

REGIONAL AND LOCAL PLAN PY 2024 - 2027

Local Workforce Development Area Name:

Acadiana Workforce Solutions / LWDA 40

Plan Effective Date: _____

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CHAPTER 1: ECONOMIC AND WORKFORCE ANALYSIS: REGIONAL

Local Workforce Development Area 40 (LWDA 40) Labor Market Information (LMI) data showcase in-demand occupations and long-term projections to assist job seekers and employers.

The top in-demand industry sectors in the LWDA 40 are Professional and Technical Services, Manufacturing, Education, Healthcare, Energy, and Transportation. In Region 4, healthcare is the largest employment sector and the industry's average weekly wage is \$938.

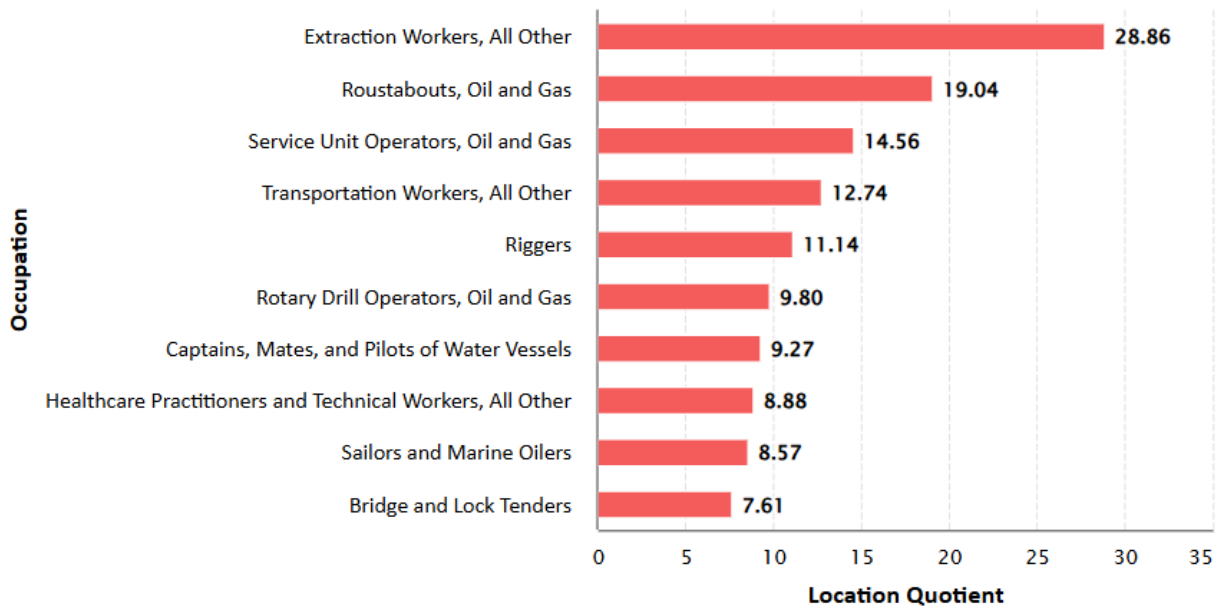
A. Provide an analysis of the:

1. Economic conditions including existing and emerging in-demand industry sectors and occupations

- The primary industries that will be targeted include Professional and Technical Services, Manufacturing, Education, Healthcare, Energy, and Transportation.
- Aviation, Oil and Gas, Maritime, and Information Technology are high-impact industry clusters as they create high-wage/ high-demand jobs.
- High-demand occupations include:
 - Healthcare includes nursing (LPN and RN), EMT/ Paramedics, respiratory therapist, and surgical technician as well entry-level health-related occupations which lead to higher-level occupations.
 - Construction, Manufacturing, Energy, and Transportation:
 - Manufacturing includes industrial mechanics, machinists, welders, fitters, non-destructive testing, electronic technician, drafting and design, industrial technology, Engineering, and assembly.
 - Construction includes electrical, carpentry, HVAC, and other skilled construction trades, power lineman, telecommunications installation technician.
 - Transportation includes CDL truck driving, aviation maintenance repair, auto mechanic.
 - Energy includes field engineers, equipment technician, service operator, maintenance technician, operator, field service rep., surveying/ surveying technician.
 - Professional and Technical Services including software developer, systems analyst, cyber security analyst, business analyst, programmer, database administrator, data analyst, information services, help desk technician, and project manager.
 - Education includes elementary and secondary teachers
- Other careers deemed high demand in region by Local Workforce Development Board 40 (LWDB 40) and local policies

According to data released in May of 2023 by the Bureau of Labor Statistics, the following industries have favorable location quotients: Energy/Mining, Transportation, and Healthcare. The chart below illustrates high location quotients in the Lafayette MSA.

Occupations with the highest location quotient in Lafayette, LA, May 2023



Source: Bureau of Labor Statistics

The major occupations in Louisiana highlight a diverse labor market spanning healthcare, manufacturing, educational Services, construction, education, and professional and technical services. The following charts illustrate the top growth industries and occupations in region 4.

