and an improvement of the workforce system. Utilize the information to create service flexibility to help ensure responsiveness to the needs of workers and employers equally in paying and assisting with career pathways development. This response includes the impact of the addition of innovative programs as well.

20. Analyze the capacity of the regional partners to provide activities to address the needs of employers.

Employer engagement has become a primary focal point of WIOA programming. Historically, business engagement has been funded primarily through WIOA Title I in AWS's region. The relationships cultivated with the business community were transactional in nature and often resulted in an outcome. Through business forums and surveys, AWS notice to satisfy the business need it had to promote a business-driven talent delivery system where talent development is driven by the demand and focused on industries offering the greatest opportunities for workers to earn family sustaining wages and advance in their careers.

In mid-2020, AWS chose to promote business engagement as our region's talent development and delivery system and moved business outreach and engagement in-house. Today, and over the course of the next four years, AWS will continue to fine-tune and perfect this model to meet business needs. With the increased youth awareness of training pathways and in-demand industry sectors' needs, Region 4 providers will align training pathways and work-based learning opportunities to create a robust workforce system that ensures jobseekers are able to get the jobs they want, and employers get the workers they need.

Connecting employers, jobseekers, and local training providers drives local workforce development programs ensuring that all participants are provided with opportunities to engage with employers of all sizes to discover career pathways, pursue training, and obtain placement in demand occupations. All local programs will be guided by business engagement, utilizing work-based learning opportunities to provide real-world work exposure to match the workforce of tomorrow with the employers of today. Employers will shape training program design, ensuring that crucial skills to successful employment are provided and instilled in all jobseekers who participate in local training programs.

Coordinate with Economic Development, AWS anticipates the need to grow and develop business relationships. Key partners in building these relationships are local chambers of commerce, economic development councils, industry associations, and public-private partnerships such as local ports. WIOA clearly demonstrates the importance of coordination between workforce development programs and economic development activities. The workforce system provides the job candidates and training resources that drive the local economy. By working with local economic development councils and other business serving organizations, AWS can better project training needs and provide a workforce that strengthens business recruitment and retention in the local area. Due to workforce development programs' ability to train and shape the workforce, partnership with economic development becomes paramount. Workforce development programs drive the region's economy by creating a workforce that increases business interest in the region. AWS will expand and sustain current relationships with economic development agencies under WIOA services to create a region with talent and prosperity for all.

21. How well do existing training programs in the region and local areas prepare job seekers to enter and retain employment with regional business?

Training for the Region is taking a higher priority as we continue to work with our employers on developing higher wage, higher demand jobs. Training programs that cover the spectrum of learning continue to develop in the Region through collaboration efforts of Goodwill Industries, Adult Education and Career Tech Education programs, and our post-secondary colleges, universities, and short-term training providers. Local Workforce Development Area #40 has developed a strong working relationship with employers in multiple industries that have generated a number of work-based learning opportunities which has built a strong foundation for a continued pipeline of skilled workers for our business community.

22. Summarize the commitments of each program partner to implement the selected strategies described in the "Action Plan for Improving Service integration in the Region."

Each program partner through a Memorandum of Understanding (MOU), has committed to the Integration of selected strategies by:

- Commitment to cross-train staff to provide quality services
- Commitment to promote effective communication, information sharing, and collaboration in the Job Center
- Commitment to engage in joint planning, policy development, and system design processes
- Commitment to the joint mission, vision, goals, strategies, and performance measures
- Commitment to engage in the design and use of common intake assessment, referral, and case management processes
- Commitment to use common and/or linked data management systems, and data sharing methods, as appropriate
- Commitment to leverage resources
- Commitment to participate in continuous improvement process designed to boost outcomes, and increase customer satisfaction
- Commitment to participate in regularly scheduled Partner meeting to exchange information in support of the above and encourage program, and staff integration

Wagner-Peyser Act Employment Service (WIOA Title III)

Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

The services offered to employers, in addition to referral of job seekers to available job

openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.

Adult Education connects into the One- Stop system through the intake and assessment process to identify adults with limited basic skills, and then to use innovative instructional models as necessary to prepare adult learners for postsecondary education within the on text of serving learners at the lowest skill levels.

Throughout Region IV, Adult Education has various sites to accommodate those who are in need of obtaining their High School Equivalency (HSE). The following services are offered to customers by Adult Education providers:

- Concurrent enrollment in adult education and Career Technical Education courses from career pathways identified as in-demand occupations.
- Preparation for HSE testing and college placement testing.
- Upgrade job skills including critical thinking, locating information, digital literacy, time management, and interpersonal relationships.
- Develop family literacy skills in the following subjects: reading, math, writing, social studies, and science so students can assist their children with homework, become engaged in the community and transition to better employment opportunities.

LRS works cooperatively with businesses and other community resources to provide an individualized plan of Rehab services tailored to their individual needs and can include:

- Vocational Guidance and Career Counseling
- Physical or Mental Restoration
- College or Technical School Training
- Assistive Technology Devices and Services
- Occupational Tools and Equipment
- Supported Employment Services
- Work Readiness Training
- On-the-Job Training
- Individualized Job Development and Placement

Louisiana Rehabilitation Services is actively represented on the Local Workforce Development Board along with the American Job Centers in Region 4 to expand our employer network. LRS has a number of network placement and support providers who know local employers and their staffing needs. They develop new employer relationships and are available to provide direct on-the-job support. The Lafayette Region (Region IV) office has a Rehabilitation Employment Development Specialists (REDS) that provides job development and placement assistance to consumers which may include direct job placement, job shadowing, work-based experience, on-the-job training, or customized solutions. The Louisiana Rehabilitation Services office in Region IV has participated in

community projects along with the Local Workforce Development Board in the region to partner with other community resources, such as Lafayette Economic Development Authority (LEDA) to participate in local events such as job fairs targeting local industry needs, diversity job fairs, employer seminars monthly, business services meetings, and agency resources fairs for students with disabilities.

The Veteran's Employment and Training Services have staff housed in the Business and Career Solutions Centers that communicate regularly with employers, particularly Federal Contractors, labor unions and service organizations to emphasize the unique qualities that veterans bring to the workforce and operate under two programs: Disabled Veterans Outreach Specialist and Local Veterans Employment Representative.

The DVOP Specialist carries out intensive services and case management to meet the employment needs of eligible veterans with the following priority in the provisions of services:

(A) Special Disabled Veterans
(B) Other Disabled Veterans
(C) Other eligible veterans who have Significant Barriers to Employment (SBE), taking into account applicable rates of unemployment and the employment emphases set forth in chapter 42 US Title 38 USC.

B. Describe how transportation and other supportive services are coordinated within the region. Plans must respond to the following questions:

23. What regional organizations currently provide or could provide supportive services?

i. **Louisiana Rehabilitation Services (LRS)**
Staff provide a variety of individualized services to people with disabilities. Services include counseling and guidance, training, maintenance and transportation, transition services from school to work, personal care assistance, technology services, job placement, post-employment services, supported employment, and independent living services for those customers with disabilities.

ii. **Department of Children and Family Services (DCFS)**
DCFS offers workforce development and employment programs. These programs help participants reach goals by providing transportation, childcare assistance, education, job training, employment activities, and other support services

iii. **Community Service Block Grant Program (CSBG)**
This program aims to combat poverty within communities by removing the barriers to self-sufficiency clients may encounter. Applicants meeting the income requirements may be eligible fora variety of services. Allowable services range from "safety net" emergency services through job development, adult education, and self-sufficiency programs.

24. What policies and procedure will be established to promote coordination of supportive services delivery?

Local Workforce Area #40
Supportive Service Policy 13-1: Attachment #1
Supportive services are defined as those services provided either directly to, or on behalf of, jobseekers that are necessary to reduce or eradicate barriers to obtaining or retaining employment. Supportive services should be viewed individually and creatively to enable customers to participate in education and training activities identified in his/her employment plan. The justification for providing supportive services shall be well documented in the customers' career plan. Supportive services expenditures should be based on careful consideration of the parishes funding limitations and the availability of other community resources, to leverage limited program resources to the greatest extent possible. The purpose of this revision is to include other allowable supportive services.

We will expand our policies to include:

Child/Dependent Care- The policy will Ensure WIOA Title I funds do not duplicate childcare assistance available from another source, participants are encouraged to take advantage of financial literacy services to assist them with an on-going plan to pay for their dependent care expenses and the dependent care service is only allowed while participant is completing activities outlined in the Employment Plan. If a dependent care provider will not accept a part time or hourly rate, therefore a full-time rate is paid, the participant is responsible for paying for the remaining hours of care above and beyond the time spent working towards the goals and objectives identified in the Employment Plan. Local Workforce Area #40 will establish more specific when utilizing this service.

C. Describe the coordination of services with regional economic development services and WIOA service providers. Plans must answer the following questions:

25. What economic development organizations, WIOA service providers or businesses are actively engaged in regional planning?

Economic development agencies, such as Lafayette Economic Development actively engaged in Region 4's planning. The region also worked to align the regional plan in coordination of services and guidance provided by secondary education providers, South Louisiana Community College and Louisiana State University-Eunice. Lastly, Region 4 also collaborated with parish government agencies, Department of Children and Family Services (DCFS), WIOA service provider, Eckerd Connects, as well as the adult education organization, Volunteer Instructors Teaching Adults (VITA).

26. What economic development organizations, WIOA service providers or businesses were invited to participate but declined?

The initial forum was held for all of Region 4 in 2020 and while not all organizations invited were in attendance, none declined participation.

CHAPTER 3: OPERATING SYSTEMS AND STRATEGIES (REGIONAL)

27. Describe the local strategic vision to support state and regional economic growth.

The vision for WIOA is "to increase access and opportunities to employment, education, training, and support services to employment. WIOA aims to promote stronger alignment of workforce, education, vocational rehabilitation, and other human services systems in order to improve the structure and delivery of services to individuals.

LWDB40 is "the driving force within our eight-parish area by providing a qualified workforce and promoting economic growth through skills development and upgrading to meet industry demand. LWDB #40 supports an integrated system approach to addressing workforce development challenges. In order to address the challenges within our region, we have established a partnership of local community organizations, employers, and agencies to collaborate and be a vital part of the integrated system that delivers services effectively and efficiently. As the convener of stakeholder, LWDB #40 is fully committed to lead efforts to ensure such collaboration exist and strategically approach the workforce and industry needs by collectively creating solutions.

Building a strong consociate network is necessary to maximize local recruitment and is the foundation of effective service delivery. As a current provider of services in Acadiana, South Louisiana College and Eckerd Youth Alternatives Inc. will maximize current relationships and expand our resource network to ensure interested job seekers and priority populations are aware of the WIOA program, understand available services, and have multiple access points to facilitate enrollment.

28. Describe the local goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment) and goals relating to the performance accountability measures based on performance indicators.

Goal 1: Maximize equitable access to workforce development services through a seamless, coordinated delivery system that provides a quality, consistent experience for any jobseeker or Louisiana employer.

Goal 2: Connect individuals to the training and support they need to enter an occupation and progress on career pathways resulting in a livable wage.

Goal 3: Strengthen the Louisiana economy by working with state and private partners to make data driven changes that increase the number of women and other underrepresented populations employed in the skilled trades, STEM fields, advanced manufacturing, and other Louisiana priority sectors.

Goal 4: Ensure all students who graduate from high school are able to pursue and complete postsecondary education, training, apprenticeships, or career opportunities, with the education and skills necessary to keep Vermonters competitive in the economic

sectors critical to the Louisiana economy.

Goal 5: Align the workforce development system to the needs of employers, as well as job seekers, through systematic and ongoing engagement and partnership.

A. Provide a description of the regional and local strategies that will achieve the vision and principles. This must include a description of the strategies and services that will be used in the local areas:

29. To facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

A dedicated Business Development Unit (BDU) employs five Business Development Liaisons (BDLs). The BDLs provide outreach to economic developers, employers, chambers, and industry sector groups to identify businesses needs and work with Eckerd's to develop customized service options addressing specific business needs.

30. To support a local workforce development system that meets the needs of businesses in the local area.

To determine the needs of employers in each parish, the WIB#40 Business Relations Team will conduct parish-specific business forums. Each forum will be hosted in conjunction with the Parish President, Chamber President, and Economic Development President, and will consist of parish business owners and leaders. The purpose of these forums is to identity the needs of businesses in the community, then match those needs to available resources the State has to offer. AWS will then help businesses in the Acadiana region have access to job seekers with a variety of experience, education, and skill levels. AWS provides a range of support tools that help employers access skilled and productive employees. Universal services provided through the BSUs include applicant recruitment, screening, referral, listing job orders through HIRE, On the Job Training (OJT), assistance with job fairs, access to labor market information, basic employment skills training, information on Work Opportunity Tax Credit, Rapid Response services, and other programs that benefit both job seekers and employers. In addition, customized training will be created through partnerships with local employers.

31. To better coordinate workforce development programs and economic development.

AWS understands that linkages with economic development is where labor supply meets labor demand. Recognizing that developing strategies to ensure job seekers are equipped with the skills local employers need, and that those strategies must be aligned with local economic development organizations and responsive to the impact of the coronavirus pandemic. The primary objective is to use WIOA and other resources to develop, implement, and refine workforce programs and services in partnership, collaboration, and/or via strategic alliances with a network of businesses and other organizations. The team engages in activities that support understanding the evolving economy, impact of the

coronavirus pandemic on employers, identifying where job growth will occur and developing a well-trained and educated workforce to meet the need.

32. To strengthen linkages between the one-stop delivery system and unemployment insurance programs.

AWS links services at the workforce centers to services for Unemployment Insurance claims through a variety of access points. In the event of a major layoff, Rapid Response services may be coordinated with the affected employer to provide services to dislocated workers at the worksite, local center, or a remote site. In the event of a business closure or reduction in force, in 2021 a Mobile Workforce Unit is planned for use on-site throughout communities to provide immediate access to online work registration. Individuals may also initiate contact by visiting or calling into the local workforce center. From the moment that a person becomes unemployed, the local workforce center is often the first stop for services. The workforce center maintains open access to all customers who may need to file for benefits. Workforce staff are available to assist individuals to access services through the Louisiana Workforce Commission's website.

AWS outreaches those claimants most likely to exhaust their benefits and connects them with reemployment services at the workforce center to help them find new employment as quickly as possible. Claimants receive an orientation and assistance developing an Individualized Employment Plan and are offered other staff-assisted services at the Workforce Center.

Process mapping will continue to be used, as needed, to identify the services provided by the partners, therefore eliminating any overlapping services. The continual goal is to streamline the delivery of services for customers. Partner staff will continue to be immediately accessible to client's as they enter the One Stop and have their needs met with any onsite partner and through the direct linkage system. Work search services will continue to be offered to this population which is designed to assist job seekers to return to the workforce as quickly as possible. WP/ES offers work search assistance via one-on-one services or workshops and events. One-Stop staff collaboratively develops and maintains connections with partner and community organizations. These connections are essential when a barrier to employment has been identified. WP/ES staff focuses on job seekers who are receiving unemployment insurance benefits to encourage economic growth and stability.

33. To promote entrepreneurial skills training and microenterprise services

AWS is considering promoting entrepreneurial skills training and microenterprise services, to include:

- Perform an inventory of potential partners and available resources and services for entrepreneurs and microenterprises such as university and community college programs, economic development entities, and Small Business Development Centers (SBDC).
- Build relationships with potential partners to develop referral networks and promote existing resources and services.

- Leverage resources to promote opportunities for individuals to become self-employed or create companies that provide employment opportunities for others.
- Host virtual workshops taught by local providers focused on best practices on entrepreneurship and microenterprises.

34. To implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.

The Workforce Board partners with community colleges and training providers to improve access to activities leading to recognized postsecondary credentials. The focus of AWS career pathways development strategy is on the attainment of industry recognized certifications, and portable and stackable credentials focused on identified targeted jobs. AWS is actively involved with the education community and eligible training providers in the development of workforce investment activities. Strategic plans include:

- Continue to engage employers in sector strategies to develop specific career pathways and identify credentials relevant to specific industries.
- Leverage funding by co-enrolling individuals that are eligible for both WIOA Youth and Adult programs to support training and career pathways.
- Continue development of AWS long term relationships with career and technical education institutions that are Eligible Training Providers.
- Seek out stakeholders interested in creating apprenticeship programs.
- Create and implement relationships with CBOs, city/state, and partner agencies to provide exposure for youth to employment, training programs, and career pathways.
- Pair the attainment of postsecondary credits with work-based learning opportunities such as on-the-job training and internships, workplace tours.
- Provide information and resources to educators through strategies such as lectures from subject matter experts, forums focused on sector industries.
- Coordinating Programs and Services for Target Populations.

Coordination with Secondary and Post-Secondary Education Programs

AWS has committed to working with secondary and post-secondary education programs throughout the region. The primary goals are to:

- Establish career pathways as a model and driver for increased collaboration between education and workforce development programs.
- Increase completion of education and workforce credentials valued by economic development and employers through career pathways and workforce development programs.
- Expand the pipeline of workers for key industry sectors through career pathway systems.

AWS will work with core programs to continually expand partnerships with school districts in the eight-parish workforce area adding additional community /junior colleges, and four (4) year universities to maximize available services and increase diversity.

The partners will continue to examine possible regional career pathways. This helps identify opportunities for expansion and access to existing career pathways as well as acknowledge unmet skill needs of employers that may be addressed through the development of new career pathway programs or modification of existing pathways.

35. Describe regional strategies that will increase apprenticeship and other work-based learning opportunities.

Registered apprenticeship is an industry-driven program. The program allows individuals to train in a trade or profession through on-the-job enabling them to gain a license to practice in a regulated profession by working under a certified expert. Region IV will coordinate with LWC's Apprenticeship Eligible Training Providers List to solicit interested employers. Also, through the use of our Business Service and Community Engagement Teams we will attempt to create internships with new employers. Through the efforts of our local community college and the Master's Guild of Acadiana have developed internship, apprenticeships, and job opportunities with the carpentry industry.