Table 1: 2032 Industry Projections for the Region 4

Industry Sectors	NAICS CODE	2022 Base Employment	2032 Projected Employment	Employment Change 2022-2032	Percent Change 2022-2032
Agriculture, Fishing, Forestry, and Hunting	11	1,272	1,293	21	1.7%
Mining	21	12,425	12,325	-100	-0.8%
Utilities	22	750	776	26	3.5%
Construction	23	12,699	13,754	1,055	8.3%
Manufacturing	31-33	20,810	21,969	1,159	5.6%
Wholesale Trade	42	9,659	10,039	380	3.9%

Retail Trade	44-45	33,809	33,908	99	0.3%
Transportation and Warehousing	48-49	9,569	9,903	334	3.5%
Information	51	1,902	1,873	-29	-1.5%
Finance and Insurance	52	6,451	6,221	-230	-3.6%
Real Estate and Rental and Leasing	53	5,701	5,739	38	0.7%
Professional, Scientific, and Technical Services	54	11,176	12,971	1,795	16.1%
Management of Companies and Enterprises	55	2,120	1,830	-290	-13.7%
Administrative and Waste Services	56	10,693	10,657	-36	-0.3%
Educational Services	61	19,504	20,253	749	3.8%
Health Care and Social Assistance	62	42,769	45,750	2,981	7.0%
Arts, Entertainment and Recreation	71	2,595	2,840	245	9.4%
Accommodation and Food Services	72	22,761	23,098	337	1.5%
Other Services, Except Public Administration	81	21,699	22,148	449	2.1%
Government	90	12,960	13,096	136	1.0%

Source: LWC Long-term Industry Projections to 2032

Top growth industries – Region Labor Market Area (RLMA) 4

1. Healthcare – 42,769 base employment – 7% growth or 2,981
2. Manufacturing – 20,810 base employment – 5.6% growth or 1,159
3. Educational Services – 19,504 base employment – 3.8% growth or 749
4. Professional Services (including Information Technology) – 12,971 base employment - 16.1% growth or 1,795
5. Construction – 12,699 base employment – 8.3% growth or 1,055

Table 2: 2032 Occupations with Most Growth Projections for the Region 4

Occ. Code	Occupational Title	2022 Estimate	2032 Projected	10 Year Growth
31-1120	Home Health and Personal Care Aides	6,681	7,892	1,211
47-2061	Construction Laborers	3,764	4,212	448
35-2014	Cooks, Restaurant	1,761	2,151	390
11-1021	General and Operations Managers	5,944	6,311	367
53-7065	Stockers and Order Fillers	3,942	4,305	363
29-1141	Registered Nurses	5,131	5,432	301
53-3033	Light Truck Drivers	2,955	3,209	254
29-1171	Nurse Practitioners	632	867	235
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	4,732	4,961	229
23-1011	Lawyers	1,217	1,424	207
53-3032	Heavy and Tractor-Trailer Truck Drivers	4,182	4,369	187
11-9111	Medical and Health Services Managers	654	834	180
49-9041	Industrial Machinery Mechanics	866	1,035	169
41-2031	Retail Salespersons	6,983	7,149	166
29-2061	Licensed Practical and Licensed Vocational Nurses	2,850	3,008	158
31-9092	Medical Assistants	1,416	1,574	158
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	3,040	3,194	154
49-9071	Maintenance and Repair Workers, General	2,880	3,025	145
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	1,762	1,904	142
31-1131	Nursing Assistants	2,275	2,414	139
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	2,311	2,450	139
13-2011	Accountants and Auditors	1,836	1,974	138
51-4121	Welders, Cutters, Solderers, and Brazers	2,101	2,236	135
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	728	858	130
11-3031	Financial Managers	788	905	117
25-2021	Elementary School Teachers, Except Special Education	2,567	2,680	113
39-2021	Animal Caretakers	481	588	107
47-2111	Electricians	1,427	1,532	105
51-4041	Machinists	1,298	1,398	100
35-3023	Fast Food and Counter Workers	3,634	3,732	98
47-2031	Carpenters	969	1,066	97
15-1252	Software Developers	293	387	94
29-2052	Pharmacy Technicians	908	1,001	93
33-3051	Police and Sheriff's Patrol Officers	1,662	1,754	92
29-2056	Veterinary Technologists and Technicians	247	332	85
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	3,809	3,891	82
25-9045	Teaching Assistants, Except Postsecondary	2,014	2,095	81
39-9031	Exercise Trainers and Group Fitness Instructors	389	465	76
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	1,577	1,652	75

11-9021	Construction Managers	542	613	71
23-2011	Paralegals and Legal Assistants	534	605	71
29-1127	Speech-Language Pathologists	374	438	64
29-1123	Physical Therapists	436	498	62
47-2073	Operating Engineers and Other Construction Equipment Operators	836	896	60
13-1082	Project Management Specialists	468	525	57
37-2012	Maids and Housekeeping Cleaners	1,500	1,556	56
51-1011	First-Line Supervisors of Production and Operating Workers	1,217	1,272	55
19-5011	Occupational Health and Safety Specialists	250	301	51
21-1012	Educational, Guidance, and Career Counselors and Advisors	566	617	51
31-2021	Physical Therapist Assistants	204	254	50
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	1,271	1,321	50

Source: LWC Long-term Occupation Projections to 2032

Table 3: 2022-2032 Favorable Demand Occupation Projections Based on Replacements

Occ. Code	Occupational Title	Total Openings
41-2011	Cashiers	15,620
31-1120	Home Health and Personal Care Aides	11,903
41-2031	Retail Salespersons	10,406
35-3023	Fast Food and Counter Workers	8,511
35-3031	Waiters and Waitresses	7,738
35-2021	Food Preparation Workers	7,256
53-7065	Stockers and Order Fillers	6,962
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	6,491
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	5,441
11-1021	General and Operations Managers	5,182
43-9061	Office Clerks, General	4,879
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4,788
53-3032	Heavy and Tractor-Trailer Truck Drivers	4,629
43-4051	Customer Service Representatives	3,861
47-2061	Construction Laborers	3,852
43-3031	Bookkeeping, Accounting, and Auditing Clerks	3,626
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	3,618
31-1131	Nursing Assistants	3,462
53-3033	Light Truck Drivers	3,456
35-2014	Cooks, Restaurant	3,319
41-1011	First-Line Supervisors of Retail Sales Workers	3,309
39-9011	Childcare Workers	3,156
29-1141	Registered Nurses	3,141
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	2,896

49-9071	Maintenance and Repair Workers, General	2,794
43-4171	Receptionists and Information Clerks	2,668
43-1011	First-Line Supervisors of Office and Administrative Support Workers	2,537
25-9045	Teaching Assistants, Except Postsecondary	2,469
29-2061	Licensed Practical and Licensed Vocational Nurses	2,377
51-4121	Welders, Cutters, Solderers, and Brazers	2,230
37-2012	Maids and Housekeeping Cleaners	2,227
31-9092	Medical Assistants	2,063
25-2021	Elementary School Teachers, Except Special Education	1,858
35-3011	Bartenders	1,799
33-9032	Security Guards	1,734
37-3011	Landscaping and Groundskeeping Workers	1,613
13-2011	Accountants and Auditors	1,591
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	1,590
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	1,590
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	1,466

Source: LWC Long Term Industry Projections to 2032

Acadiana area follows the Louisiana economy with diversity of mature and emerging industries. Key mature industries include manufacturing, agribusiness, and energy. These industries are still important to the economy and contribute to the state's GDP. Mature industries in high growth play a critical role in the growth of Acadiana.

According to the Acadiana Planning Commission's Comprehensive Economic Development Strategy, the emerging industries in Region 4 include healthcare, travel, online retail, and green energy.

Data utilized in this report are from the U.S. Census Bureau, U.S. Bureau of Labor Statistics, American Community Survey, Louisiana Occupational Information System, and Louisiana LMI Statistical Reports.

2. Employment needs of employers in existing and emerging in-demand industry sectors and occupations.

Acadiana's employers consistently search for qualified talent to meet immediate job demands and support future growth and expansion plans. Specifically, in sectors like healthcare, employers require applicants with the essential skills and credentials, such as licenses issued by relevant state boards. While not all industries necessitate formalized or lengthy training programs for entry-level positions, resources are available to address various needs, including transitional jobs, work experience, short-term prevocational services, on-the-job training, and incumbent worker training.

The dynamic nature of job content and skill requirements underscores employers' importance in establishing mechanisms for ongoing education and skills enhancement. To stay competitive in the global economy, businesses must innovate and adopt more efficient, high-value production systems that rely on highly skilled workers. The evolving landscape of technologically advanced job skills calls for a more flexible education and workforce training system, leading to a growing demand for accessible career pathways and the retraining of incumbent workers to adapt to new processes.

Local Workforce Development Area 40 has collaborated with One Acadiana and conducted Workforce Needs Assessment Surveys and participated in industry round table discussions during 2023 and 2024. This survey collected information from employers across the Acadiana region regarding their vacancies, workforce challenges, difficulties in hiring, perceptions of applicants, advertising outlets for job openings, and upcoming retirements, among other questions. The highest-ranking need from employers was identified as soft skills and skilled labor shortages, as they are essential to teamwork and organizational success.

American Job Center (AJC) staff will focus on soft skills such as attendance, accountability, and five other soft skills proven beneficial in the world of work. Soft skills training will be offered to job seekers and incumbent workers. Also, the American Job Center's Staff will focus on work-based learning opportunities addressing technical and skilled labor shortages.

Work-based learning opportunities such as on-the-job training, work experience programs, and registered apprenticeships will also create a pipeline of talent to satisfy the needs of employers in the local area.

American Job Center staff will also utilize the job development process as a tool to promote qualified job seekers to employers. This process assists job seekers in identifying their career goals, ensuring they have the skills and training the employer seeks, and then promoting them to area employers for possible job placement.

The following chart demonstrates the high demand high wage occupations in Acadiana and the experience needed.