We will offer flexible training and education opportunities that are aligned to business needs including the development of career pathways and apprenticeship for all populations including youth and persons with disabilities to prepare them for employment. Additionally, we will continue to advance apprenticeship as a workforce strategy.

36. Describe initiatives to shorten the time from credential to employment and address how the area will work with the education system to begin putting training opportunities in place to meet this strategy.

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AWS will work with core programs to continually expand partnerships with school districts in the eight-parish workforce area adding additional community /junior colleges, and four (4) year universities to maximize available services and increase diversity.

Businesses in virtually every industry are struggling to find workers who have the academic, technical, and professional skills to consistently excel and succeed in the workplace. The WFDB along with the Business Service Strategist through business forums, industry partners, etc. validates the need of an industry specific credential in their respective career fields to ensure that students are earning credentials that are valued by Louisiana employers and are tied to short-term in-demand jobs and critical jobs. Examples of such initiatives are Lineman, and EMT credentials.

B. Describe the steps that will be taken to support the state's efforts to align and integrate education, workforce and economic development including:

37. Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its regions.

The region will foster the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors through the following efforts: we will work with our economic development partners within our region to identify existing partnerships and initiatives and will identify local employers willing to provide expertise to our sector initiatives. In addition, we will work with community partners to organize and or expand work within existing partnerships or create new partnerships.

38. Expanding career pathway opportunities through more accelerated and work-based training and align and integrate programs of study leading to industry-recognized credentials and improved employment and earnings.

Local Workforce Development Area #40 will continue to partner with educational institutions, both secondary and post-secondary as the career pathways model is emerging as an ever more important strategic focus- As workforce development partners, we are expected to bring industry needs and projections to educational advisors as they assist individuals with planning their future. The Jump Start Initiative has led to the partnership between education and industry to ensure the demands are being met by producing the qualified workforce needed. Jump Start allows students to graduate high school with industry-based certifications.

Representatives from the Local Workforce Development Area #40 are highly engaged and active members of committees that provide guidance and industry demand information to the school system.

Due to the ordered school-building closure, secondary and post-secondary schools' industry-recognized credential programs have implemented remote learning. However, many industry-recognized credential preparation programs require hands-on lab instruction that cannot be duplicated through remote learning in a manner that mirrors in-person instructions. Additionally, in some cases job placement, lab or experiential learning hours are a requirement for earning an industry-recognized credential.

Through collaboration with our educational partners and employers, students based on classification, who are in the process of earning their credentials, maybe accelerated into an early qualifying/accreditation program, allowing them to meet employment demands. Therefore, industry partners play an integral role in how this will be formed and validated.

39. Expanding career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and expansion of bridge programs.

Facilitating Access to Services

The AWS Workforce Development Area covers more than 6,000 square miles. Budget restraints require alternatives to brick-and-mortar workforce centers to adequately serve the region during the COVID-19 pandemic. Through technology and partnerships, AWS plan includes focusing on ways for the community to have access to workforce services not otherwise available to persons in remote areas.

The plan for a handicapped accessible Mobile Workforce Unit (MWU) will be a moving extension of an operating Workforce Center, aiding AWS to bring direct services to customers in areas where there is no traditional workforce center presence, limited or no transportation to centers, or barriers created by the pandemic such as access to technology or Internet. The schematic of the proposed mobile unit includes access to high-speed internet and 5 - 7 computer workstations that job seeker customers may search for jobs, improve their resumes, and receive training wherever needed. Employer customers may have access to a mobile human resources office, and communities may provide veterans and dislocated workers immediate access to re- employment resources.

Acadiana Workforce Solutions (AWS) is dedicated to using technology to increase access to services for underserved populations and individuals residing in rural areas. AWS is currently working on a strategy to convene partner agencies to include partnerships with local government, educators, economic developers, and other community partners in a consortium to develop a four-year plan to address potential barriers that may restrict or diminish access to services.

Compliance with Physical and Programmatic Accessibility

AWS has issued Policy and Standard Operating Procedures to ensure the individuals with a disability receive reasonable accommodation and universal access to services.

Annual review of all Workforce Center facilities is conducted using LWC's ADA Monitoring Checklist for job centers and state facilities. Any deficits in compliance are reported to the Executive Director in an Internal Monitoring Memo, budgeted as feasible, and tracked through remedy by the Program Managers.

Annual review of WIOA includes:

- Review of notices in files, publications, workforce center postings, and electronic media.
- Review of data regarding services received by persons with disability.
- Situational testing of Workforce Center staff's ability to apply expected procedures/protocols correctly to serve individuals with disability.
- Testing of adaptive equipment and staff knowledge of availability and use of such equipment.
- Review of complaints, formal and informal, regarding alleged non-compliance with 29 CFR 38.
- Review of EO Officer training, reporting structure, and policy review.

Deficits in workforce center staff training and support for addressing the needs of individuals with disability are addressed as findings in monitoring reports received by the Board and are followed through resolution which includes tracking service provider procedures and staff training.

40. Expanding information for employers and job seekers to access services to support the alignment and integration of economic development, workforce development and education initiatives for supporting sector partnerships and career pathways.

Career pathways are an important component of developing a successful workforce, though not without its challenges. When individuals are focused on getting a job because they are unemployed or underemployed, they are less interested and motivated in developing a personal career pathway. Workforce is providing marketing and outreach to communicate the skills required to meet the high wage, high demand jobs. LWDA #40 is highly engaged in activities that promote the awareness of the needs of employers that lead to feeding the pipeline that meets the needs of employers in our region. Activities that we are currently engaged in, but not limited to:

- Working with the local healthcare industries to develop an occupation specific, customized training program to expand career pathway opportunities which will foster a shorten timeframe from credential to employment.
- Career Connection is an annual event that is held at the Cajundome Convention Center for 10th grade students as an opportunity to explore the many occupations and careers in Region IV. Businesses from every industry are invited to share their knowledge and experience with the students. Interactive, hands-on displays are encouraged as well as literature describing the various careers available. Additionally, Career Connections features a Reality Store which is an exhibit area where students select a home, transportation, and other needs for daily living. The costs of food, financing, utilities, medical care, child-care, and insurance are explored. Students begin to become aware of the realities of living expense and the link between the choices they make regarding education, vocational and career decision. The 2020 event featured 90 exhibitor booths and attracted over 4500 high school students from four (4) parishes (Iberia, Lafayette, St. Martin, and Vermilion) including public, private, and home-schooled students. Exhibitors are asked to make their booths interactive and often features simulations, interactive games, or industry equipment. However, due to COVID-19 and protocols in place, Career Connection will be postponed until 2022.
- The Jump Start Initiative has led to the partnership between education and industry to ensure the demands are being met by producing the qualified workforce needed. Jump Start allows students to graduate high school with industry- based certifications. Representatives from the Local Workforce Development Area #40 are highly engaged and active members of committees that provide guidance and industry demand information to the school system.

CHAPTER 4: OPERATING SYSTEMS AND STRATEGIES (LOCAL)

A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan and include the following statements in this chapter:

41. The Local Workforce Development Area 40 Memorandum of Understanding provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). The Memorandum of Understanding and any subsequent modifications is incorporated into this plan.

The Local Workforce Development Area #40's Memorandum of understanding describes a collaborative service delivery system to the Acadiana Workforce Career Centers. It requires that all partners work together to better serve job seekers and customers in integrated service delivery strategies.

The collaborations of partners have been accomplished by routine meetings and convenings the partners to assist with sharing information, cooperative efforts with employers, and common staff training, among other collaborative benefits.

Local Workforce Development Board 40, along with the Chief Elected Official, have designated the One-Stop Operator responsible for facilitating integration efforts and convening all required partners in the one-stop system. The core partners of the local area's core services will be actively engaged partners in the one-stop centers. The core partners will meet routinely to solidify working relationships, partnerships, and align services and explore opportunities to leverage resources to best support clients.

42. The Local Workforce Development Area 40 Service Integration Action Plan provides a description of how local workforce partners will align and coordinate services as required by the State of Louisiana Integrated Service Delivery Policy (OWD 2-23.1). The Service Integration Action Plan and any subsequent modifications is incorporated by reference into this plan.

According to OWD 2-23.1, the required local workforce partners will align services by relationship building and outreach as a top method of communicating services beyond the American Job Center's physical and virtual locations. The Service Integration Action Plan primary activities will include:

- Required Partners: Front-line supervisors or managers from each core and partner program meet bi-weekly to discuss individual program updates, areas of common need, and strategies to align and/or integrate service delivery.
- Business services representatives from all core and partner programs convene monthly to discuss business needs, employer services, and opportunities to align and/or integrate service delivery.
- All-Staff Meetings: Meetings for all staff who are part of the core and partner programs will be convened regularly to provide and/or receive workforce system updates, participate in shared training, and more.
- Planner Meetings: Career planners from core and partner programs will be convened at least annually to participate in program updates, shared learning, and discuss co-enrollment and areas for alignment.
- All required partners services in the Acadiana Career Centers will provide services on- site at American Job Center locations through service referrals and/or through information provided by trained staff

The plan will also address service delivery within a Pandemic Phase. Local Workforce Development Area, along with its partners, will maintain collaborative service by:

- On-going Communication will be performed via email and/or text
- Service delivery will include Video conferencing
- LWDA #40 conjunction with its partners, will maintain a web presence
- LWDA #40 will engage in podcasts to provide information on innovation and programming to employers and stakeholders near and far.

B. Provide information regarding the use of technology in the one-stop delivery system,

including a description of:

43. How the workforce centers are implementing and transitioning to an integrated, technology- enabled intake and case management information system for programs carried out under WIOA (§ 679.560(b)(20)).

Region 4 covers more than 6,000 square miles. Through technology and partnerships, our region's plan includes focusing on ways for the community to have access to workforce services not otherwise available to persons in remote areas. AWS will create an intake application on our website and clients will be referred to the correct partner pending the response. AWS will update all service delivery policies to ensure clients are being serviced via all technology platforms. The intake application and policies will be implemented during PY 22.

44. How the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means (§ 679.560(b)(5)(ii)).

AWS is dedicated to using technology to increase access to services for underserved populations and individuals residing in rural areas. AWS is currently working on a strategy to convene partner agencies to include partnerships with local government, educators, economic developers, and other community partners in a consortium to develop a four-year plan to address potential barriers that may restrict or diminish access to services.

LWDA 40 will strive to utilize several virtual platforms, documents, etc. to serve our participants so that there is not any disruption of services. The following platforms will be utilized to deliver WIOA services if the job center ever need to go completely virtual:

HIRE System

Through the HIRE System, the Louisiana Workforce Commission has made technology possible to deliver one stop system services to all customers. Each Acadiana Workforce Solutions Center has user friendly computers which allows for self-registration and serves as the foundation for WIOA information and programs. Due to successful collaboration, Wagner-Peyser staff and the Acadiana Workforce Solutions Center, staff will work with a common goal to get the unemployed customers (whether Youth, Adults, Dislocated Workers, or Displaced Homemakers), the disabled customers, Veteran customers, low-income customers, TANF customers and all other special populations into retaining, maintaining and/or securing employment into the labor force. Additionally, the one-stop center along with partner agencies have developed a common referral form and upon assessment of participant they are referred to the appropriate partner agencies as needed.

Zoom Conference System
Zoom is an online audio and web conferencing platform. Staff in our job centers will be able to utilize this software to schedule virtual intake, case management, and follow-up sessions with all the incoming and current participants in Region 4.

VOS Greeter
The VOS Greeter Module is designed to assist staff with recording visitor traffic electronically in-lieu of a paper sign-in sheet. The module allows offices to track the number of individuals visiting a job center, and the purpose of their visit.

DOCU-Sign
DocuSign's easy-to-use digital transaction platform lets users send, sign and manage legally binding documents securely in the cloud. The signatures that will be needed for intake and case management documents will be able to be done virtually as the participants being served move through the intake process.

Virtual Appointment Software
The virtual appointment software will be utilized to schedule appointments with clients once eligibility documents have been submitted.

Brazen Virtual
Brazen is a virtual platform that delivers live online career fairs, virtual hiring events, virtual career fairs, video interviewing, live webinars, live chat, recruiting chatbots, interactive networking events, and so much more. The access to soft skill and career services training will still be made to customers.

Monday.com
This online tool is rolled out in 2021. It is used by workforce center and AWS staff to manage work assignments, tasks, deadlines, and daily duties. With multiple demands and multi-tasking in the workplace, it has become a challenge for employees to maintain control of various deadlines. Monday.com help staff to organize daily tasks, track team projects, and manage workload immediately with a visual tool. Benefits include ability to meet deadlines, receive automatic updates on deadlines, and reduce stress during high-demand times such as the coronavirus pandemic.

C. Describe how the Local Board will support the strategies identified in the Combined State Plan and work with entities carrying out core programs, including a description of (§ 679.560(b)(1)(ii):

45. Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i));

LWDA 40 is committed to partnering with core programs to expand access to employment, training, education, and supportive services for eligible individuals with

barriers to employment. Staff will meet monthly with partners to discuss referrals and available services.

The providers of core services in the local area are all actively engaged partners in the one-stop center. Core partners will meet routinely to solidify working relationships, partnerships, and processes as well as explore additional resources to support customers. Additionally, coordinated targeted outreach is conducted with local community-based organizations whose mission it is to serve those with barriers.

46. Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credential and industry-recognized credentials that lead to in-demand occupations;

LWDA 40 will work with the Adult Education program to help adults get their GED and work on other basic skills while earning a credential. Our region will update the current Career Scholarship policy by August 1, 2022 with these goals and staff will be trained to develop an individualized service plan (ISP) with these goals.

47. Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions;

LWDA 40 is committed to working with training providers and school boards to develop more dual credit programs in high school. LWDA 40 will assist by providing occupational data to counselors to help grow the interests in high demand, high quality career pathways.

48. Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments;

Prior Learning Assessment is the process of evaluating and awarding credit hours for college-level learning acquired outside of the traditional classroom. LWDA 40 will work with secondary and post-secondary schools to develop a work experience program or internship program that will focus on skill building. Once a student completes our program at a satisfactory level, the school will award the credit hours.

49. Investigating how targeted marketing can identify segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations;

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Through targeted marketing, LWDA 40 will be able to identify the mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations.

50. Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs (§ 679.560(b)(2)(ii)); and

Career pathways have been developed for several industry sectors and occupations, with many more under development. The LWDA 40 will work directly with college leadership and continue to provide ITA's in specific short-term demand-driven programs that align with established career pathways. The LWDA 40 will align the training policies to maximize the utilization of career pathways. The career pathway principles of aligning resources locally and regionally, targeting low-income adults, and providing industry driven programs will continue to be incorporated into LWDA 40 programming.

Co-enrollment efforts will be achieved in partnership with the core programs. Two new strategies will be implemented to improve the referral process:

- Utilizing the intake specialist or one stop manager to serve as an ambassador of the workforce system and assist with co-enrollments and referrals; and
- use of an e-referral system that utilizes a web link to initiate referrals across agencies to facilitate co-enrollment.

51. Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) (§ 679.560(b)(2)(iii)).

Career coaches in all core programs play a key role in educating job seekers on their options for industry-recognized credentials which helps the client make an informed choice that best meets their individual needs. LWDA 40 will focus on improving the awareness of industry recognized credentials by promoting on our websites and social media accounts.

D. Provide information regarding the local coordination strategies with state (including the Combined State Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of:

52. Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6)).

The Adult and Dislocated Worker employment and training activities performance measures are negotiated between the local board and the Louisiana Workforce Commission. The local board makes numerous strides to support the American Job Centers securing the contract to either accomplish or exceed the set measurements. The program activities are made available in Region IV consisting of Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary Vermilion and Lafayette Parishes. These activities are offered through both career and training services as required by WIOA.

Adult and Dislocated Worker activities consist of Basic Career Services, Individualized Services and Training Services.

Training Services:

- Occupational skills training

- On-the-job Training
- Incumbent worker training
- Workplace training including cooperative education programs
- Private Sector training programs
- Skills upgrading and retraining
- Entrepreneurial training
- Transitional jobs
- Job Readiness training
- Adult education and literacy including English language acquisition
- Customized training by an employee to employ an individual upon completion of the training.

Pre-Apprenticeships and Apprenticeships that may include some of the above-stated services but that are focused on participation a long-term training program including all the features of an Apprenticeship.

53. Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (§ 679.560(b)(12)).

Our Partnerships with Adult Education & Family Literacy Act Program and Employment Services have been established and continuous over the years. Region IV and Partner Agencies have developed a common referral form for the American Job Center staff to utilize for referrals.

The Adult Education Centers connects with the One-Stop system in Region IV through Intake and Assessments to link individuals to Work Ready U Program who are lacking a high school diploma. The One-Stop system conducts on going outreach to assist Adult Education students who are seeking assistance to further their education and or goals.

Region IV, Adult Education has various sites to accommodate those who need to obtain their High School Equivalency (HSE). The following services are offered to customers by Adult Education providers:

- Concurrent enrollment in adult education and Career Technical Education courses from career pathways identified as in-demand occupations.
- Preparation for HSE testing and college placement testing.
- Upgrade job skills including critical thinking, locating information, digital literacy, time management, and interpersonal relationships.
- Develop family literacy skills in the following subjects: reading, math, writing, social studies, and science so students can assist their children with homework, become engaged in the community and transition to better employment opportunities.

54. Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (§ 679.560(b)(11)).

The Wagner-Peyser program is in-house with the American Job Center. As an in-house entity, Wagner-Peyser collaborates and coordinates placing job seekers back to work. In line with the State Plan, Wagner-Peyser staff work in coordination with WIOA and Partners to assist with the unemployment insurance claimants, priority population, and other clients receive the same services which include job training, labor exchange, career counseling and labor market intelligence. The American Job Center Staff identifies the potential job seeker easily by working with the customer from the beginning of entry into the center. Because of an effective integrated practice and strong collaboration, the referral process is seamless.