Table 4: 2022-2032 High Demand High Wage Occupations in Acadiana

Star Rating	Occ. Code	Occupational Title	Most Significant Source of Education or Training	Work Experience	Job Training
5	11-1021	General and Operations Managers	Bachelor's degree	5 years or more	None
5	29-1141	Registered Nurses	Bachelor's degree	None	None
5	41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	High school diploma or equivalent	None	Moderate-term on-the-job training
5	13-2011	Accountants and Auditors	Bachelor's degree	None	None
5	47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	High school diploma or equivalent	5 years or more	None
5	51-1011	First-Line Supervisors of Production and Operating Workers	High school diploma or equivalent	Less than 5 years	None

5	49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	High school diploma or equivalent	Less than 5 years	None
5	49-9041	Industrial Machinery Mechanics	High school diploma or equivalent	None	Long-term on-the-job training
5	53-5021	Captains, Mates, and Pilots of Water Vessels	Postsecondary non-degree award	Less than 5 years	None
5	23-1011	Lawyers	Doctoral or professional degree	None	None
5	11-9111	Medical and Health Services Managers	Bachelor's degree	Less than 5 years	None
5	11-3031	Financial Managers	Bachelor's degree	5 years or more	None
5	29-1171	Nurse Practitioners	Master's degree	None	None
5	11-9021	Construction Managers	Bachelor's degree	None	Moderate-term on-the-job training
5	13-1082	Project Management Specialists	Bachelor's degree	None	None
5	31-2021	Physical Therapist Assistants	Associate's degree	None	None
5	15-1232	Computer User Support Specialists	Some college, no degree	None	Moderate-term on-the-job training
5	19-5011	Occupational Health and Safety Specialists	Bachelor's degree	None	None
5	53-2012	Commercial Pilots	Postsecondary non-degree award	None	Moderate-term on-the-job training
5	11-2022	Sales Managers	Bachelor's degree	Less than 5 years	None
5	29-1127	Speech-Language Pathologists	Master's degree	None	Internship/residency
5	15-1252	Software Developers	Bachelor's degree	None	None
5	29-1051	Pharmacists	Doctoral or professional degree	None	None
5	29-1123	Physical Therapists	Doctoral or professional degree	None	None
5	13-1081	Logisticians	Bachelor's degree	None	None
5	11-3051	Industrial Production Managers	Bachelor's degree	5 years or more	None
5	29-1126	Respiratory Therapists	Associate's degree	None	None
5	13-1111	Management Analysts	Bachelor's degree	Less than 5 years	None
5	41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	Bachelor's degree	None	Moderate-term on-the-job training
5	31-2011	Occupational Therapy Assistants	Associate's degree	None	None
5	11-9151	Social and Community Service Managers	Bachelor's degree	Less than 5 years	None

5	29-1122	Occupational Therapists	Master's degree	None	None
5	15-1211	Computer Systems Analysts	Bachelor's degree	None	None
5	11-3121	Human Resources Managers	Bachelor's degree	5 years or more	None
5	11-9033	Education Administrators, Postsecondary	Master's degree	Less than 5 years	None
5	11-3021	Computer and Information Systems Managers	Bachelor's degree	5 years or more	None
5	17-2112	Industrial Engineers	Bachelor's degree	None	None
5	17-2051	Civil Engineers	Bachelor's degree	None	None
5	13-2052	Personal Financial Advisors	Bachelor's degree	None	Long-term on-the-job training
5	29-1071	Physician Assistants	Master's degree	None	None
5	11-9041	Architectural and Engineering Managers	Bachelor's degree	5 years or more	None
5	17-2141	Mechanical Engineers	Bachelor's degree	None	None
5	15-1244	Network and Computer Systems Administrators	Bachelor's degree	None	None
5	29-2032	Diagnostic Medical Sonographers	Associate's degree	None	None
5	29-1151	Nurse Anesthetists	Master's degree	None	None
5	11-2021	Marketing Managers	Bachelor's degree	5 years or more	None
5	17-2171	Petroleum Engineers	Bachelor's degree	None	None
5	19-3033	Clinical and Counseling Psychologists	Doctoral or professional degree	None	Internship/residency
5	15-1212	Information Security Analysts	Bachelor's degree	Less than 5 years	None
5	15-1253	Software Quality Assurance Analysts and Testers	Bachelor's degree	None	None
5	15-1242	Database Administrators	Bachelor's degree	None	None
5	15-2051	Data Scientists	Bachelor's degree	None	None
5	29-1215	Family Medicine Physicians	Doctoral or professional degree	None	Internship/residency
4	53-3032	Heavy and Tractor-Trailer Truck Drivers	Postsecondary non-degree award	None	Short-term on-the-job training
4	47-2061	Construction Laborers	No formal educational credential	None	Short-term on-the-job training
4	53-3033	Light Truck Drivers	High school diploma or equivalent	None	Short-term on-the-job training
4	49-9071	Maintenance and Repair Workers, General	High school diploma or equivalent	None	Moderate-term on-the-job training
4	43-1011	First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	Less than 5 years	None
4	29-2061	Licensed Practical and Licensed Vocational Nurses	Postsecondary non-degree award	None	None

4	51-4121	Welders, Cutters, Solderers, and Brazers	High school diploma or equivalent	None	Moderate-term on-the-job training
4	25-2021	Elementary School Teachers, Except Special Education	Bachelor's degree	None	None
4	51-4041	Machinists	High school diploma or equivalent	None	Long-term on-the-job training
4	47-2111	Electricians	High school diploma or equivalent	None	Apprenticeship
4	33-3051	Police and Sheriff's Patrol Officers	High school diploma or equivalent	None	Moderate-term on-the-job training
4	53-7051	Industrial Truck and Tractor Operators	No formal educational credential	None	Short-term on-the-job training
4	49-3023	Automotive Service Technicians and Mechanics	Postsecondary non-degree award	None	Short-term on-the-job training
4	25-2031	Secondary School Teachers, Except Special and Career/Technical Education	Bachelor's degree	None	None
4	53-1047	FirstLine Supervisors of Transportation & Material Moving Workers, Exc Aircraft Cargo Handling Supervisor	High school diploma or equivalent	Less than 5 years	None
4	47-2152	Plumbers, Pipefitters, and Steamfitters	High school diploma or equivalent	None	Apprenticeship
4	29-2052	Pharmacy Technicians	High school diploma or equivalent	None	Moderate-term on-the-job training
4	47-2031	Carpenters	High school diploma or equivalent	None	Apprenticeship
4	41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	High school diploma or equivalent	None	Moderate-term on-the-job training
4	47-5071	Roustabouts, Oil and Gas	No formal educational credential	None	Moderate-term on-the-job training
4	47-2073	Operating Engineers and Other Construction Equipment Operators	High school diploma or equivalent	None	Moderate-term on-the-job training
4	13-1071	Human Resources Specialists	Bachelor's degree	None	None
4	53-5011	Sailors and Marine Oilers	No formal educational credential	None	Moderate-term on-the-job training
4	53-7072	Pump Operators, Except Wellhead Pumps	High school diploma or equivalent	None	Moderate-term on-the-job training

4	47-5013	Service Unit Operators, Oil and Gas	No formal educational credential	None	Moderate-term on-the-job training
4	41-3021	Insurance Sales Agents	High school diploma or equivalent	None	Moderate-term on-the-job training
4	25-2022	Middle School Teachers, Except Special and Career/Technical Education	Bachelor's degree	None	None
4	23-2011	Paralegals and Legal Assistants	Associate's degree	None	None
4	49-9096	Riggers	High school diploma or equivalent	None	Moderate-term on-the-job training
4	53-3031	Driver/Sales Workers	High school diploma or equivalent	None	Short-term on-the-job training
4	47-5023	Earth Drillers, Except Oil and Gas	High school diploma or equivalent	Less than 5 years	Long-term on-the-job training
4	49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Postsecondary non-degree award	None	Long-term on-the-job training
4	11-9141	Property, Real Estate, and Community Association Managers	High school diploma or equivalent	Less than 5 years	Short-term on-the-job training
4	49-3042	Mobile Heavy Equipment Mechanics, Except Engines	High school diploma or equivalent	None	Long-term on-the-job training
4	43-5052	Postal Service Mail Carriers	No formal educational credential	None	Short-term on-the-job training
4	21-1012	Educational, Guidance, and Career Counselors and Advisors	Master's degree	None	None
4	13-1161	Market Research Analysts and Marketing Specialists	Bachelor's degree	None	None
4	49-9043	Maintenance Workers, Machinery	High school diploma or equivalent	None	Long-term on-the-job training
4	11-9032	Education Administrators, Kindergarten through Secondary	Master's degree	5 years or more	None
4	27-2022	Coaches and Scouts	Bachelor's degree	None	None
4	51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	High school diploma or equivalent	None	Moderate-term on-the-job training
4	25-9031	Instructional Coordinators	Master's degree	5 years or more	None
4	13-1020	Buyers and Purchasing Agents	Bachelor's degree	None	Moderate-term on-the-job training
4	29-2034	Radiology Technologists and Technicians	Associate's degree	None	None
4	13-1041	Compliance Officers	Bachelor's degree	None	Moderate-term on-the-job training