With continued oversight and guidance from the LWDB continued improvement is in place to enhance and improve operations in the American Job Centers.

55. Vocational rehabilitation service activities under WIOA Title IV (§ 679.560(b)(13)).

Louisiana Rehabilitation Services (LRS) in Region IV provide a wide range of services to empower people with disabilities to achieve their employment goals, independent living, and self-reliance. LRS services are provided to individuals with disabilities in order to assist them in obtaining and maintaining employment. Services are individualized and are different for each consumer, but can include:

LRS Program coordinates services with American Job Center WIOA services and Partner Agencies. Louisiana Rehabilitation Services is also under the umbrella of the Louisiana Workforce Commission. Sharing clients and fostering a relationship where each one uses their expertise to provide training in demand occupations and placement with employers in the area is a seamless process. Training staff in the agency to make referrals to employers and encouraging registration and resume building for all LRS clients. LWDA #40 will continue to work with Louisiana Rehabilitation Services to provide transition services for disabled youth as they transition from school to work. The board and program staff has and will continue to participate with K-12 Transition Teams which holds an annual event to train students on interviewing and other skills needed to enter the workforce.

Vocational Guidance and Career Counseling

- Physical or Mental Restoration
- College or Technical School Training
- Assistive Technology
- Occupational Tools and Equipment
- Supported Employment Services
- Work Readiness Training
- On-the-Job Training
- Individualized Job Development and Placement

LRS and LWDA #40 have established an effective referral system. Additionally, both entities assist in meeting the employment needs of the jobseekers they serve

as well as hiring needs of employers within the region.

In addition, Local Workforce Development Board #40 serves as a vendor for Louisiana Rehabilitation Services (LRS) to provide placement for work-based learning experiences to individuals with disabilities between the ages of 16 and 21. Many of the individuals who have disabilities are referred to LRS for assistance so that they may receive services to assist with transitioning from to adulthood. These individuals can be co-enrolled in WIOA services, should they meet the eligibility criteria.

56. Relevant secondary and post-secondary education programs and activities with education and workforce investment activities (§ 679.560(b)(9)).

LWDA 40 continues to support the efforts toward new training and career pathways with the local area community colleges, truck driving training facilities, vocational schools, and other service providers who have developed customized programs for employers in the community. It is our goal to get Acadiana back to work through all methods available to assist employers, educators, and individuals.

57. How the Local Board will support the state strategies identified under § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21st Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment (§ 679.560(b)(1)(ii)).

LWDA 40 will collaborate with the local Community College partners, technical colleges, universities, and secondary school districts to partner to offer quality technical and academic programs aligning with the WIOA concept. The Partnership will focus efforts on major career clusters and waivers to create the greatest impact for the use of the Perkins funds within LWDA 40. Concentrating on creating high wage, high demand, and high skill. These are a few identified mutual clusters:

1. Allied Health Programs (Cardiopulmonary care science, nursing, practical nursing, and patient care technician);
2. Skilled Craft (Electrical, Welding, Pipefitters and Steamfitters);
3. Transportation and logistics (automotive, warehousing and marine diesel programs);
4. STEM (integrated production technologies, drafting & design technology programs).

Programs that promote economic diversity, growth with emphasis for growth in personal income and a more efficient labor exchange and training system. A key ingredient will be the system's intelligent deployment of educational and training resources in efforts such as technical education and worker continuing education.

Applying new and advanced equipment, supplies and technologies, 'students' skills and engagement in the focused programs, this will advert the Perkins awarded allocation not to exceed by 50 percent.

The Local Workforce Development Board will continue to work closely with education, business and with other Partners to identify the potential workforce shortage. The workforce system Partners continue to collaborate to determine the services that are needed and how each partner should assist business and job seekers in improving the education and training skills that will help overcome barriers to employment.

58. Provide a copy of the local supportive service policies and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area (§ 679.560(b)(10)) and include information on the supportive services by each local program as appropriate.

Transportation assistance may be offered via bus or transit passes. However, Lafayette is the only parish with public transportation system. AWS is considering other options to assist customers in rural communities with accessing workforce centers and employment. This may include transportation reimbursement via a reloadable debit card or collaboration with providers such as Uber. One of the chief barriers to employment is transportation, yet without initiatives lead by public entities and economic development, challenges remain for workers in seven of the parishes in the AWS service area. For Louisiana, this is also a State issue that influence economic growth, job growth, and poverty. This is not a problem that AWS can solve alone. On the contrary it requires the proactive involvement of diverse entities including LWC, LED, and other government agencies.

Other supportive services that are allowable:

- Assistance with uniforms or other appropriate work attire and related tools, including eyeglasses and other essential equipment
- Tools, work clothing, and boots/shoes required for employment
- Drug testing required by the employer
- Financial Counseling
- Auxiliary aides and services necessary for persons with disabilities to obtain and retain employment

E. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:

59. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).

Adult services are provided to help job seekers who are at least 18 years old succeed in the labor market. WIOA establishes a priority in the adult program for serving low-income individuals, recipients of public assistance, and individuals lacking basic work

skills. Dislocated worker services are provided to workers who have lost their job, through no fault of their own. The goal of dislocated worker services is to help these individuals obtain quality employment in in- demand industries. AWS provides the following services to Adults and Dislocated Workers:

Career Services - Career services for adults and dislocated workers are available in the nine (9) workforce centers in AWS. Basic and individualized services are provided as appropriate, and adequately resourced, and may include the following:

- Determinations of whether an individual is eligible to receive assistance
- Outreach, intake (including worker profiling), and orientation to information and other services available through the workforce system.
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs.
- Labor exchange services, including job search and placement assistance, career coaching, information on nontraditional employment and in-demand industry sectors and occupations.
- Referrals to and coordination of activities with other programs and services, including programs and services within the AWS workforce system and, when appropriate, another workforce development programs.
- Workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, and information relating to Target Occupations and the earnings, skills requirements, and opportunities for advancement in those jobs;
- Information on eligible providers of training services.
- Information and assistance regarding filing claims for unemployment compensation.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include, diagnostic testing and use of other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan.
- Group or individual counseling.
- Career planning.
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.
- Internships and work experience.
- Workforce preparation activities.
- Financial literacy services.

- Follow-Up Services.
- Training Services

60. A description of how the Local Board will coordinate workforce development activities carried out in the local area with statewide rapid response activities (§ 679.560(b)(7)).

Region 4 will designate a business services representative to work collaboratively with the Regional Rapid Response coordinator to deliver services. The business services team and program services team will work with clients to provide on-site services to the laid off employees.

Region 4 Representative
Stephen Broussard
Business Services Strategist
O: 337.284.0505 ext. 3000
M:337.692.3594

F. Provide a description of how the local area will provide youth activities including:

61. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (§ 679.560(b)(8)).

LWDA 40 youth service provider serves at-risk, in-school and out-of-school youth. AWS provide services to youth participants who fall into the following barrier categories:

- Foster Care/Aging out of Foster Care Youth
- Youth Offenders
- Youth with Disabilities
- Basic Skills Deficient
- First Generation College Student
- No Substantial Work Experience: no work history or unstable work experience.

The youth workforce investment activities are provided by a direct case manager called a Youth Specialist (YS), who provides one-on-one intake, assessment, and individual service planning with the participant. Services are tailored to the individual participants needs with the YS acting as an advocate for the participant's access to both in-house and local community stakeholder's services. Stakeholders include but are not limited to, Adult Education and Literacy grantees, secondary and post-secondary schools, and local employers.

Youth with disabilities are served to enable the participant to successfully achieve employment and/or educational goals. Partnerships with experts in the field of Vocational Rehabilitation and mental health is key in successfully serving youth with disabilities.

62. A description of how local areas will meet the minimum expenditure rate for out-of-school youth.

Our board requires a minimum of 75% of our youth service funding be expended on Out-of-school (OYS), we are committed to ensuring those youth are identified, provided with assessments, and appropriately trained to ensure employment or continued higher education attainment opportunities. LWDA 40 has created two new positions, Youth and Outreach Manager, to better serve its Out-of-School Youth (OSY) population. They alone with the Career Coaches recruit OSY and then find Work Experience (WEX) opportunities with the intent of transitioning the WEX into an On-the-Job-Training (OJT) opportunity. The Career Coaches provide intense case management and coaching to assist the OSY to achieve their objectives set forth in their Individual Service Strategy (ISS) through testing, resume building, literacy and soft skills training.

G. Provide a description of how the local area will provide services to individuals with barriers to employment[1] as outlined in the Combined State Plan:

63. Provide information on how priority will be given to recipients of public assistance, other low- income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).

Priority of service must be given to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient. Priority of service status is established at the time of eligibility determination and does not change during the period of participation. One-Stop Partners will work cooperatively to serve all priority populations. Once eligible, clients will be referred to the appropriate partner agency.

LWDA 40 will run reports in HiRE to examine the data related to these special populations recurrently. Priority Populations include:

- Low Income Individuals

[1] The term "individual with barrier to employment" means one or more of the following populations: displaced homemakers, low-income individuals, Indians, Alaska Natives, and Native Hawaiians, individuals with disabilities, including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, or homeless children and youths, youth who are in or have aged out of the foster care system, individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act, single parents, including pregnant single women, long-term unemployed individuals, and such other groups as the Governor determines to have barriers to employment (WIOA Sec. 3(24)).

- Basic Skills Deficient
- Veterans
- Persons with Disabilities

LWDA-40 will continue to ensure that policies and programs in the local workforce system are accessible, regardless of racial, gender, or socioeconomic background. The MIS specialist will publish quarterly reports to partners of the local area which will provide a detailed breakdown of clients by residential parish, race/ethnicity, education level, age, gender, basic needs, and job search needs in order to identify gaps in access to workforce and educational services. Where gaps are identified, partners will work to strategize solutions.

64. Describe how the local workforce area will ensure equitable access to workforce and educational services through the following actions:

- **Disaggregating data by race, gender and target population to reveal where disparities and inequities exist in policies and programs.**

  The region is committed to developing access for targeted populations, especially the long-term unemployed, person with disability, out-of-school youth and veterans along with priority populations. Our MIS specialist will run regular reports on this type of data to analyze these disparities and inequities. As a region we will work with partners to establish partnerships and collaborate with community organizations in order to serve the job seeker customers to access the services that they need in order to be able to acquire the job skills that will lead to employment.

  The local board will utilize the partnership of regional/local adult education programs to inform clients of educational opportunities and programs through enrollment in foundational and secondary education preparation classes, as well as English as a Second Language instruction.

- **Developing equity goals in conjunction with the education system and prepare action plans to achieve them.**

  LWDA 40 is committed to expanding access for targeted populations, especially the long-term unemployed, person with disability, out-of-school youth, and veterans along with priority populations. LWDA 40 will utilize partnerships with all educational providers to develop equity goals. The collaboration will also involve partnerships with community organizations to better serve the job seeker. Our region will meet quarterly with educational providers to achieve equity goals.

- **Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.**

Region 4 is driving the force to expand access to employment, training, education and supportive services by identifying with the Demand Occupations of the Region and the educational skills necessary to secure employment and perform jobs leading to self-sufficiency. As a result of the Board's composition, awareness of industries in need of skilled labor is broadened.

AWS will partner with school boards to provide occupational data to all school counselors. Youth specialists and Outreach specialists will attend school events to promote career pathways.

Ongoing strategies are in place to promote and develop ongoing and sustained strategic partnerships that include business and industry, economic development, the workforce system, and education partner, community colleges for the purpose of continuously identifying workforce challenges and developing solutions to targeted industries' workforce challenges.

- **Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.**

  Adult mentoring during participation and post exit for 12 months is virtual for the success of for some of the Adult population especially long term unemployed, veterans, ex-offenders and more. Providing mentoring can be the key to completing training, entering employment and maintaining a job. Currently we offer Adult mentoring to all participates in need of mentoring. We collaborate with partners who provide mentoring in the Region. Also, the businesses utilizing our Work Experience Program for Adults and Dislocated Worker will be required to mentor the participants.

- **Providing training to workforce program staff on data-driven approaches to address equity gaps.**

  Region IV will promote and provide training to the workforce program staff to stay up to date on data-driven approaches to address equity gaps in the workforce. Cross training of staff in all programs will also enhance continuous improvement of services offered to the employers, workers and job seekers. By assisting customer towards reaching their goals, to overcome barriers and enter employment through training. Adult, Dislocated Worker, Youth Programs, Adult Education & Family Literacy Act Program, Wagner Peyser Act and Vocational Rehabilitation Programs as a unit, as opposed to separate entities, the local board will continue to maintain an open line of communication regarding eligibility issues and ensure connection to the appropriate entity on behalf of assisting the customer in reaching goals towards self-sufficiency.

- **Enduring workforce services are strategically located in relation to the populations in most need.**

  Adult and Dislocated Worker, provisions are available to job seekers, those seeking employment opportunities and labor market information, those in need

of retraining and those engaged in intensive job search assistance on finding suitable jobs out of the local area.

For new job seekers and returning workers, labor market information, career guidance or assistance in tailoring job search are available.

The Public assistance recipients who need information about the labor market, job training, career guidance, case management services or transition assistance can take advantage of the services in the one stop system as well.

The American Job Centers accommodate the Older Workers who often need retraining, skills enhancement, work experience and job search assistance.

The Youth customer is provided with information to assist with career and School decisions that require an understanding of career possibilities and training requirements. The information may include career exploration and training, basic work skills, and making the transition from school to work.

Servicing Youth and Summer Employment Opportunities and/or Experience as well as information on educational services that do not provide academic and social skills but also prepare students for the workforce.

H. Provide a description of training policies and activities in the local area, including:

65. How local areas will meet the annual Training Expenditure Requirement (OWD-4-14);

For any program year, not less than 20% of funds available shall be used to provide in-school and out-of-school youth with work experiences such as summer employment, pre-apprenticeship, internship, job shadowing and on-the-job training. In addition, not less than 75% of funds available shall be used to provide youth workforce activities for out-of-school youth. Adults under WIOA shall constitute a minimum of 51% of adults served are recipients of public assistance and other low-income individuals.

LWDA 40 provides oversight to competitively procured contractor, Eckerd Connect, who is responsible for direct service delivery of core programs. Reports will be ran monthly to track the service provider. If requirements are not being met, LWDA 40 will implement at corrective action plan.

66. How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities;

LWDA 40 recognizes the need to guide WIOA training investments to high-wage, high growth industries to truly accomplish its mission. To do this, we will align education programs of study with the regions labor market needs and economic development priorities A shift to become more employer focused on our approach to

service delivery. The WDB continues to support efforts to connect specific employers more directly to jobseekers through job training that meets the employer's needs to increase the likelihood of a resulting placement with that employer.

Goals:

- Utilize 40% of available formula training funds on Employer-based training activities
- Target businesses that are currently hiring or are anticipating hiring workers including businesses that have openings that have been hard to fill.
- Identify critical human resource challenges that must be addressed for businesses to succeed and thrive.
- Assess business willingness to aggregate its training needs with other employers sharing similar skill gap needs.
- Ongoing interaction with professionals from industry and the community
- Better communication to inform employers, students, and parents

67. Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (§ 679.560(b)(18)); and

Policy 4-3: Career Scholarship (CS) Policy & Procedures (formerly known as Individual Training Account) - Attachment 4

WIOA Title 1-B training services for WIOA eligible adults, dislocated workers and youth (further explained) are provided through Career Scholarships (CSs). Using CS funds, WIOA eligible adults, dislocated workers, and youth, as specified, enroll in training services from eligible training providers, on the HiRE Eligible Training Provider List (ETPL), they select in consultation with a WIOA career coach. Participants are expected to utilize information such as skills assessments, labor market conditions/trends, and training providers' performance, and to take an active role in managing their employment future using CSs.

68. Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.

Policy 3: Eligible Training Provider – Attachment 3

AWS will continue to foster partnerships between workforce development and post-secondary educational institutions to ensure system alignment, programs of study

that support employer and jobseeker needs, and leveraging of resources to provide students with the best possible chance for a successful future. This includes continuing to seek funding opportunities through competitive grant opportunities that will support creation of additional programs and pathways. Region IV already has an existing relationship with the community college system which provides the majority of our customers with training opportunities. Through sector partnership meetings, table discussions of employer needs will be held in conjunction with the educational partners as to how future training programs can be created that will support growth and feed the skilled pipeline. The AJCs will continue to assist jobseekers in planning their career pathways and secure financial resources to obtain the necessary skills and training.

I. Describe if the local workforce board will authorize the transfer of WIOA Title IB workforce funds including the maximum dollar amount and/or percentages that is authorized to be transferred on an annual basis:

69. To transfer funds between the adult and dislocated worker funding streams.

AWS will request transferring funds between Adult and Dislocated Worker funding streams when circumstances arise and have a resounding effect in our region. If a request is crucial, LWDA #40 will adhere to the state plan and any contractual agreements to transfer ~~50% of~~ funds during the first year and the second year but must be early in the funding year. If a transfer request is submitted, STLPG/LWDB#40 will provide the following justification to LWC: state plan and any contractual agreement

- Why is there a need to transfer the funds?
- A detailed list of all outreach efforts that were taken to recruit dislocated worker or adult participants.
- A detailed plan on how the transfer of funds will affect the participant levels in both Adult and Dislocated Worker Programs.
- An explanation of the impact on jointly funded employment and training programs in the One-Stop Service Delivery System.

70. To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).

If the funds are available and based on need, we will consider transferring WIOA funds into incumbent worker training.

71. To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).

If the funds are available and based on need, we will consider transferring WIOA funds into transitional jobs.

72. To use funds for pay for performance contracts as outlined in WIOA Sec.133(b)(2-3).

If LWDB 40 determines that a pay-for-performance contract is suitable and consistent with 683.500, a pay performance contract will be considered to assist with the delivery of services.