4	13-1051	Cost Estimators	Bachelor's degree	None	Moderate-term on-the-job training
4	17-3031	Surveying and Mapping Technicians	High school diploma or equivalent	None	Moderate-term on-the-job training
4	41-3031	Securities, Commodities, and Financial Services Sales Agents	Bachelor's degree	None	Moderate-term on-the-job training
4	51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	High school diploma or equivalent	None	Moderate-term on-the-job training
4	53-7021	Crane and Tower Operators	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
4	25-4022	Librarians and Media Collections Specialists	Master's degree	None	None
4	49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	High school diploma or equivalent	None	Long-term on-the-job training
4	33-1012	First-Line Supervisors of Police and Detectives	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
4	49-2022	Telecommunications Equipment Installers and Repairers, Except Line Installers	Postsecondary non-degree award	None	Moderate-term on-the-job training
4	25-2058	Special Education Teachers, Secondary School	Bachelor's degree	None	None
4	43-5061	Production, Planning, and Expediting Clerks	High school diploma or equivalent	None	Moderate-term on-the-job training
4	49-2098	Security and Fire Alarm Systems Installers	High school diploma or equivalent	None	Moderate-term on-the-job training
4	17-3023	Electrical and Electronics Engineering Technologists and Technicians	Associate's degree	None	None
4	41-1012	First-Line Supervisors of Non-Retail Sales Workers	High school diploma or equivalent	Less than 5 years	None
4	19-4031	Chemical Technicians	Associate's degree	None	Moderate-term on-the-job training
4	11-9051	Food Service Managers	High school diploma or equivalent	Less than 5 years	Short-term on-the-job training
4	29-2055	Surgical Technologists	Postsecondary non-degree award	None	None
4	35-1011	Chefs and Head Cooks	High school diploma or equivalent	5 years or more	None
4	17-1022	Surveyors	Bachelor's degree	None	Internship/residency
4	25-2012	Kindergarten Teachers, Except Special Education	Bachelor's degree	None	None
4	29-2072	Medical Records Specialists	Postsecondary non-degree award	None	None

4	53-7073	Wellhead Pumpers	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
4	21-1022	Healthcare Social Workers	Master's degree	None	Internship/residency
4	29-1292	Dental Hygienists	Associate's degree	None	None
4	11-3012	Administrative Services Managers	Bachelor's degree	Less than 5 years	None
4	13-1151	Training and Development Specialists	Bachelor's degree	Less than 5 years	None
4	25-1123	English Language and Literature Teachers, Postsecondary	Doctoral or professional degree	None	None
4	47-5012	Rotary Drill Operators, Oil and Gas	No formal educational credential	None	Moderate-term on-the-job training
4	11-3071	Transportation, Storage, and Distribution Managers	High school diploma or equivalent	5 years or more	None
4	19-5012	Occupational Health and Safety Technicians	High school diploma or equivalent	None	Moderate-term on-the-job training
4	43-4061	Eligibility Interviewers, Government Programs	High school diploma or equivalent	None	Moderate-term on-the-job training
4	53-5031	Ship Engineers	Postsecondary non-degree award	Less than 5 years	None
4	47-4011	Construction and Building Inspectors	High school diploma or equivalent	5 years or more	Moderate-term on-the-job training
4	15-1231	Computer Network Support Specialists	Associate's degree	None	Moderate-term on-the-job training
4	21-1023	Mental Health and Substance Abuse Social Workers	Master's degree	None	Internship/residency
4	49-9051	Electrical Power-Line Installers and Repairers	High school diploma or equivalent	None	Long-term on-the-job training
4	17-2072	Electronics Engineers, Except Computer	Bachelor's degree	None	None
4	29-2091	Orthotists and Prosthetists	Master's degree	None	Internship/residency
4	17-1011	Architects, Except Landscape and Naval	Bachelor's degree	None	Internship/residency
4	47-2011	Boilermakers	High school diploma or equivalent	None	Apprenticeship
4	11-9171	Funeral Home Managers	Associate's degree	Less than 5 years	None
4	49-2091	Avionics Technicians	Associate's degree	None	None
4	29-1131	Veterinarians	Doctoral or professional degree	None	None
4	53-6011	Bridge and Lock Tenders	High school diploma or equivalent	None	Short-term on-the-job training
4	49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	High school diploma or equivalent	None	Moderate-term on-the-job training

4	47-2221	Structural Iron and Steel Workers	High school diploma or equivalent	None	Apprenticeship
4	49-3011	Aircraft Mechanics and Service Technicians	Postsecondary non-degree award	None	None
4	27-3031	Public Relations Specialists	Bachelor's degree	None	None
4	29-1221	Pediatricians, General	Doctoral or professional degree	None	Internship/residency
4	29-1031	Dietitians and Nutritionists	Bachelor's degree	None	Internship/residency
4	25-1121	Art, Drama, and Music Teachers, Postsecondary	Master's degree	None	None
4	31-9011	Massage Therapists	Postsecondary non-degree award	None	None
4	13-1031	Claims Adjusters, Examiners, and Investigators	High school diploma or equivalent	None	Long-term on-the-job training
4	25-1032	Engineering Teachers, Postsecondary	Doctoral or professional degree	None	None
4	51-8091	Chemical Plant and System Operators	High school diploma or equivalent	None	Moderate-term on-the-job training
4	19-2041	Environmental Scientists and Specialists, Including Health	Bachelor's degree	None	None
4	27-2021	Athletes and Sports Competitors	No formal educational credential	None	Long-term on-the-job training
4	21-1091	Health Education Specialists	Bachelor's degree	None	None
4	15-1251	Computer Programmers	Bachelor's degree	None	None
4	25-1011	Business Teachers, Postsecondary	Doctoral or professional degree	None	None
4	29-2043	Paramedics	Postsecondary non-degree award	Less than 5 years	None
4	25-1022	Mathematical Science Teachers, Postsecondary	Doctoral or professional degree	None	None
4	49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	Postsecondary non-degree award	None	Long-term on-the-job training
4	17-3022	Civil Engineering Technologists and Technicians	Associate's degree	None	None
4	17-3011	Architectural and Civil Drafters	Associate's degree	None	None
4	17-2071	Electrical Engineers	Bachelor's degree	None	None
4	25-1081	Education Teachers, Postsecondary	Doctoral or professional degree	Less than 5 years	None
4	25-1072	Nursing Instructors and Teachers, Postsecondary	Doctoral or professional degree	Less than 5 years	None

4	53-7071	Gas Compressor and Gas Pumping Station Operators	High school diploma or equivalent	None	Moderate-term on-the-job training
4	49-3041	Farm Equipment Mechanics and Service Technicians	High school diploma or equivalent	None	Long-term on-the-job training
4	19-2031	Chemists	Bachelor's degree	None	None
4	29-1021	Dentists, General	Doctoral or professional degree	None	None
4	11-1011	Chief Executives	Bachelor's degree	5 years or more	None
4	29-2031	Cardiovascular Technologists and Technicians	Associate's degree	None	None
4	25-1122	Communications Teachers, Postsecondary	Doctoral or professional degree	None	None
4	19-2042	Geoscientists, Except Hydrologists and Geographers	Bachelor's degree	None	None
4	25-1042	Biological Science Teachers, Postsecondary	Doctoral or professional degree	None	None
4	11-3061	Purchasing Managers	Bachelor's degree	5 years or more	None
4	53-7031	Dredge Operators	High school diploma or equivalent	None	Moderate-term on-the-job training
4	29-1011	Chiropractors	Doctoral or professional degree	None	None
4	49-2093	Electrical and Electronics Installers and Repairers, Transportation Equipment	Postsecondary non-degree award	None	Long-term on-the-job training
4	25-1071	Health Specialties Teachers, Postsecondary	Doctoral or professional degree	Less than 5 years	None
4	17-2081	Environmental Engineers	Bachelor's degree	None	None
4	53-2011	Airline Pilots, Copilots, and Flight Engineers	Bachelor's degree	Less than 5 years	Moderate-term on-the-job training
4	19-4042	Environmental Science and Protection Technicians, Including Health	Associate's degree	None	None
4	25-1021	Computer Science Teachers, Postsecondary	Doctoral or professional degree	None	None
4	53-2021	Air Traffic Controllers	Associate's degree	None	Long-term on-the-job training
4	17-2061	Computer Hardware Engineers	Bachelor's degree	None	None
4	51-4051	Metal-Refining Furnace Operators and Tenders	High school diploma or equivalent	None	Moderate-term on-the-job training
4	47-4021	Elevator and Escalator Installers and Repairers	High school diploma or equivalent	None	Apprenticeship
4	25-1066	Psychology Teachers, Postsecondary	Doctoral or professional degree	None	None

4	25-1063	Economics Teachers, Postsecondary	Doctoral or professional degree	None	None
4	25-4012	Curators	Master's degree	None	None
4	25-1031	Architecture Teachers, Postsecondary	Doctoral or professional degree	None	None
4	15-2041	Statisticians	Master's degree	None	None
4	11-3013	Facilities Managers	Bachelor's degree	Less than 5 years	None
4	11-9121	Natural Sciences Managers	Bachelor's degree	5 years or more	None
4	19-4021	Biological Technicians	Bachelor's degree	None	None
4	41-9031	Sales Engineers	Bachelor's degree	None	Moderate-term on-the-job training
4	15-1241	Computer Network Architects	Bachelor's degree	5 years or more	None
4	17-3024	Electro-Mechanical and Mechatronics Technologists and Technicians	Associate's degree	None	None
4	17-3027	Mechanical Engineering Technologists and Technicians	Associate's degree	None	None
4	11-3131	Training and Development Managers	Bachelor's degree	5 years or more	None
4	19-1041	Epidemiologists	Master's degree	None	None
4	25-1124	Foreign Language and Literature Teachers, Postsecondary	Doctoral or professional degree	None	None
4	29-1041	Optometrists	Doctoral or professional degree	None	None
4	17-2111	Health and Safety Engineers, Except Mining Safety Engineers and Inspectors	Bachelor's degree	None	None
4	15-1221	Computer and Information Research Scientists	Master's degree	None	None
4	25-1051	Atmospheric, Earth, Marine, and Space Sciences Teachers, Postsecondary	Doctoral or professional degree	None	None
4	29-1216	General Internal Medicine Physicians	Doctoral or professional degree	None	Internship/residency
4	13-2031	Budget Analysts	Bachelor's degree	None	None
4	15-1243	Database Architects	Bachelor's degree	Less than 5 years	None
4	25-1054	Physics Teachers, Postsecondary	Doctoral or professional degree	None	None
4	29-1211	Anesthesiologists	Doctoral or professional degree	None	Internship/residency