CHAPTER 5: PERFORMANCE GOALS AND EVALUATION (LOCAL)

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)) and (§ 679.560(b)(17)).

A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system (core and required partners as applicable) in the local area (§ 679.560(b)(16)).

73. WIOA Performance Measures

Negotiated Performance Levels for WIOA and WP/ES Programs Fourth Planning Parish Consortium (LWDA 40)

	PY2020	PY2021
WIOA Title I Adult		
Employment Rate 2nd quarter after exit	71.0%	71.0%
Employment Rate 4th quarter after exit	75.0%	75.0%
Median Earnings in the 2nd quarter after exit	$6,500	$6,500
Credential Attainment Rate	59.0%	59.0%
Measurable Skill Gains	44.0%	44.0%
WlOA Title l Dislocated Worker		
Employment Rate 2nd quarter after exit	74.0%	74.0%
Employment Rate 4th quarter after exit	69.0%	69.0%
Median Earnings in the 2nd quarter after exit	$8,100	$8,100
Credential Attainment Rate	70.0%	70.0%
Measurable Skill Gains	50.0%	50.0%
WlOA Title I Youth		
Education or Training Activities or Employment in the 2nd quarter after exit	70.0%	70.0%
Education or Training Activities or Employment in the 4th quarter after exit	72.0%	72.0%
Median Earnings in the 2nd quarter after exit	$3,000	$3,000
Credential Attainment Rate	54.0%	54.0%
Measurable Skill Gains	40.0%	40.0%
WIOA Title I Wagner-Peyser Employment Services		
Employment Rate 2nd quarter after exit	60.0%	60.0%
Employment Rate 4th quarter after exit	62.0%	62.0%
Median Earnings in the 2nd quarter after exit	$4,800	$4,800

All goals and projected outcomes include metrics for:

- Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- Percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- Median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- Percentage of program participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program.
- Percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.
- Indicators of effectiveness in serving employers.

74. Additional State Performance Measures

LWC tracks business-focused metrics as USDOL identifies standardized indicators for measuring Effectiveness in Serving Employers (EISE). The 2 measurements are:

- Employer Penetration
- Repeat Business Customers

B. Provide a description of the current and planned evaluation activities and how this information will be provided to the local board and program administrators as appropriate.

75. What existing service delivery strategies will be expanded based on promising return on investment?

LWDA #40 will expand our existing service delivery strategies by:

- utilize high growth, high demand jobs and information received from the Occupational Forecasting
- Establish customized training application
- Earmark for the high demand, well-paying career sectors
- Increase amount of Satellite Sites/Affiliate Sites
- Increase on-site interview events
- Additional Supportive Services to clients such as: transportation and child-care issues

76. What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?

At the present time, there are no service delivery strategies that will be curtailed or eliminated.

The service delivery strategies will be reviewed quarterly at the One-Stop Committee meetings. These strategies are discontinued or revamped if they are not working to

address the needs of the customers entering the One-Stop Center. The One-Stop Operators are present and report issues, if any, to the Board at each LWDB meeting, the LWDB meets quarterly.

77. What new service strategies will be used to address regional educational and training needs based on promising return on investment?

AWS will continue to align new service strategies to address educational and training needs locally by addressing these common barriers:

- **Focus on Skills-Based Hiring and Training Model**
  - AWS will promote a skills-based hiring and training environment model that provides greater equity and access.
  - AWS will collaborate with businesses and educational institutions for training programs to meet in-demand jobs.
  - AWS will host skills-based hiring group initiatives (workshops) to develop a more comprehensive skills-based approach to building our workforce. Workshops will be for public and private sectors. "What the employer needs" vs. "What the employee needs".
  - Launch three to five skills -based hiring pilot initiatives during 2022 and 2023. (Adult WEX; OJT; earn while you learn).
  - Establish a working and engaging group consisting of key stakeholders and other relevant partners to develop skills-based hiring and training strategies that increase the opportunity to work for vulnerable populations. (This design is for individuals who have no desire to attend college, however, want to go directly into the workforce. The individual can attend a short skills-based training based on the skill set they already have, also based on what the employer needs. Depending on the job title the training should be no longer than a 2-week classroom training which would lead to a certificate).
  - Promote and Encourage Regional Sector Partnerships to use skills-based job descriptions, hiring and training practices which will lead to sector growth strategies while creating opportunities for underserved populations.

- **Work-based Learning and Training Model for Youth**
  - AWS will support pilot programs for youth that are designed to prepare students with real-world experience and applied learning that can inform and enable successful career exploration and preparation.
  - Effective communication and collaboration with K-12 partners across institutions of higher education and develop specific policies and practices for better integrated services for career pathways educational programs.
  - AWS partner with employers and educators to offer successful youth activities including internships, career fairs, worksite tours, clinical experiences, pre-apprenticeships, apprenticeships, and on-the-job training.
  - Communication with a shared understanding among stakeholders to provide the competencies and skills required, provides a process for collaboration, communication, for learning and developing best practices.

- **Focus on Employer Assessments**
  - Each business that are in need of assistance will be assessed
  - The assessment will be made available online to all businesses
  - Establish a business services committee to review data from assessments
  - Lauch the assessment as a promotion to WIOA services.

78. What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollments?

The current the referral tracking system in the One-Stop Center consists of information maintained in our management information system, HiRE, and from IEP, ISS, and case notes. We track their referrals through our state-wide referral system which helps identify those who face barriers get the help they need to be successful in their work and educational goals Region 4 is comprised mainly of rural parishes, thus transportation is a major challenge due to the lack of public transportation systems. The limited transportation services in the rural parishes are a major barrier to employment that many individuals face especially recently released offenders as a large number of offenders do not have reliable transportation upon release.

Performance Management Tool

- AWS can invest in a performance management tool to determine the effectiveness of programs alone and in combination and better understand labor market trends. This tool will help decision-makers understand participants in workforce programs, the services they receive, and the outcomes.
- AWS can also partner with educational institutions, economic development, businesses, and stakeholders to provide data needed to determine outcomes.

79. What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?

Agency partnerships are the most cost-effective approach and will help to avoid duplication of services.

- Collaboration with Partners, Businesses, Education Institutions, Community (churches, private organizations)
- Development of partnerships with State Agencies, Probation & Parole; Judicial System

CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES (LOCAL)

This section includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act (WIOA Sec.121(c) (2)(iv).

A. Fiscal Management

80. Identify the entity responsible for the disbursal of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III) as determined by the chief elected official or the Governor under WIOA Sec.107(d)(12)(B)(i)(679.560(b)(14)

Disbursement of Grant Funds

Local Workforce Development Area #40 is designated by the Governor of Louisiana to operate as the Local Workforce Development Board for Region IV. St. Landry Parish President, Jessica Bellard, Chief Elected Official, has been designated to serve as the grant recipient to receive Workforce Innovation Opportunity Act (WIOA) funds for the consortium geographical area, which includes the entirety of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, and Vermilion parishes known as Workforce Development Area#40.

The grant recipient ~~shall~~ disburse grant funds for workforce development activities per Title I- B of the Workforce Act. The Local Workforce Development Area #40 /Grant Recipient through a multi- jurisdictional agreement, hereby accepted the full responsibility for funds expended under this grant and assures that funds provided will be expended according to limitations outlined in the Workforce Innovation and Opportunity Act, Federal and State Regulations, policies and procedures and the approved Plan.

81. Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to awards the sub grants and contracts for WIOA Title I activities(679.650(b)(15).

Local Procurement Policies and Procedures **Attachment #7**

St. Landry Parish Government has documented its procurement procedures in its board-approved Fiscal Policies and Procedures Manual, designed to meet the mandates of Federal laws and standards identified in 2 CFR parts 200.317 through 200.326. St Landry Parish Government, Grant Recipient Local Workforce Board#40s'procurement policies are followed during the competitive process used to award subgrants and contracts in the local area for activities carried out under WIOA Title I.

St. Landry Parish Government staff will be responsible for all procurements authorized by St. Landry Parish Government. The grant recipient in conjunction with the Local Workforce Development Board 40 will designate the type of funds, project goals and requirements, and any specific limitations before the solicitation. The RFP (Request for Proposals) will be written and released by the grant recipient. Prior to the issue of an RFP, the Department of Labor and the Department of Workforce Development's performance requirements and other contractual requirements to meet these goals will be established.

The Workforce Development Area Plan, and the requirements of the Workforce Innovation and Opportunity Act (WIOA) for each Title, will be the guide for the delivery of services and activities. St. Landry Parish Government/LWDB#40 will specify the services needed, standards to be met, and the administrative and budgetary limits in the RFP. Public notice of intent to issue an RFP will be published on its website. In some cases, it will be published in area newspapers, or a notice mailed or emailed to any potential bidder that has requested to be on the bidder's mailing list.

A Proposal Review Committee will evaluate and rate the proposals and make a recommendation to St. Landry Parish Government/LWDB #40 for funding. Potential contractors may be given the opportunity to present their proposal and answer questions at the Bidder's Conference prior to awarding the bid. All contracts issued will be on a cost-reimbursement basis. No profit will be allowed in WIOA contracts.

Prior year service provision, budget, performance, and expenditures will be the primary consideration. It may also extend contracts up to four years prior to the procurement process being 'required' under WIOA. When current or contracted service providers do not meet conditions, special procurement may be allowed, and it is advisable to ensure required deliverables are met under WIOA. Any Sole Source procurement will meet the requirements of the WIOA, and the regulations issued by the law. All sole source procurements will be authorized by the St. Landry Parish Government and approved by the Louisiana Workforce Commission (LWC).

82. Physical and Programmatic Accessibility - Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities (§ 679.560(b)(5)(iii)).

AWS has issued Policy and Standard Operating Procedures to ensure individuals with a disability receive reasonable accommodation and universal access to services.

Annual review of all Workforce Center facilities is conducted using LWC's Americans with Disabilities Act (ADA) Monitoring Checklist for job centers. Any deficits in compliance are reported in an Internal Monitoring Memo. -ADA review will be conducted on an annual basis.

Annual review of ADA compliance includes:

- Review of data regarding services received by persons with disabilities.
- Situational testing of Workforce Center staff's ability to apply expected procedures/protocols correctly to serve individuals with disabilities.
- Testing of adaptive equipment and staff knowledge of availability and use of such equipment.

- Review of complaints, formal and informal, regarding alleged non-compliance with 29 CFR 38.
- Review of EO Officer training, reporting structure, and policy review.

Workforce center staff, and partners will be trained in addressing the needs of individuals with disability.

83. Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities (§679.560(b)(13)). This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration, and coordination.

Cooperative Agreement(s) **Attachment #8**

84. Plan Development and Public Comment - Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education, and labor organizations (§ 679.560(b)(19)).

This updated plan will be uploaded to acadianaworkforce.org and will be available for public review and comment period of thirty (30) days. Once placed on the website, an e-mail with a link to the plan will be sent to all board members of the Local Workforce Development Board #40 as well as our local elected officials, community stakeholders, partner agencies, faith-based agencies and other business organizations requesting that individuals review and provide feedback.

Copies of the plan may be requested; however, requester must allow two (2) business days before the copy can be available for pick-up. Public comments may be e-mailed to RPatterson@wib40.org. Public comments received will be reviewed for final considerations and will be incorporated into the final updated plan.

85. Provide a summary of the public comments received and how this information was addressed by the CEO, partners, and the Local Board in the final plan.

AWS received two public comments (attachment #9). The comments were reviewed by the Review Committee which was made up of staff and partners who determined if any changes were needed to the Local Plan. The plan was submitted to the Executive Director for final approval before submittal to the Local Board.

86. Provide information regarding the regional and local plan modification procedures.

Additional refinement of the Plan will continue through the public comment period. This includes a final review by the board, stakeholders, and the partners in the planning process and the length of the plan to ensure that the Plan aligns with Region 4 goals.

Any modifications requested or required will be shared with the Local Board, partners, and CEO then incorporated into the plan for implementation. These modifications will be presented at the One Stop Committee meeting, sent via email to the partners and CEO, and then presented to the Local Board at their next regularly scheduled meeting.

STATEMENT OF ASSURANCES

The Workforce Development Board has established policies for each of the following Assurances.

I. Activities

Consistent with WIOA Section 108(d) the Local Board has submitted a local plan to the Governor, held at least one public comment period of no less than 30 days to obtain input into the development of the Local Plan; and the final Local Plan is available and accessible to the general public. **20 CFR § 679.550**

The Local Board has established policies/procedures to ensure public access (including persons with disabilities) to board activities, such as board membership, meetings and minutes. **20 CFR § 679.390**

The Local Board complies with restrictions governing the use of federal funds for political activities (29 CFR § 93.100) and the applicable board certifications, conflict of interest and disclosure requirements. **§ 200.112**

II. Selection of Operator and Providers

The Local Board has copies of Memoranda of Understanding (MOU) between the Local Board and each American Job Center partner and has provided the State with the latest versions of their MOU. **20 CFR § 678.715(a)**

The Local Board ensures it completes quarterly reconciliations of the MOU with its partners. **OWD 1117-04**

III. Infrastructure Funding Agreements

The Local Board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth services under WIOA Title I in accordance with applicable state and local laws, statutes, rules, and regulations. **20 CFR § 678.605**

The Local Board has established at least one comprehensive, full-service American Job Center and has a written process for the local Chief Elected Official and Local Board to determine that the center conforms to the definition therein. **20 CFR § 678.305**

IV. Priority of Service, EOC,ADA

The Local Board has a written policy for priority of service at its American Job Centers and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services. **20 CFR § 680.650**

The Local Board complies with the nondiscrimination provisions of Section 188 and assures that Supportive Methods of Administration are developed and implemented. **29 CFR Part 38**

The Local Board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals. **29 CFR Subpart B**

The Local Board ensures that American Job Center staff, along with the Migrant and Seasonal Farmworker (MSFW) program partner agency, will continue to provide services to agricultural employers and MSFWs. **20 CFR § 685.300**

The Local Board follows confidentiality requirements for wage and education records and has policies and procedures in place for ensuring personally identifiable information is protected including, but not limited to, 20 CFR 603, the Family Educational Rights and Privacy Act of 1974, as amended, WIOA, and applicable State laws, Statutes and Departmental regulations and policies. **TEGL 39-11**

V. Fiscal Accountability

The Local Board has accounting systems that follow current Generally Accepted Accounting Principles and written fiscal-controls and fund-accounting procedures that ensures such procedures are followed to make certain funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program. **20 CFR § 683.220**

The Local Board has a written policy and procedures for ensuring proper management and inventory of all equipment obtained using WIOA funds in accordance with WIOA law and state and local rules/regulations. **2 CFR § 200.313**

VI. Monitoring

The Local Board ensures compliance with WIOA uniform administrative requirements through local continuous monitoring of compliance with WIOA laws, regulation and Statutes, State policy, and local policies and procedures. **20 CFR § 667.400(c)(1)**

VII. Eligibility and Services

The Local Board conducts oversight of local youth workforce investment activities, local employment and training and the one-stop delivery system in the local area; and ensures the appropriate use, management and investment of funds in activities that maximize performance outcomes. **20 CFR Subpart A, 20 CFR § 679.370**

Local Board have youth policies defining “attending school” and “not attending school”; including the 5% exception stating all other barriers must be met, and “requires additional assistance” barrier. **20 CFR § 681.230, 20 CFR § 681.250(c), 20 CFR § 681.300**

The Local Board ensures that all 14 elements for Youth are made available and provided. **20 CFR § 681.420**

APPENDIX ITEMS

ATTACHMENT #1

SUPPORTIVE SERVICE POLICY

Workforce Development Area #40			
Policy No. 13	Policy Name Supportive Service	Effective ate 1/2 2 18	Revised Date
Director - LWDA Brenda Hubbard-Thomas	Signature		

Policy

Supportive services are defined as those services provided either directly to, or on behalf of, jobseekers that are necessary to reduce or eradicate barriers to obtaining or retaining employment. Supportive services should be viewed individually and creatively to enable customers to participate in education and training activities identified in his/her employment plan. The justification for providing supportive services shall be well documented in the customers' career plan. Supportive services expenditures should be based on careful consideration of the parishes funding limitations and the availability of other community resources, to leverage limited program resources to the greatest extent possible.

Eligibility

Eligibility for supportive services will be established based on assessed needs as identified in the individual's employment plan. To qualify for the receipt of supportive services, a customer must:

- Demonstrate a need that will prevent him/her from successfully accessing One-Stop services or accepting or retaining employment;
- Be unable to afford the cost associated with addressing the need;
- Be unable to secure the needed services elsewhere; and
- Be determined eligible for one or more of the programs operated under WIOA or in Local Workforce Development Area #40.

Supportive services are not an entitlement. They do not obligate or commit Local Workforce Development Area #40 to approve or provide supportive services of any type. The One-Stop Operator and Career Services Provider authorizing the supportive services is expected to explore viable alternatives to the participant before providing these services.

Assistance Available

Supportive services include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with educational testing such as high school equivalency testing fees;
- Reasonable accommodations for individuals with disabilities;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear, as required and are necessary for employment;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes, as required by training provider; and
- Payments and fees for employment and training-related applications, tests, and certifications.

Participants who endure fees associated with employment and/or training activities may request reimbursement. However, an original receipt must be provided. These fees may include, but are not limited to HiSET Test, Educational Test, Employment Test (Physical), Books, and School Supplies. Such fees must be reasonable.

Cost Limitations

Supportive services are not to exceed the cost per participant amount set by Local Workforce Development Board #40. Annual expenditures in excess of 90% this limit requires the prior approval of the Workforce Development Manager. Case managers are to track and report the cost of supportive services in HiRE and USWorkBase.

Supportive Services Documentation and Procedure

Provision of supportive services to eligible participants is to be fully documented to ensure they are appropriate, cost effective, and to ensure eligibility for the service. Documentation of the need, cost, and provision of support services will be included in the individual's program file to support the expenditure and must be documented in HiRE and USWorkBase. When documenting supportive services in HiRE, there are three categories in which must be used: (1) Child/Dependent Care; (2) Transportation Assistance; (3) Other. WIOA Supportive Service Activity Codes in HiRE are as follows:

- 180: Supportive Service — Child/Dependent Care (for Adult and Dislocated Worker)
- 181: Supportive Service — Transportation Assistance (for Adult and Dislocated Worker)
- 185: Supportive Service - Other (for Adult and Dislocated Worker)
- 480: Supportive Service — Child/Dependent Care (Youth)
- 481: Supportive Service — Transportation Assistance (Youth)
- 485: Supportive Service — Other (Youth)

When creating 180/480 and 181/481 Supportive Service Codes in HiRE, staff will create the Activity Code with begin and end dates that parallel the duration of such support need. Staff must case not the justification for the need of child/dependent care and/or transportation assistance. Staff must also case note each time a Supportive Service is provided within that duration.

When creating 185/485 Supportive Service Activity Codes in HiRE, staff will create an activity code each time a Supportive Service — Other is provided; where the actual begin and end date is the date in which the "other" Supportive Service was received or delivered to the individual. Staff must case note the justification for the need of "other" supportive service assistance. Staff must case note each time a Supportive Service is provided and specify the type of supportive service.

References:

- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 3
- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 134
- 200 CFR 680.900 - Supportive Service
- LWC MIS Letter of Instruction: Supportive Service (attached)

DIRECT INQUIRIES TO

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Office of Workforce Development

August 21, 2017

MIS Letter of Instruction (ML!) No. 02-17

Memorandum For: Workforce Investment Board (WIB) Directors
Local Area Coordinators (LAC)
Local Management Informati Services (MIS) Staff Case Management Sta

From: Shannon Joseph
Ofice of Workforce Development Director

Subject: Guidance on WIOA Supportive Services as it retates to HiRE

I. Purpose: To provide guidance and define procedures for adding WIOA Supportive Service Activity Codes in HiRE.

II. Background: Supportive Services are designed to provide a participant with the resources necessary to support their participation in training and career services. Per TEGL 19-16, Supportive Services may include but are not limited to:

- Assistance with transportation
- Assistance with child/dependent care
- Linkages to community services
- Assistance with housing
- Needs related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities ▫ Referrals to health care
- Assistance with uniforms or other appropriate work attire and work related tools, including such items as eye glasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training related applications, tests, and certifications, and Legal aid services.

III. Operations: Supportive Service Activity Codes are created in HiRE based on the type of Supportive Service received; Child/Dependent Care, Transportation Assistance, and Other.

There are (6) WIOA Supportive Service Activity Codes in HiRE —3 specific to Youth participants only.

- 180: Supportive Service-Chitd/Dependent Care
- 181. • Supportive Sernce- Transportation Assistance
- 185. • Supportive Service- Other
- 480: Supportive Service-Child/Dependent Care (Youth)

- 481: Supportive Service- Transportation Assistance (Youth)
  0 485: Supportive Service- Other (Youth)

l Equal Opportunity Empt0Y0f/Program AuxC:ary aids and servccos are available upon roquost 10 individuals wgth disabilit103 • TDD" BOO-259-5154

Supportive Service Child/Dependent Care and Transportation Assistance

- When creating 180/480 and 181/481 Supportive Service Activity Codes in HIRE, staff will create the Activity Code with begin and end dates that parallel the duration of such support need. Staff must case note the justification for the need of child/dependent care and/or transportation assistance. Staff must also case note each time a Supportive Service is provided within that duration.

Supportive Sentice- Other

- When creating 185/485 Supportive Service Activity Codes in HiRE, staff will create an Activity Code each time a Supportive Service-Other is provided; where the actual begin and end date is the date in which the "other Supportive Service was received or delivered to the individual. Staff must case note the justification for the need of Uother" support service assistance. Staff must case note each Ome a Supportive Service is provided and specify the type of Supportive Service.

IV. Inquiries: Questions regarding this instruction should be directed to OWD MIS@lwc.ta.gov

V. Attachments: None

ATTACHMENT #2

SUPPORTIVE SERVICE POLICY 13-1

	Workforce Development Area #40		
Policy No. 13-1	Policy Name Supportive Services	Effective Date 7/ 7/2018	Revised Date 7/26/2018
Director - LWDA Brenda Hubbard-Thomas	Signature		

Policy

Supportive services are defined as those services provided either directly to, or on behalf of, jobseekers that are necessary to reduce or eradicate barriers to obtaining or retaining employment. Supportive services should be viewed individually and creatively to enable customers to participate in education and training activities identified in his/her employment plan. The justification for providing supportive services shall be well documented in the customers' career plan. Supportive services expenditures should be based on careful consideration of the parishes funding limitations and the availability of other community resources, to leverage limited program resources to the greatest extent possible. The purpose of this revision is to include other allowable supportive services.

Eligibility

Eligibility for supportive services will be established based on assessed needs as identified in the individual's employment plan. To qualify for the receipt of supportive services, a customer must:

- Demonstrate a need that will prevent him/her from successfully accessing One-Stop services or accepting or retaining employment;
- Be unable to afford the cost associated with addressing the need;
- Be unable to secure the needed services elsewhere; and
- Be determined eligible for one or more of the programs operated under WIOA or in Local Workforce Development Area #40.

Supportive services are not an entitlement. They do not obligate or commit Local Workforce Development Area #40 to approve or provide supportive services of any type. The One-Stop Operator and Career Services Provider authorizing the supportive services is expected to explore viable alternatives to the participant before providing these services.

Assistance Available

Supportive services include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with childcare;
- Assistance with educational testing such as high school equivalency testing fees; • Reasonable accommodations for individuals with disabilities;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear, as required and are necessary for employment; •
  Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes, as required by training provider; and
- Payments and fees for employment and training-related applications, tests, and certifications.

Participants who endure fees associated with employment and/or training activities may request reimbursement. However, an original receipt must be provided. These fees may include, but are not limited to HiSET Test, Educational Test, Employment Test (Physical), Books, and School Supplies. Such fees must be reasonable.

Cost Limitations

Supportive services are not to exceed the cost per participant amount set by Local Workforce Development Board #40. Annual expenditures in excess of 90% this limit requires the prior approval of the Workforce Development Manager, Case managers are to track and report the cost of supportive services in HiRE and USWorkBase.

Supportive Services Documentation and Procedure

Provision of supportive services to eligible participants is to be fully documented to ensure they are appropriate, cost effective, and to ensure eligibility for the service. Documentation of the need, cost, and provision of support services will be included in the individual's program file to support the expenditure and must be documented in HiRE and USWorkBase. When documenting supportive services in HiRE, there are three categories in which must be used: (1) Child/Dependent Care; (2) Transportation Assistance; (3) Other. WIOA Supportive Service Activity Codes in HiRE are as follows:

- 180: Supportive Service — Child/Dependent Care (for Adult and Dislocated Worker)
- 181: Supportive Service — Transportation Assistance (for Adult and Dislocated Worker)
- 185: Supportive Service - Other (for Adult and Dislocated Worker)
- 480: Supportive Service — Child/Dependent Care (Youth)
- 481: Supportive Service — Transportation Assistance (Youth)
- 485: Supportive Service — Other (Youth)

When creating 180/480 and 181/481 Supportive Service Codes in HiRE, staff will create the Activity Code with begin and end dates that parallel the duration of such support need. Staff must case not the justification for the need of child/dependent care and/or transportation assistance. Staff must also case note each time a Supportive Service is provided within that duration.

When creating 185/485 Supportive Service Activity Codes in HiRE, staff will create an activity code each time a Supportive Service — Other is provided; where the actual begin and end date is the date in which the "other" Supportive Service was received or delivered to the individual. Staff must case note the justification for the need of "other" supportive service assistance. Staff must case note each time a Supportive Service is provided and specify the type of supportive service.

References:

- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 3
- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 134 • 200 CFR 680.900 - Supportive Service
- LWC MIS Letter of Instruction: Supportive Service (attached)

DIRECT INQUIRIES TO

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Workforce Development Board

LWDA

W.K. FONTENOT
Parish
LWDA

"BILL"
President
St. Landry Parish
Government
Grant Recipient

BRENDA HUBBARD
Executive Director

March 13, 2018

Jermaine Ford, WIOA One-Stop Operator and Career Services Provider
c/o Karen Aucoin, Workforce Development Manager

Workforce Development Area #40

RE: Official Guidance Letter for Supportive Services

"Equal Opportunity Employer/Program Auxiliary Aids and Services are available upon request to individuals with disabilities." TDD Relay System Number (800) 548-2547

Workforce Development Board

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In addition to the Supportive Services Policy issued on February 16, 2018 by Local Workforce Development Board #40, this letter shall serve as an official guidance letter to establish further guidance for supportive services for WIOA participants. Effective July 1, 2017, active WIOA participants may be considered for supportive services while enrolled in WIOA activities.

As stated in the Supportive Services Policy, Supportive Services include, but are not limited to:

Linkages to community services;
Assistance with transportation;
Assistance with educational testing such as high school equivalency testing fees;
Reasonable accommodations for individuals with disabilities; Assistance with uniforms or other appropriate work attire and workrelated tools, including such items as eyeglasses and protective eye gear, as required and are necessary for employment;

Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes, as required by training provider; and

Payments and fees for employment and training-related applications, tests, and certifications.

While 20 CFR 680.900 lists additional examples of covered items, WIOA grants local areas the authority to make policy and administrative decisions and the flexibility to tailor the workforce system to the needs of the local community. WIOA provides a very broad definition of supportive services which are determined by the local board. As such, Local Workforce Development Board #40 will not offer supportive services for child care, dependent care, or housing related payments at this time. Each program year, Local Workforce Development Board #40 will evaluate the need for additional supportive services and will revisit this policy to determine additional supportive services if a significant need arises.

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Workforce Development Board

LWDA

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#40

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Grant Recipient

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Transportation Assistance

Participants who are participating in an approved activity map request transportation assistance in order to complete such activity. Transportation reimbursement request must follow the State of Louisiana's Travel Policy — PPM 49. The reimbursement rate will need to be updated as the state rate changes.

Transportation costs can also include bus and parking passes. Transportation reimbursement must be documented on an approved form provided by the case manager and must be signed by the participant and the case manager upon return.

Record of attendance such as a timesheet or participation report must accompany the reimbursement request. Transportation assistance is limited to the duration of an approved activity. However, transportation assistance deemed necessary, map continue after the approved activity and is limited to:

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1. Unsubsidized Employment: A participant may request transportation assistance up to one (1) month from the start date of employment.

2. Post-Secondary Education: A participant may request transpoltation assistance up to one (1) quarter from the start date of an educational activity.

3. Other transportation cost may be reimbursable on an individualized basis. However, it must be reasonable and cannot exceed the overall supportive service limit set forth in the Supportive Service Policy.

Educational /Emplopment Related Testing Fees

Fees associated with the cost of taking an examination in order to earn a High School Equivalency Diploma (HiSED), certificate, or license needed for a specific occupation map be considered as a supportive service. The following shall be adhered to:

High School Equivalency Test (HiSET) vouchers can be purchased by the Contractor and provided to participants who meet WIOA eligibility criteria and are enrolled in an approved activity. Such participants who incur testing fees may be reimbursed if the original receipt is provided. The certification must be industry-recognized in a demand occupation as defined by the Louisiana Star Jobs and earned through a professional society, university, community college, or private vendor. Such fees may be reimbursed if the original receipt is provided.

o Cost for certification or examination will not be covered if the cost for such items are included in tuition.

Employment- Related fees are not to exceed $200 for background clearances that are required for employment. The participant must provide proof that such clearances are required for employment. Such fees may be reimbursed if the original receipt is provided.

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Employment Related Supplies / Training Related Supplies

Assistance with uniforms, other appropriate work attire, and work related tools such as eyeglasses and protective gear as required and necessary for employment may be considered as supportive service. Additionally, assistance with books, fees, school supplies listed on a syllabus, or other necessary items for students enrolled in post-secondary education classes and is required by the training provider may be considered as a supportive service. However, participants requesting assistance with supplies referenced in this paragraph must provide proof that such items are required and absolutely necessary. The Contractor may purchase supplies through a professional vendor or the participant may be reimbursed if the original receipt is provided.

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Parish

As stated in the Supportive Services Policy, Supportive Services are not to exceed the cost per participant amount set by Local Workforce Development Board #40.

Any questions regarding the Supportive Services Policy or this official guidance letter shall be directed to Cortney Boutte'-Breaux, Operations Manager for Local Workforce Development Board #40, via email at cbbreaux@wib40.org or via telephone at 337-942-56787

Sincerely,

Brenda Hubbard-Thomas, Executive Director
Local Workforce Development Board #40

Cc: William K. "Bill" Fontenot
Patrick Fontenot
Cortney Boutte-Breaux
Claudette Nickerson
Quinn Reynolds

17057+10046
3378942+678

"Equal Opportunity Employer/Program Auxiliary Aids and Services are available upon request to individuals with disabilities." TDD Relay System Number (800) 548-2547

ATTACHMENT #3

ELIGIBLE TRAINING PROVIDER POLICY #3

Workforce Development Area #40			
Policy No. 3	Policy Name Eligible Training Provider	Effective Date 7/26/2017	Revised Date
Director – LWDA #40 *Brenda Hubbard-Thomas*	Signature		

Purpose

The purpose of this policy is to establish the process and procedure to be utilized to include training programs/providers on the Statewide Eligible Training Provider list (ETPL).

Policy

1. Eligible Training Services is a category of offerings, required by WIOA, and that local workforce development boards are responsible to provide to WIOA participants. The board's array of training services may include, but not be limited to:
   A. Occupational skills training, on-the-job training, job-readiness training.
   B. Adult education and literacy activities, cooperative education programs, training programs operated by the private sector
   C. Incumbent Worker Training
   D. Training programs operated by the private sector
   E. Combined workplace training with related instruction, which may include cooperative education programs, and
   F. Skills upgrading and retraining, entrepreneurial training, and customized training conducted by an employer.
2. Training should be limited to those occupations that have been determined to be in demand in each particular local area. Each local workforce development board should determine in which demand occupations to invest WIOA training dollars based on their local/regional economy.
3. Use of training through the Eligible Training Provider List (ETPL) should be incorporated into the cohort strategy under the Louisiana Workforce Commission (LWC) Integrated Service Delivery Model.
4. The local workforce development boards are responsible for notifying providers in their area of the opportunity to apply for status as approved training providers.
5. The local workforce development boards are responsible for ensuring that training providers have access to the application for certification and a list of demand occupations for their local workforce development area.

6. Eligible Training Providers - The following types of providers may apply to qualify for program certification/re-certification of training services:
   A. Post Secondary education programs that are:
      - eligible to receive funds under Title IV of the Higher Education Act of 1965 and;
      - provide a program that leads to an Associate Degree, Bachelor's Degree or Certificate
   B. Post Secondary education institutions seeking training funds for a program(s) that does not lead to an associate or baccalaureate degree, certification, or is not funded under Title IV of Higher Education Act of 1965

C. Public and Private providers of a program of training services, which may include joint labor-management organizations and eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training.
D. Entities that carry out programs under the National Apprenticeship Act of 1937. These include:
    - universities, colleges, some community colleges, some vocational-technical colleges, some proprietary schools, and
    - apprenticeship programs registered with the Bureau of Apprenticeship Training, U.S. Department of Labor
E. A Local Board, if they meet the conditions of WIOA sec. 107(g)(1)
F. Community Based Organizations (CBO's) or private organizations of demonstrated effectiveness that provide training under contract with the Local Board.

Note: "Proprietary schools" must be licensed or determined exempt from licensure through the Louisiana Board of Regents. A "proprietary school" means any business enterprise operated for profit or on a nonprofit basis which maintains a place of business within this state, or which sells or offers for sale any courses of instruction in this state.

7. Eligible Training Programs – A program of training services consists of one or more courses or classes, or structured regimen that leads to:
    A. A recognized post-secondary credential,
    B. Secondary school diploma or is equivalent, and/or
    C. Employment or
    D. Measurable skills gain toward such credential or employment
8. Clients with Individual Training Account (ITA) from any local area may attend a program once certified and included on the statewide Eligible Training Provider List.
9. Review Process – Upon determination by the LWDB that a complete application meets the eligibility requirements in the WIOA, the LWDB will record its approval or disapproval of the application, including the reason(s) it was rejected. A determination must be made no later than 60 days from receipt of the application by the LWDB. Training programs/providers will appear on the statewide ETPL of certified training programs after LWC verifies the eligibility, or 30 days have elapsed, whichever occurs first. LWC will compile and publish the statewide list through HiRE.
10. The local workforce development board will use the following minimum performance criteria in which to determine approval/rejection of programs:
    A. Program Completion Rate (state minimum performance level is 30%) – the total number of individuals completing the applicable program divided by the total number of individuals exiting the program (completers and non-completers)
    B. Employment Rate (state minimum performance level is 50%) – the number of all exiting from the applicable program that obtained unsubsidized employment in the first quarter subsequent to exiting the program, divided by the total number of those exiting in the reporting period.
    C. Wages at placement (state minimum performance level is $8.00) – the average wage expressed as an hourly rate of all individuals participating in the applicable program that obtained unsubsidized employment.
11. A "New Program" will be required to submit performance data for the first year in which adequate performance of program graduates is available. (The reporting timeline would include the end of a training cycle plus the necessary time it takes to gather and process the performance data).

Existing private and non-private training providers that are applying for eligibility for the first time and have not previously collected individual records based on Social Security Numbers shall also be considered "new programs" for the purpose of this policy:

All reasons for requesting a waiver of the performance data requirements must be adequately documented.

The training provider must provide detailed justification for missing or incomplete data necessary to calculate the performance measures. Even if the program is exempt from performance, the most recent enrollment information must be submitted in the required format. Any waiver request should be submitted to LWC's office of Occupational Information Services (225)219-7761.

12. Program Denial Process – When the LWDB determines that a complete application does not meet the eligibility requirements (as set forth in this policy), the LWDB shall issue a determination denying (denial notice) the application within 30 days of its receipt. A separate denial notice is required for each training program being denied.

    Denial notices shall be delivered by certified mail, return receipt requested to the training provider at the address listed on the application and to the attention of the contact person identified on the application. The denial notice shall also clearly state that the training provider's right to appeal within 30 days of the date the denial notice is received.

13. Appeals Process – A training program may be denied inclusion on the statewide training provider list by either the LWDB or the State. The training provider has appeal rights in either case.

References

- Workforce Innovation and Opportunity Act (WIOA) Title 1 Section 122
- Certification Process for Eligible Training Providers for Training Services OWD Policy 11-08.1
- Louisiana Workforce Commission – Eligible Training Provider Manual 2015
- TEGL 41-14 WIOA Title I – Eligible Training Provider List (ETPL)

DIRECT INQUIRIES TO

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ATTACHMENT #4

CAREER SCHOLARSHIP (CS) POLICY & PROCEDURES
POLICY #4-3

Workforce Development Area #40			
Policy No. 4 - 3	**Policy Name** Career Scholarship (CS) Policy & Procedures (Formerly known as Individual Training Account)	**Effective Date** 01/30/2020	**Revised Date** 01/29/2020
Director – LWDA #40 *Brenda Hubbard-Thomas*	**Signature**		

Purpose

This policy outlines Business and Career Solutions Centers (BCSC) directives for providing Career Scholarships, formerly known as Career Scholarships (CSs) for WIOA eligible adult, dislocated worker, national dislocated worker grant and youth participants.

BACKGROUND

WIOA Title I-B training services for WIOA eligible adults, dislocated workers and youth (further explained) are provided through Career Scholarships (CS). Using CS funds, WIOA eligible adults, dislocated workers, national dislocated worker grant and youth, as specified, enroll in training services from eligible training providers, on the HiRE Eligible Training Provider List (ETPL), they select in consultation with a WIOA Counselor. Participants are expected to utilize information such as skills assessments, labor market conditions/trends, and training providers' performance, and to take an active role in managing their employment future through the use of CSs.

Policy

The Business and Career Solutions Centers will provide training services to eligible participants as stipulated in the Workforce Innovation and Opportunity Act (WIOA). Career Scholarships may be awarded to adult and dislocated worker participants who meet the WIOA eligibility requirements and demonstrate the need of service. Career Scholarships may be awarded to out-of-school youth between the ages of 1824. Out-of-school youth between the ages of 16-17 are not eligible for CS per WIOA Section 129(c)(2)(D) and 20 CFR 681.550. Career Scholarships are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the individual's job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented in the individual employment plan (IEP).

a. Criteria for receiving a Career Scholarship (CS)

An CS will be offered to eligible participants in order to afford them the opportunity to access training determined to be necessary to achieve their employment and career goals. Employed individuals are eligible to receive a CS if the individual is not earning a self-sufficient wage and the CS is for occupational training that is introducing new skills and will result in an increase in pay leading to self-sufficiency.

Each CS initiated must be based on labor market demand and an earning potential of at least $9.00 per hour in the occupation for which the member is to be trained.

In order for a CS to be issued, the training program must be on the State Eligible Training Provider List. Training providers who are identified as "not in compliance" by the Louisiana Workforce Commission may not be used for training purposes.

To qualify for training, trainees must be able to complete training in 2 years or less and:

- Meet pre-requisites of courses to qualify for funding, and
- Apply for PELL grant, when applicable, and if eligible, apply that towards tuition

Other requirements of being awarded an CS are: If you are attending a University, you must have 60 hours or less remaining and achieved junior status with 2 years or less remaining until graduation and not be on any academic probation. If you are attending a Community College, you must be in good academic standing if you are a returning student. Some other requirements also must be met for some selected training programs. Also, all training programs must be in high demand occupations.

All CS applications, once completed, must go before the scholarship committee for approval. The committee will be managed by the Workforce Development Manager or designee and final approval for a CS shall be determined by the One-Stop Operator and/or the Workforce Development Manager. A Scholarship Committee Review Form must be completed for each CS and must be signed by the approving authority and the participant. Criteria used includes but not limited to: Occupation/Sector, Potential Wages and Benefits, Potential for Career Advancement, Training Provider and Curriculum being on current Eligible Training Provider List, Participant Eligibility Based on Funding Stream, Past Performance of Training Provider, Possible Green Job Opportunity and Occupation Star Rating in Helping Individuals Reach Employment system (HiRE).

If a participant is currently enrolled in training and is requesting financial assistance to complete the training, the WIOA Contractor should take necessary measures to ensure WIOA funds are awarded to participants that demonstrate a barrier(s). In an attempt to avoid abuse of WIOA funds, CS would typically not be awarded if there is less than fifty percent (50%) of the training remaining. To further explain, if a participant is enrolled in a short-term training program and has completed more than fifty percent (50%) of the curriculum, a CS would not awarded. If a participant is enrolled in post-secondary education in a degree program that is four years in duration, the participant must be in junior status with one year or longer remaining. An exception may be granted if the participant can justify the need for financial assistance and no other financial resources are available. In order for this exception to be granted, documentation justifying the need must be obtained and case noted in HiRE. Approval must be granted by the WIOA Coordinator. The availability of funds shall be taken into consideration when determining this exception.

b. CS Award Limits

Funding for each CS may not exceed the maximum allowable award based on Business and Career Solutions policy, inclusive of all allowable training and supportive service costs, predicated upon availability of funds. Any cost above this amount will be the responsibility of the participant.

c. Waivers to policy

The amount awarded for a CS may exceed the local policy for special circumstances or for special programs such as an award of funds from special grants. Individual waivers must be approved by the Workforce Development Manager or designee.

d. Time limits for training

Training programs must be able to be completed, as evidenced by receipt of a degree, diploma, certificate of completion, certification and/or license, within two years from commencement of training.

e.Costs to be covered

The CS agreement form will specify all costs to be included, and will be limited to those costs that all students attending the program are required to incur. The CS will cover approved tuition costs to attend training. Supportive services such as books, lab fees, supplies, uniforms, and other costs will be specified on the CS Agreement Form or CS Voucher for vendors other than the training provider. All training costs must be approved by the Workforce Development Manager or designee.

. Financial Aid

Workforce Innovation and Opportunity Act (WIOA) funding for training will be limited to participants who are unable to obtain grant assistance from other sources to pay the costs of their training or require assistance beyond that available under grant assistance from other sources to pay the costs of such training. Business & Career Solutions Centers and training providers must coordinate funds available to pay for training and consider the availability of other sources of grants to pay for training costs such as State-funded training funds, and Federal Pell Grants, so that WIOA funds supplement other sources of training grants. The WIOA cost of the CS, including combined funding, must not exceed the actual costs of the training program. Any and all income sources available to defray training expenses, including WIOA contribution, must be identified and included for WIOA financial planning purposes.

A WIOA participant must apply for a Pell Grant, when applicable, prior to start of training and may attend training pending approval of the Pell Grant application. However, Business & Career Solution Centers must have an agreement with the training provider requiring that once the Pell Grant is received, the WIOA will be reimbursed by the training institution for any WIOA disbursements made on behalf of the participant that are covered by the Pell Grant.

Documentation must be maintained in the participant's file by the Center staff to document the application and eligibility for all grant assistance and the methodology to apply any assistance received to the costs of training.

g. Requirements for funding programs exceeding CS amount

No participant will be issued a CS until the full cost of the training program is accounted for and documented in the participant's file. This will include, but is not limited to; grant assistance and other sources of funds required to fully fund the cost of training. WIOA funds will be paid in proportionate, incremental amounts as specified in the CS agreement with the training provider.

Neither the Local Workforce Development Board #40 nor Business & Career Solutions Centers will incur any responsibility for any loan incurred by any participant registered for any type of WIOA grant service.

Documentation must be maintained in the participant's file by the Center staff specifying the required financial information relative to total training costs, source(s) of funding and financial assistance provided to the participant.

h. Sanctions for non-compliance with WIOA proaram and/or training provider requirements

Enrolled participants must adhere to the following stipulations once enrolled:

- Maintain a "C" (2.0) grade point average each semester or quarter; otherwise, the participant will be on probation for the next semester/quarter. If two back to back terms are below the 2.0 GPA, funding will be terminated,

- Have acceptable attendance as defined by the training provider,
- Maintain required contact with Case Manager.

Once a participant is enrolled in a CS approved activity and the individual is exited from the program for failure to comply with the policies and procedures as outlined in the CS policy, they cannot be enrolled in a WIOA funded training program for two years. Additionally, once a participant is enrolled in a CS approved activity, he/she may not transfer to another training program or activity sponsored by the Business and Career Solutions Centers. For example, if a participant is issued a CS to attend one specific type of training and subsequently incurs costs under this CS, but leaves this initial training, another CS cannot be issued to this participant to attend a different type of training. Exceptions for this may be approved due to extenuating circumstances with the approval of the Workforce Development Manager or designee. In such cases the new training must be on the eligible training provider list and any monies spent on previous training must be counted towards maximum amount awarded. Additionally, an existing CS cannot be transferred to another training provider even though it is the same type of training. In this circumstance a new CS would need to be developed and approved and the new training provider must be on the eligible training provider list.

Exceptions to the two year sanction would be extenuating circumstances which could include:

(1) Medical conditions;
(2) Personal barriers that require non-medical treatment;
(3) Transportation and child care issues that cannot be resolved through support services; as well as
(4) Class scheduling issues and availability;
(5) Additional circumstances that are determined to be beyond the participant's control by the Center staff.

The decision to invoke the two-year sanction or to waive the sanction for cause will be documented in the participant file. In addition to considering the imposition of sanctions to a participant, the history of an applicant that has participated in another local WIOA program will be considered when making any determination regarding enrollment into the local program.

i. Supportive services and needs-related payments for participants

Participants may receive supportive services during a training program, to be determined by the Center staff and documented in the participant file. All supportive service needs will be reviewed on an individual basis, adhering to the Supportive Services policy.

j. Aareement Form, Voucher, & Invoices

Agreement Forms are to include all cost associated with training and supportive services. Such forms should include all necessary signatures from the Business and Career Solutions Centers staff, participants, and training provider acknowledging the cost associated with training. The agreement form must be included in the participant's file.

Invoices and/or vouchers must be created for each expenditure. Invoices and vouchers must be original and can not be used multiple times. Forms must be signed by all appropriate parties. Electronic signature(s) is prohibited.

k. Modifications

This policy is subject to change at any time, at the discretion of the Local Workforce Development Board #40, based on appropriate factors which the board believes warrant adjustments to this document, or conflict with local, state, or federal regulations, laws or policies.

Attachment: Career Scholarship Form

References

- Workforce Innovation and Opportunity Act of 2014 (WIOA)
- LWC OWD Policy 2-23.1 Integrated Service Delivery Policy

DIRECT INQUIRIES TO

5367 1-49 South Service Rd.
Opelousas, LA 70570
Office Phone: (337) 942-5678
Office Fax: (337) 942-9654

Acadiana Workforce Solutions - Career Scholarship Agreement Form

A proud partner of the AmerlcanJ0bCenter•network

Funding: ( ) Adult ( ) Dislocated Worker ( ) Youth ( ) National Emergency Grant (NEG)

Name:

Address:

Street Address City State Zip Code

Telephone Number:

Training Provider: Phone# ( )Private ( ) Public

Address:

Street Address City State Zip Code

Occupational Title

Beginning Date of Training Ending Date of Training

BUDGET INFORMATION

	Total Training Cost	Funding Period FY19 (7/1/18-6/30/2020)
Tuition		
Books & Supplies		
Other (Explain & Attach)		
Training Total		

CERTIFICATION AND AGREEMENT

The undersigned official/representative for the training provider listed above certifies that the abovementioned occupational training program is an approved program by the training provider and if the above named WIOA career scholarship recipient is accepted for enrollment, the training provider agrees to be subject to all applicable federal regulations, Local Workforce Development Area #40 policies, and the policies stated within this agreement.

Type or Print Name and Title	Signature of Training Facility Official	Date

By signing this form, all parties confirm that the training provider and the course of training have been approved by the Louisiana Workforce Commission and is included on the Eligible Training Provider List. The Scholarship Committee of Local Workforce Development Area #40 has reviewed eligibility documentation and has approved the above recipient for training.

Upon the timely receipt of properly executed documents, LWDA #40 agrees to pay up to the maximum amount of training related cost approved within this agreement. Training related cost not included within this agreement and not previously approved will not be paid. All training related cost and payments are subject to Federal Regulations, LWDA #40 policies, and the policies stated within this agreement. Payment of approved training related cost is subject to the availability of funds. Modifications to this agreement shall be agreed upon by all parties and must be signed and dated by all parties.

I understand that even though I have been accepted for the LWDA #40 Career Scholarship Program, funds which have been proposed for my training may not be available for the entire training period and may be reduced or discontinued at the discretion of LWDA #40. I also understand that any financial assistance received during the period of this agreement must be reported to LWDA #40. Financial assistance funds will be deducted from the balance of funds for training related cost remaining in this agreement. I also understand that signing this document will entitle the LWDA #40 to have access to all information that a training provider may compile concerning my Career Scholarship funded training and that copies of this information will be tendered, upon request, to representatives of St. Landry Parish Government, Louisiana Workforce Commission and U.S. Department of Labor.

Effective Date of Agreement: _____

Career Scholarship Recipient Signature	Print Name	Date
LWDA #40 Representative	Print Name	Date
LWDA #40 Official Signature	Print Name	Date

LWDA CAREER SCHOLARSHIP TRAINING POLICIES

I. Enrollment and continued participation are subject to the following conditions and limitations:

A career scholarship recipient's period of enrollment may be reduced at the discretion of the LWDA #40, by change of the planned ending date, change of the proposed funding, or by termination from the LWDA #40 Program.

1. Career Scholarship recipients are subject to the rules of the training provider and LWDA #40 concerning progress, performance, attendance and conduct. The career scholarship recipient has authorized release of information to the LWDA #40 for these matters.

a. Progress Performance: Individual academic progress will be reported to LWDA #40 by the career scholarship recipient at least once a semester. This can be in the form of the end of semester grades from the training provider, performance reports, or timesheets. If the participant receives a "Poor" rating or a failing grade for a report period, this will be considered unsatisfactory progress and the career scholarship recipient will be subject to counseling and possible loss of funding. If a career scholarship recipient fails a class, LWDA #40 will not pay for cost required to repeat that particular class. Exceptions regarding the frequency for submittal of performance reports for career scholarship recipients in shortterm training programs and on-line training courses may be allowed to include following the completion of training.

b. Attendance: Career Scholarship recipients will attend classes as scheduled by the training provider for the required number of hours for their training course. Attendance must be reported and must be signed by the career scholarship recipient and a training provider official in ink. Exceptions regarding timesheet submittal can be made at the discretion of an LWDA #40 Official for short-term training programs and on-line training courses to include following the completion of training. Individuals that are found to have excessive absenteeism will be subject to counseling and possible loss of funding, if situation persist.

c. Conduct: Career scholarship recipient's conduct is expected to conform with the conduct standards of the training provider. Any "unacceptable" conduct may result in counseling, loss of funding and possible termination from the LWDA #40 Career Scholarship Program.

ll. Payments and/or refunds of approved training costs incurred during the period of LWDA #40 enrollment are subject to the following conditions:

1. LWDA #40 will follow the payment schedule of the training provider unless otherwise agreed upon.
   Advanced payment in the full amount of the approved training related cost is prohibited. Exceptions to this condition are only allowed then the training course is short-term and less than a typical semester or training programs are on-line courses.

2. Payment of approved training related cost will be completed upon the timely receipt of an invoice with appropriate supporting documentation. Payment of approved training related cost will be rendered directly to the training provider unless otherwise approved. The amount shall not exceed the maximum budgeted cost included within this agreement and is subject to other limitations determined necessary by LWDA #40.

3. Payment of approved training related cost will be submitted for reimbursement to the career scholarship recipient upon the timely receipt of an original itemized receipt from vendor and adequate supporting documentation for required books, tools, etc. Items eligible for reimbursement must be required by the training course and included on the training provider's syllabus. The reimbursable amount must be included in the maximum budgeted cost included within this agreement and is subject to the other limitations as determined necessary by LWDA

4. In the case where advance payment for short-term or on-line training programs is made, LWDA #40 and the training provider agree to follow the refund policy of the training provider as published in school catalog for early termination of the career scholarship recipient from the training program.

II.

The training provider must provide job placement assistance to all LWDA #40 Career Scholarship recipients. In addition to placement assistance, the training provider must comply with eligibility requirements of Louisiana Workforce Commission for inclusion on the Eligible Training Provider List as outlined in the Workforce Innovation and Opportunity Act (WIOA).

V.

As a condition to the award of financial assistance from the Department of Labor under the Workforce Innovation and Opportunity Act (WIOA) — Title I and/or Wagner/Peyser funds, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Workforce Innovation and Opportunity Act (WIOA) Section 188 Final Rule, as amended, including the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR PART 38. The United States has the right to seek judicial enforcement of this assurance. Assurance shall be deemed incorporated by operation of law in the grant, cooperative agreement, contract or other arrangement whereby Federal assistance is made available, whether or not it is physically incorporated in such document and whether or not there is written agreement between the State of Louisiana, its recipients and/or sub recipients. This Assurance may also be incorporated by reference in such grants, cooperative agreements, contracts or other arrangements.

ATTACHMENT #5

ON-THE-JOB TRAINING (OJT) POLICY #5-3

Workforce Development Area #40			
Policy No. 5 - 3	**Policy Name** On-the-Job Training (OJT)	**Effective Date** 7/1/21	**Revised Date** 6/11/21
Director – LWDA #40 *Dr. Emma Bush*	**Signature**		

PURPOSE

To provide information and direction for the implementation of WIOA and NDWG funded On-the-Job Training (OJT) opportunities for eligible Adult, Dislocated Worker and Youth program participants. This policy includes updated wage and occupation information to ensure occupations in which training is being reimbursed is considered a demand occupation.

BACKGROUND

On-the-Job Training (OJT) is a training option that provides Employers the opportunity to train new employees (Trainees) on the specific knowledge or skills essential to the full and adequate performance of the job. OJT opportunities are formed through a contractual agreement between the Employer and the OJT Service Provider. The OJT Service Provider provides the Employer with a partial wage reimbursement, typically up to 50 percent of the wage rate of the participant for the extraordinary costs of providing the training and supervision related to the training. However, Section 134(c) of WIOA authorizes local boards to reimburse employers up to a maximum of 75 percent of the wage rate of an OJT participant after considering factors listed in proposed rules at 20 CFR 680.730 and this policy. In addition, Job-Driven National Emergency Grants may provide the opportunity to reimburse at a rate higher than the 50% based on the size of the employer.

OJT is a hire-first program. The Trainee begins their OJT as a full-time employee of the company that has agreed to provide the on-site training and long-term employment upon completion of the OJT. The rate of pay, fringe benefits, periodic pay increases, and working conditions offered to the Trainee are the same as similarly situated employees in similar positions by the same Employer and are in accordance with Section 6(a)(1) of the Fair Labor Standards Act of 1938 (29.U.S.C. 206(a)(a) or the applicable state or local minimum wage laws.

DEFINITIONS

Task: A task is a work activity or groups of work activities that constitutes a significant portion of training activities, are related to the job description and provide the trainee with the ability for full and adequate performance of the job.

Barriers to Employment: Life situations or events either current or in the past that may affect a person's ability to obtain employment. Examples of barriers include lack of transportation, prior criminal history, homelessness, lack of education or training, etc. Barriers are identified through a comprehensive assessment and may be addressed through training and referrals to other services or any combination thereof.

Individual Employment Plan: Composed of Goals and Objectives, it is a written documentation of the individual's desired occupation or training and the steps the individual will take with career service provider assistance to achieve his or her goals.

OJT Agreement/Contract: The OJT Agreement or Contract includes all of the basic requirements including applicable laws, regulations and policies; outlines the appropriate steps for OJT implementation; and is specific to the individual training plan. At a minimum, the Agreement must include an extensive set of general provisions (Terms and Conditions) ensuring WIOA rules and regulatory compliance; the occupation, skills and competencies to be learned; and the length of time the training will be provided.

Trainee: The OJT Trainee is an eligible WIOA participant who has demonstrated the skills, abilities and interests to successfully participate in OJT with a specific Employer.

POLICY

On-the-Job Training must be provided through a contract that provides a structured training opportunity for the OJT Trainee to gain the knowledge and skills to be competent in the job for which they are hired. The contract must be completed and signed by all parties before the OJT Trainee may begin work. OJT may be sequenced with other WIOA program services such as Incumbent Worker Training, classroom training, or basic skills training. It may not be offered in conjunction with any other programs except WOTC.

TRAINEE ELIGIBILITY

- OJT Trainees must meet program eligibility requirements for each funding source, i.e. WIOA Adult, Dislocated Worker, or Youth formula funded programs.
- Trainees must have received a documented assessment that results in the development of an Individual Employment Plan (IEP) that documents the participant has the interest, aptitude and motivation to provide knowledge or skills essential to the full and adequate performance of the job.

EMPLOYER ELIGIBILITY

- Must be established as a business in the community by showing evidence of Federal Tax ID and Unemployment Insurance ID.
- Must have current Workers Compensation coverage.
- Must not have laid off any person in the position for which they wish to train an OJT eligible participant within the last year.
- Health Benefits plan or contribution toward health benefits for all employees is encouraged, but not required.
- Must not allow OJT Trainees to work on the construction, maintenance or operation of any facility that is used for sectarian activities or as a place of worship (WIOA Section 188 (a)(3)).
- Must not illegally discriminate in training or hiring practices because of race, color, sex, national origin, religion, disability, political beliefs or affiliations, or age (WIOA Sec. 88(a)(3)). Employers who have participated in an OJT contract in the past shall be evaluated for success.
- Must be in good standing with the Department of Labor with no wage/hour or child labor violations in the last year.
- Wages must be commensurate with similar positions within the company and similar positions at other employers, but not less than $9.00 an hour.
- Occupation in which the OJT outlines for the trainee must be considered a demand occupation, as determined by Louisiana Workforce Commission's Louisiana Start Jobs. The occupation must be listed as a 3, 4, or 5 Star Job.
- Advancement opportunities must be available via pay increase, responsibility or both.

TRAINING PLAN

A training plan unique and customized for each OJT trainee will be developed that will take into account the content of the employer job description and training, the prior work experience of the participant, and the employment plan of the participant. The training plan will include detail on tasks to be learned, the percentage of the training period that will be spent in training on each task, and the total number of hours spent in training for each task with evaluation on a monthly basis of trainee progress on the plan. The OJT Training Plan will be included in the contract and be signed by the Employer, OJT Service Provider and Trainee prior to the commencement of the OJT.

INVOICING

Employers are required to submit monthly to the appropriate staff person in order to receive partial wage reimbursement for trainee(s).

MONITORING

Monitoring at the local, state and federal level will include the OJT Service Provider's oversight of the participant training and corresponding employer payroll records and time sheets. On-site monitoring visits must be conducted by the contract staff within 45 to 60 days after the OJT Trainee begins work. On-site monitoring visits must be documented in HiRE via a case note.

Effective monitoring also includes desk review of correspondence from the employer, including OJT reimbursement invoices and required documentation to support those invoices. Contract managers must regularly review each Trainee's progress in meeting program and service strategy objectives, including the Trainee's acquisition of basic/occupational skills and the adequacy of supportive services provided as related to OJT. Any deviations from the OJT Contract should be dealt with and documented promptly.

REFERENCES

Workforce Innovation and Opportunity Act (WIOA) Title 1 Section 31
Workforce Innovation and Opportunity Act (WIOA) Title 1 Section 181
Workforce Innovation and Opportunity Act (WIOA) Title 1 Section 188
Workforce Innovation and Opportunity Act (WIOA) Title 1 Section 194
Title 20 Code of Federal Regulations (CFR) §663.310
Title 20 CFR §663.7006
Title 20 CFR §663.7057
Title 20 CFR §667.2008
Title 20 CFR §667.2689
Louisiana Workforce Commission – Policy # OWD 2-17 –Workforce Innovation and Opportunity Act (WIOA) Waivers for Program Year (PY) 2012

DIRECT INQUIRIES TO

Billy C. Francis
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Opelousas, LA 70570
Office Phone: (337) 942-5678
Office Fax: (337) 942-9654

ATTACHMENT #6

WORK EXPERIENCE FOR ADULT, YOUTH, DISLOCATED WORKER, NATIONAL DISLOCATED WORKER GRANT POLICY #7-1

Workforce Development Area #40			
Policy No. 7 - 1	**Policy Name** Work Experience for Adult, Youth, Dislocated Worker, National Dislocated Worker Grant Participants	**Effective Date** 1/30/2020	**Revised Date** 1/29/2020
Director – LWDA #40 *Brenda Hubbard-Thomas*	**Signature**		

Purpose

To ensure efficient and effective use of Workforce Innovation and Opportunity Act (WIOA) funds in order to meet the work experience requirement for WIOA youth. No less than 20% of WIOA youth program funds shall be spent on work experience. In this policy, the Local Workforce Development Board #40 defines work experience and the conditions of work experience for participants.

Definitions

- **Adult & Dislocated Worker Work Experience:** 20 CFR 680.180 defines Work Experience for Adults and Dislocated Workers as an internship or work experience that is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internships and other work experience may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. An internship or other work experience may be arranged within the private for profit sector, the non-profit sector, or in the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists. Transitional jobs are a type of work experience, as described in 20 CFR 680.190 and 680.195.

- **Youth Work Experiences:** 20 CFR 681.600 defines Youth Work Experiences as planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for profit sector, the non-profit sector, or in the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists. Work experience provides the youth participant with opportunities for career exploration and skill development. Work experience must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the work site. Types of work experiences include the following categories: 1) Summer employment opportunities and other employment opportunities available throughout the school year; 2) Pre-apprenticeship programs; 3)Internships and job shadowing; and 4) On-the-Job Training (OJT) opportunities as defined in WIOA Sec 3 (44) and in 680.700.

Policy

Basic Principles:

- A work experience participant will be compensated through the Workforce Innovation and Opportunity Act or special grant funding and shall not be compensated less than the Federal hourly minimum wage.
- Work experience positions may not be submitted for a participant currently or previously employed with that employer in a same, similar, or upgraded position.

- WIOA staff will seek employers who are committed to helping participants receive the experience and training that is required for employment beyond the training period. The employers must be willing to work closely with program staff and notify them if issues or problems occur. Employers should have some flexibility in working with participants who may have barriers to employment (e.g transportation, childcare, personal problems, etc.) WIOA staff will help address these issues throughout the placement.
- An employer is limited to five (5) work experience participants each program year.
- WIOA staff must document the interest and skill level of participants in the signed Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- WIOA staff will be responsible for developing, arranging and overseeing such work experience for each participant plus documenting contact with the employer and the participant which supports the continuation of the work experience.
- A worksite agreement must be developed with the employer before employment begins. Such agreement must state the schedule that the participant will work and duties of the position. This agreement must be signed by the WIOA staff member and the employer.
- Labor standards apply in any work experience when there is an employee/employer relationship, as defined by the Fair Labor Standards Act.
- Participants may be eligible for work experience if he/she is deemed in need of or will benefit from such service.
- The work experience employer may have more than one participant assigned concurrently or sequentially during the period of agreement, as long as proper supervision is provided.
- Participants cannot be placed in work experience with an employer who is experiencing a work stoppage, labor dispute, layoff, or strike.
- Participants cannot be assigned to a work site that supervises relatives of the participant in an administrative capacity. Relatives are defined as immediate family.
- Participants may not work in any sectarian activity or be involved directly or indirectly in any religious or anti-religious activity.
- The employer agrees to provide and monitor the working conditions of the participant and comply with Federal and State health and safety codes.
- The employer will not displace, replace or otherwise fill a job position occupied by a regular employee of the employer.
- Participants placed in a work experience activity can not exceed 40 hours per week.
- If a minor, be allowed a ½ hour lunch after working four (4) hours and before working five (5) hours a day.

Invoicing:

- Timesheet must be signed by both the participant and supervisor/authorized signatory agent. Electronic signature is prohibited.

Monitoring:

- The WIOA staff will review work experience evaluations submitted by employer to ensure the participants are performing in an acceptable manner.
- The WIOA staff will review attendance, time, and payroll records for approved participants and shall maintain copies of such documentation.
- The Workforce Development Board Monitor shall monitor no less than 10% of all work experience placements in each calendar year.

References

- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title I Section 129 and Section 181
- Title 20 Code of Federal Regulations (CFR) 681 – 682 for Youth
- Title 20 Code of Federal Regulations (CFR) 680.180 for Adults and Dislocated Workers

DIRECT INQUIRIES TO

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Office Phone: (337) 942-5678
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ATTACHMENT #7

ONE-STOP OPERATOR PROCUREMENT POLICY
POLICY #4-201

Workforce Development Area #40			
Policy No. 40-201	Policy Name **One-Stop Procurement Policy**	Effective Date 6/11/2021	Revised Date
Director – LWDA #40 *Emma J. Bush, Ed.D.*	**Signature**		

PURPOSE:

Procurement Standards:

Local Workforce Development Area #40 (LWDA #40) in the use of competitive procurement of services in selecting providers of Workforce Innovation and Opportunity Act (WIOA) Adult, Youth, and Dislocated Worker services, as well as for the One-Stop Operator will adhere to the following policy.

BACKGROUND:

The Local Area will abide by the United States Office of Management and budget (OMB) Circular Uniform Administrative Requirements, Cost Principals, Audit Requirements for Federal Awards 200.317-200.326. (Procurement Procedures) which establishes principles and standards for determining costs for all Federal awards carried out by state and local governments; Louisiana Procurement Code and WIOA Sections 121(2)(A) and NPRM 678.605(a) and 678.610(a)-(d) when procuring for the WIOA One-Stop Operation and conducting re-competition of every four years.

Competition:

All procurement transactions shall be conducted in a manner to provide, to the extent practical, open, and free competition. Awards shall be made to the bidder or offeror whose bid or offer is responsive to the solicitation and is most advantageous to Local Workforce Development Area #40 (LWDA# 40) with price, quality and other factors considered. Solicitations shall clearly set forth all requirements that the bidder or offeror shall fulfill for the bid or offer to be evaluated by LWDA#40. All bids or offers may be rejected when it is in the best interest of LWDA#40 to do so.

Procurement Procedures:

Solicitation for services shall provide for all the following:

1. A clear and accurate description of the technical requirements for the service to be procured.
2. In competitive procurement, such a description shall not contain features which unduly restrict competition.
3. The requirements which the bidder/offeror must fulfill, and all other factors stated which will be used in evaluating bids or proposals.
4. A description, whenever practical, of technical requirements in terms of functions to be performed or performance required, including the range of acceptable characteristics or minimum acceptable standards.
5. The type of procuring instruments used (e.g., fixed price contracts, cost reimbursement contracts, purchase orders, and incentive contracts) shall be determined by the LWDA#40 but shall be appropriate for the procurement and for promoting the best interest of the program involved.
6. Contracts shall be made only with responsible contractors who possess the potential ability to perform successfully under the terms and conditions of the proposed procurement.
7. Consideration shall be given to such matters as contractor integrity, record of past performance, financial and technical resources, or accessibility to other necessary resources.

8. In certain circumstances, contracts with certain parties are restricted by agencies implementation of E.O.'s 12549 and 12689, "Debarment and Suspension" to bid.
9. LWDA#40 shall, on request, make available to DOL, pre-award and procurement documents, such as requests for proposals or invitations for bids, independent cost estimates, etc.
10. LWDA#40 may, by authorization from the Workforce Development Board, extend a current contract one additional year if performance has not been a questionable issue.
11. LWDA#40 may, by authorization from the Workforce Development Board, sole source the youth activities for a limited time when not doing so would prove detrimental to the area.

Additional Procurement Procedures:

1. The Local Area will maintain a bidders list of all interested parties.
2. Bidders on the bidder's list shall be notified via electronic correspondence and Legal Ads will be published in local newspapers requesting solicitations.
3. All bidders and/or offerors shall at least have thirty (30) days to respond to the solicitation request unless deem an emergency and not to violate any state and federal policies.

Procurement may be either competitive or non-competitive:

a) Must contain a statement of work;
b) Must contain performance expected, with delivery as critical factors;
c) Must contain evaluation factors;
d) Requires a cost and price analysis;
e) Procurement decision will be based on "best value", not cost factor; and
f) Will contain a cost factor for delivery of services.
g) May use Sole Source if adequate documentation is provided as to the decision to do so. This documentation must include the rational for selecting a Sole Source versus procuring the service through the procurement process.
h) Cost and Price Analysis: Some form of cost or price analysis shall be made and documented in the procurement files in connection with every procurement action. Price analysis may be accomplished in various ways, including the comparison of price quotations submitted, market prices, and similar indicia, together with discounts. Cost analysis is the review and evaluation of each element of cost to determine reasonableness, allocability and allowability.

Procurement Records:

Procurement records and files for purchases more than the small purchase threshold shall include the following at a minimum:
a) Basis for contractor selection;
b) Justification for lack of competition when competitive bids or offers are not obtained; and
c) Basis for award cost or price

Contract Administration:

A system for contract administration shall be maintained to ensure contractor conformance with the terms, conditions, and specifications of the contract and to ensure adequate and timely follow up of all purchases. The Local Area will evaluate contractor performance and document, as appropriate, whether contractors have met the terms, conditions, and specifications of the contract.

Contract Provisions:

The Local Area shall include, in addition to provisions to define a sound and complete agreement, the following provisions in all contracts. The following provisions shall also be applied to subcontracts:

a) Contracts more than the small purchase threshold shall contain contractual provisions or conditions that allow for administrative, contractual, or legal remedies in instances in which a contactor violates or breaches the contract terms, and provide for such remedial actions as may be appropriate;
b) All contracts more than the small purchase threshold shall contain suitable provisions for termination by LWDA #40, including the manner by which termination shall be affected and the basis for settlement. In addition, such contracts shall describe conditions under which the contract may be terminated for default as well as conditions where the contract may be terminated because of circumstances beyond the control of the contractor;
c) All negotiated contracts (except those for less than the small purchase threshold) awarded by the LWDA#40 shall include a provision to the effect that the LWDA#40, LWC, DOL, St. Landry Parish Government, the comptroller General of the United States, or any of their duly authorized representatives, shall have access to any books, documents, papers, and records of the contractor which are directly pertinent to a specific program for the purpose of making audits, examinations, excerpts, and transactions.

Appeals Process:

A bidder who wishes to protest the decision will be required to notify the Workforce Development Executive Director in writing within 5 working days from the date of the notification letter. The complainant's letter must specify the nature of the protest and any direct remedies of action. The Workforce Development Board reserves the right to determine whether the protest is valid and merits further consideration.

ATTACHMENT #8

COOPERATIVE AGREEMENTS

ACADIANA WORKFORCE SOLUTIONS

A proud partner of the AmericanJobCenter network

Local Workforce Development Area #40

Memorandum of Understanding and Cost Allocation Plan

St. Landry Parish

1065 Hwy 749 Suite C
Opelousas, LA 70571

Local Workforce Development Board #40, which is the area local workforce development board, Jessie Bellard, St. Landry Parish President, which is the Local Chief Elected Official (CEO), St. Landry Parish Government, which is the fiscal agent, South Community College(SLCC), which is the one-stop operator, Eckerd which is the service provider, and additional partners(identified below and referred to collectively as "partners") enter this Memorandum of Understanding (MOU).

All parties agree that the purpose of this MOU is to document the roles, responsibilities, and funding commitments the parties have negotiated and mutually agreed upon for the operation and funding of the local workforce development system and the Acadiana Workforce Solution centers in St. Landry Parish.

The effective date of this MOU is 11/1/2020 and will be reviewed by the partners and LWDA #40 on an annual basis to determine if modifications are necessary.

Required Partners:

- Louisiana Workforce Commission (LWC)– Strategies for Empowering People (STEP) Program, Workforce Innovation Opportunity (WIOP) Program, Reemployment Services and Eligibility. Assessment (RESEA) Program, Wagner-Peyser/Veteran's Programs/Trade Adjustment Assistance/Temporary Assistance for Needy Families (TANF)/Louisiana Rehabilitation Services/Rapid Response/Technical Assistance), Unemployment Insurance - Represented by Quanda Charles
- St. Landry Parish Government- Represented by Jessie Bellard, Parish President
- Local Workforce Development Board(LWDB) #40- Represented by Patrick Fontenot, Board President
- Eckerd Connects WIOA Title I (Adult, Dislocated Worker, and Youth)- Represented by David Dennis, CEO
- South Louisiana College(SLCC) One- Stop Operator- Represented by Vincent June, Chancellor
- Senior Community Service Employment Program (SCSEP) – Represented by Garilyn Ward
- Associations Nacional Pro Personas Mayores (AYUDA)- Represented by Dr. Carmela Lacayo
- MINACT(Job Corps)- Represented by Ambrielle Rison
- St. Landry Parish Community Action Agency(CSBG)- Represented by Charisse Roberts
- Louisiana College and Technical College System(Adult Education and Carl Perkins)- Represented by Patricia Felder
- Motivational, Education, and Training INC(NJFP)- Represented by Kandace Bowman

WIOA identifies the following minimum responsibilities for required partners in each local are workforce development system. For consistency, each partner, including each additional partner, will assume the responsibilities identified below unless otherwise specified in this Article.

Roles and Responsibilities of Partners

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964(Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended.,
- The Americans with Disabilities Act of 1990(Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to the priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL)37-14, Update on Complying with Nondiscrimination Requirements,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. 1232g; 34CFR part 99)
- Confidentially, requirements governing the protection and use of personal information held by the State UI agency (20 CFR 361.38),
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts.

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols,
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parities relation to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
- Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

With the approval of LWDA40 and chief elected officials, WIOA also allows other Partners to be a part of the workforce system, including local employers and community-based, faith-based, and or non-profit organizations, as well as employment, education, and training programs provided by public libraries or in the private sector. Optional Partner outreach is strongly encouraged as these Partnerships are necessary to provide job seekers with the high-quality career, education, and supportive services needed to place them with businesses seeking skilled workers. Optional Partners must meet the same conditions as required Partners.

Partner Roles:

- **Chief Elected Official- The CEO will, at a minimum:**

  1. Develop and submit a regional plan that includes a description of the activities that shall be undertaken by the board and local partners
  2. Approved the board budget and cost allocation plan
  3. Approved the selection of the one-stop operator

- **Local Workforce Board**

  1. In Partnership with the CEO, and other applicable Partners within the planning region, develop and submit a regional plan.
  2. In collaboration and partnership with the CEO develop the strategic regional vision, goals, objectives, and workforce-related policies,
  3. In cooperation with the board, CEO, and partners design, and approve the American Job Center network structure.
  4. Procure the one-stop operator
  5. In collaboration with the CEO, determine the role and day to day duties of the one-stop operator
  6. Approve the annual budget allocations for operation of the American Job Center network

1. Manage daily operations, including but not limited to:
   a. managing and coordination partner responsibilities, as defined in this MOU
   b. managing hours of operation
   c. coordinating daily work schedules and workflow base upon operational needs
2. Assist the Local WDB in establishing and maintaining the American Job Center network structure. This includes but not limited to:
   a. ensuring that State requirements for the center certification are met and maintained
   b. ensure that career services are available and accessible
   c. ensure that Local LWDB policies are implemented and adhered to
   d. ensure staff are properly trained by their formal leadership organizations and provide technical assistance
   e. integrates systems and coordinates services for the center and its Partners

- **Partners**

1. Partners commit to cross-training staff to provide quality services,
2. Promote effective communication, information sharing, and collaboration in the Job Center.
3. Engage in joint planning, policy development, and system design process,
4. Commit to the joint mission, vision, goals, strategies, and performance measures,
5. Engage in the design and use of common intake assessment, referral, and case management processes,
6. Use common and/or linked data management systems, and data sharing methods, as appropriate,
7. Leverage resource,
8. Participate in continuous improvement process designed to boost outcomes, and increase customer satisfaction,
9. Participate in regularly scheduled Partner meeting to exchange information in support of the above and encourage program, and staff integration.

Cost Sharing

Each partner agrees to pay its allocable share of infrastructure and other shared costs in proportion to use and the benefit received as negotiated and described herein. Costs are detailed and calculated in the Budget, which is Attachment A to this MOU and hereby incorporated.

Costs listed in the MOU are *only those costs* that *will be shared* by the *partners* and funded with *cash* or other *resources.*

To help have a *better* understanding *of* the MOU *cost allocation process,* the *steps* are *listed below. Keep* in mind that *the process may* vary *among the local areas.*

Direct costs that can be identified and charged to a specific program or cost objective shall be done based on the benefit received. LWDA #40 does not utilize an indirect cost rate. Assignable direct costs shall be directly charged to the final cost objective and do not require any further allocation or breakdown by title or cost category. Shared direct costs that cannot readily be identified to a program or cost category shall be pooled and identified as unable to allocate (UA). These costs are incurred for common or joint purposes benefiting more than one cost objective.

Costs identified as UA will be allocated to their final cost objective based on the actual percentage of costs incurred that are identifiable relating to staff salary expenses for the previous month. The cost allocation plan will be decided only by representatives of paying partners who are participating in the affiliate AWS Center system and LWDA #40.

The method to allocate costs is as follows:

a. Shared costs, and exclusive costs will be determined according to the cost-sharing formula.
b. AWS Partners who are co-located at the affiliate site may agree to accept in-kind services in place of cash if all paying partners and LWDA #40 agree. However, such services and/or donations must be included in this agreement.
c. Should conflicts arise regarding cost allocation or the payment of unanticipated bills, etc., paying one-stop partners and LWDA #40 will meet to resolve these issues.
d. Should new paying partners co-located at the affiliate location or existing partners implement new programs, partners shall utilize Cost Allocation Plan until paying partners can meet to determine specific cost allocation plans.

The partners agree that the one-stop operator will invoice or required in-kind donations to track the partners share of costs on not less than a quarterly basis. The partners further agree that they will reimburse the one stop operator for their share of costs through cash payment or in-kind donations.

Specific cost allocation plan formula for the American Job Center in Lafayette Parish shall be as follows (subject to change based on each partner's cost):

Utilities and Maintenance

a. Telephone and Internet Services
b. Janitorial Services
c. General Office Supplies
d. Building Insurance
e. Rent (if applicable)
f. Copier rentals

Reconciliation

All parties agree that a quarterly reconciliation of budgeted to actual costs will be completed in accordance with the following process to ensure compliance with federal Uniform Guidance and Cost Principles.

1. Upon receipt of cost information and documentation of the actual costs for the quarter, the Fiscal Agent will compare budgeted costs to actuals and will apply the allocation methods to determine the actual costs allocable to each partner.
2. The Fiscal Agent will prepare an updated budget document showing cost adjustments and will prepare an invoice for each partner with the actual costs allocable to each partner for the quarter
3. Fiscal Agent will submit the invoices to the partners and send a copy of the updated budget to all parties no later than 30 days after the end of each quarter. The partners understand that the timeliness of the Fiscal Agent's preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each partner in providing Fiscal Agent the necessary cost information. For partners that advance funds to the local area, Fiscal Agent need only send a copy of the updated budget.
4. Upon receipt of the invoice and adjusted budget, each partner will review both documents and will submit payment to the Fiscal Agent no later than 30 days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget. For partners that advance funds to the local area, funds for quarterly payments may be drawn down upon approval via email of the reconciled budget.
5. Partners will communicate any disputes with costs in the invoice or the adjusted budget to the Fiscal Agent and Board in writing. The Fiscal Agent will review the disputed cost items and respond accordingly to the partner and Board within 30 days of receipt of notice of the disputed costs. When necessary, the Fiscal Agent will revise the invoice and the adjusted budget upon resolution of the dispute.
6. In the event of a situation where construction, emergency repairs, outages (water, power, telephone, internet), or other unexpected situation will require the relocation of partner staff for more than 10 working days from an Acadian Workforce Solution Center to another site, reconciliation will include a calculation of any additional costs incurred and/or reduced costs as appropriate for the circumstances (e.g., increases due to leasing alternative space or increased insurance; reduced costs due to reduction in utilities or reduced income). Costs to partners will be adjusted in accordance with the allocation base negotiated in this MOU. Such calculations will be documented in a spreadsheet and shared with all the partners.
7. When in-kind is used, the partner invoice will reflect it in the balance

Modifications to the MOU may be done at any time provided all partners agree. Non-substantive changes to this MOU, such as minor revisions to the budget, do not require renewal of the MOU. However, all partners must agree to the modification prior to final revision. Substantial changes, such as changes to the American Job Center Partners, will require renewal of the MOU.

This agreement shall be reviewed and renewed no less than every three (3) years. Original signed documents shall be maintained at the administrative office of Local Workforce Development Area #40. Each partner shall receive an electronic copy of the signed MOU and necessary attachments.

SERVICES

Attachment B of this MOU outlines the services provided in the American Job Center by each partner listed in this agreement.

Termination/Separation

A. MOU Termination: This MOU will remain in effect until the end date, unless:

1. All parties mutually agree to terminate this MOU.
2. WIOA and the corresponding regulations are repealed.
3. Local area designations are changed.

B. Partner Separation - Any partner may terminate its participation as a party to this MOU upon 60 days written notice to the Board. In such an event:

Core *state-level* required partners *are* in *the* process *of* executing *an interagency agreement* to *encourage* good *partnership. The agreement includes assurances that each* partner *will make best efforts* to *delay any staffing* or *other changes that will significantly impact the other* partners *until* the beginning *of the* next *state fiscal year, and* to *provide the local board and* partners *with as much* notice *as possible. They will also make efforts* to *help* the *local board and fiscal agent* find *ways* to *mitigate costs and offset increases* to *the* remaining partners. *The language below will help local boards* get *similar assurances* from noncore or nonrequired partners.

1. Board will provide written notice to all remaining partners and to OWD Grants Administration.
2. The Board and Fiscal Agent will review the budget to determine where adjustments can be made that will prevent an increase in the remaining partners' shared cost amounts.
3. The Board will amend this MOU per Article VIII and the Fiscal Agent will prepare a revised budget document.

Effect of Termination

Required Partners - Each required partner understands that participation as a party to this MOU is required under WIOA Section 121(b)(1)(A) (II1) and any required partner that opts to terminate its participation as a party to this MOU:

a. Is still obligated as a required partner to provide access to program activities and services through a direct linkage with a comprehensive Acadian Workforce Solution Center.

b. Will be subject to and will cause all other required local partners to be subject to, the state infrastructure funding mechanism.

c. Will be required to pay its proportionate share of infrastructure costs as determined under the state infrastructure funding mechanism.

d. Must be reported to OWD Grants Administration and to the state agency that administers the partner program, as applicable. For required partners that get program funds directly from the DOL, the DOL will be notified.

e. May be subject to sanctions by the state and/or federal agency that administers the partner program.
f. Must make best efforts to find another entity that will fulfill the required partner role and/or will make recommendations to the Board and Fiscal Agent on budget adjustments or other means to defray a cost increase to the remaining partners.
g. Will send written notice to OWD Grants Administration and to the state agency that administers the partner program, as applicable, prior to submitting written notice of the separation to the Board. Required partners that receive funds directly from the DOL must send written notice to the DOL Grant Officer assigned to the partner in addition to OWD Grants Administration.
h. Any non-required partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the local workforce development system.

Dispute Resolution

All AWS system staff and management have a responsibility to act in good faith towards maintaining a culture of inclusion, dignity, equity and understanding for all stakeholders in the workforce system. Disputes should be addressed using approaches that facilitate clear communication and respectful interactions that lead to mutually acceptable solutions. For disputes that cannot be resolved informally, the following mediation/resolution process shall be followed:

1. Should informal efforts fail, the authorized signatory official of the WIOA local grant recipient, or designee, and the executive director(s) of the partner(s), or designee(s), shall meet to mediate and resolve the situation.
2. Should these efforts fail; the situation shall be referred to the chair of LWDA40 who shall designate an ad hoc committee to mediate with the Partners involved to resolve the situation.
3. Should local efforts fail, and/or situations reoccur, either party may send a written request to the SLPG CEO regarding mediation.
4. The CEO will designate the Executive Committee or an ad hoc committee of at least five SLPG members to mediate with the Partners involved and attempt to resolve the dispute.
5. SLPG will hear the dispute and provide a recommendation within 60 days.
6. The Partners will be notified in writing of the SLPG recommendation within 20 days.
7. Should local efforts fail, and/or situations reoccur, either party may send a written request to the SLPG CE regarding mediation.
8. The CEO will designate the Executive Committee or an ad hoc committee of at least five SLPG members to mediate with the Partners involved and attempt to resolve the dispute.
9. SLPG will hear the dispute and provide a recommendation within 60 days.
10. The Partners will be notified in writing of the SLPG recommendation within 20 days.

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

Jessie Bellard 2-14-2021

1. Signature Date

Jessie Bellard, Parish President

Printed Name and Title

St. Landry Parish Government

Agency Name

Email:jessie.bellard@stlandrypg.net

Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

Patrick Fontenot 6/30/21

2. Signature Date

Patrick Fontenot, Board President

Printed Name and Title

Local Workforce Board # 40

Agency Name

Email:pfwp@bellsouth.net

Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

3. Signature

6/30/2021
Date

Dr. Vincent June, Chancellor
Printed Name and Title

South Louisiana Community College
Agency Name

Email: vincent.june@solacc.edu
Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

Stacey Taylor 06/30/2021

5. Signature Date

Stacey Taylor, Executive Director Representative

Printed Name and Title

Motivational, Education and Training, Inc. NJFP)

Agency Name

Email: taylor@metinc.org

Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.



11. Signature

July 7, 2021
Date

David Dennis, Chief Executive Officer
Printed Name and Title

Eckerd Connects
Agency Name

Email: info@eckerd.org
Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

Kandace Bowman 07/07/2021

5. Signature Date

Kandace Bowman Workforce Development Coordinator

Printed Name and Title

Motivation Education and Training, Inc. (NJFP)

Agency Name

Email: bowman@metinc.org

Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

7. Signature _____ Date _____

Charisse Roberts, Director
Printed Name and Title

St. Landry Parish Community Action Agency (CSBG)
Agency Name

Email: ~~charisse.roberts@stlandryparish.org~~ croberts@slpgov.net
Agency Contact Information

Signature Page

By *signing, each party affirms that this MOU accurately* describes *the negotiated roles, responsibilities, and* costs.

7/12/2021

10. Signature _____ Date

Dr. Carmela Lacayo Representative

Printed Name and Title

Asociacion Nacional Pro Personas Mayores

Agency Name

Email: micasact@aol.com

Agency Contact Information

Attachment #9

Public Comments

Public Comments - Summary

- What is HHSC?
- What are BSUs?
- "key industry sectors". A better title would be to refer to these as 1A's *targeted key industries* – meaning these are the industries where we focus our recruitment and attraction efforts but does not mean there are not other industries such as healthcare.
- Page 15 – Industry Projections for Region 4- Can this be changed to better reflect the industry projections like this one published in the RFP? It may need to be updated to reflect the most recent numbers.
  Where I see multiple, positive uses for a "Mobile Workforce Unit (MWU)", has this expense been presented to the Board for approval?
- If it is to be listed in such a significant Plan, the membership should be clearly defined either here or in LWDB40 policies.
- Confusing statement - The grant recipient and the local workforce board reserves the right to waive all or parts of the competitive procurement process during the second and third year of the contract.
- Use region figures instead of state figures
- Use newest data - 2016-2026 through LWC.
- employment projection shows 2016 – 2024 (I believe that this is a typo)
- Provide source for population data
- mention the long-term collaboration and support that LWC/ AWS has provided to host the annual Acadiana Diversity Job Fair which is an event that targets several populations, and initially started as a job fair for persons with disabilities as one of the primary targets. Stakeholders from the Acadiana region has hosted the Acadiana Diversity Job Fair (formerly job fair for persons with disabilities) for the last 17 years.
- Typically, the workforce system along with economic development and chambers of commerce participate in the regional Carl Perkins grant meetings / jumpstart committee, which involves having direct conversations with k-12 education systems in the region, as well as higher educational institutions, regarding what industry based credentials / career pathways will be offered through the k-12 system. These meetings also discuss how those programs will articulate to higher education for additional educational attainment. Our region's workforce development board staff have participated in these in the past and I believe it would be beneficial for WFD Board 40 / ASW to continue this engagement in order to provide valuable input to these educational institutions as they make decisions on future programming that they offer students.
- thanks for mentioning SBDC and economic entities in this section, as LEDA does operate one of the largest entrepreneurial incubators/ accelerator programs in the state (Opportunity Machine) and our team at Opportunity Machine would be happy to cross-promote their existing programs for individuals interested in starting or developing their business or business idea.
- Career Scholarships verbiage should be used consistently
- plan mentions a number of proprietary schools on the ETPL but doesn't list the number, instead it has a placeholder XX.
- Parish President name typo
- in what situation would the board or grant recipient want or need to waive the competitive procurement process during the second or third year of the contract? Please provide clarity