4	17-2041	Chemical Engineers	Bachelor's degree	None	None
4	25-1052	Chemistry Teachers, Postsecondary	Doctoral or professional degree	None	None
4	15-2031	Operations Research Analysts	Bachelor's degree	None	None
4	19-1023	Zoologists and Wildlife Biologists	Bachelor's degree	None	None
4	17-2121	Marine Engineers and Naval Architects	Bachelor's degree	None	None
4	25-1065	Political Science Teachers, Postsecondary	Doctoral or professional degree	None	None
4	17-3028	Calibration Technologists and Technicians	Associate's degree	None	None
4	17-2031	Bioengineers and Biomedical Engineers	Bachelor's degree	None	None
4	17-3026	Industrial Engineering Technologists and Technicians	Associate's degree	None	None
4	19-3091	Anthropologists and Archeologists	Master's degree	None	None
4	23-1021	Administrative Law Judges, Adjudicators, and Hearing Officers	Doctoral or professional degree	5 years or more	Short-term on-the-job training
4	29-1081	Podiatrists	Doctoral or professional degree	None	Internship/residency
4	29-1217	Neurologists	Doctoral or professional degree	None	Internship/residency
4	29-1242	Orthopedic Surgeons, Except Pediatric	Doctoral or professional degree	None	Internship/residency
4	29-1218	Obstetricians and Gynecologists	Doctoral or professional degree	None	Internship/residency
3	41-2031	Retail Salespersons	No formal educational credential	None	Short-term on-the-job training
3	53-7065	Stockers and Order Fillers	High school diploma or equivalent	None	Short-term on-the-job training
3	53-7062	Laborers and Freight, Stock, and Material Movers, Hand	No formal educational credential	None	Short-term on-the-job training
3	43-9061	Office Clerks, General	High school diploma or equivalent	None	Short-term on-the-job training
3	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	None	Short-term on-the-job training
3	43-4051	Customer Service Representatives	High school diploma or equivalent	None	Short-term on-the-job training
3	43-3031	Bookkeeping, Accounting, and Auditing Clerks	Some college, no degree	None	Moderate-term on-the-job training

3	35-1012	First-Line Supervisors of Food Preparation and Serving Workers	High school diploma or equivalent	Less than 5 years	None
3	31-1131	Nursing Assistants	Postsecondary non-degree award	None	None
3	35-2014	Cooks, Restaurant	No formal educational credential	Less than 5 years	Moderate-term on-the-job training
3	41-1011	First-Line Supervisors of Retail Sales Workers	High school diploma or equivalent	Less than 5 years	None
3	43-4171	Receptionists and Information Clerks	High school diploma or equivalent	None	Short-term on-the-job training
3	31-9092	Medical Assistants	Postsecondary non-degree award	None	None
3	33-9032	Security Guards	High school diploma or equivalent	None	Short-term on-the-job training
3	37-3011	Landscaping and Groundskeeping Workers	No formal educational credential	None	Short-term on-the-job training
3	51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	43-5071	Shipping, Receiving, and Inventory Clerks	High school diploma or equivalent	None	Short-term on-the-job training
3	43-6011	Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	Less than 5 years	None
3	43-3021	Billing and Posting Clerks	High school diploma or equivalent	None	Moderate-term on-the-job training
3	31-9091	Dental Assistants	Postsecondary non-degree award	None	None
3	47-2141	Painters, Construction and Maintenance	No formal educational credential	None	Moderate-term on-the-job training
3	51-9198	Helpers--Production Workers	High school diploma or equivalent	None	Short-term on-the-job training
3	39-9031	Exercise Trainers and Group Fitness Instructors	High school diploma or equivalent	None	Short-term on-the-job training
3	41-2022	Parts Salespersons	No formal educational credential	None	Moderate-term on-the-job training
3	25-2052	Special Education Teachers, Kindergarten and Elementary School	Bachelor's degree	None	None
3	21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	Bachelor's degree	None	None
3	51-2090	Miscellaneous Assemblers and Fabricators	High school diploma or equivalent	None	Moderate-term on-the-job training
3	45-2092	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	No formal educational credential	None	Short-term on-the-job training

3	51-9071	Jewelers and Precious Stone and Metal Workers	High school diploma or equivalent	None	Long-term on-the-job training
3	49-9098	Helpers--Installation, Maintenance, and Repair Workers	High school diploma or equivalent	None	Short-term on-the-job training
3	11-9013	Farmers, Ranchers, and Other Agricultural Managers	High school diploma or equivalent	5 years or more	None
3	29-2042	Emergency Medical Technicians	Postsecondary non-degree award	None	None
3	43-3071	Tellers	High school diploma or equivalent	None	Short-term on-the-job training
3	41-2021	Counter and Rental Clerks	No formal educational credential	None	Short-term on-the-job training
3	33-2011	Firefighters	Postsecondary non-degree award	None	Long-term on-the-job training
3	31-9097	Phlebotomists	Postsecondary non-degree award	None	None
3	37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	High school diploma or equivalent	Less than 5 years	None
3	33-3012	Correctional Officers and Jailers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	43-4111	Interviewers, Except Eligibility and Loan	High school diploma or equivalent	None	Short-term on-the-job training
3	53-3053	Shuttle Drivers and Chauffeurs	No formal educational credential	None	Short-term on-the-job training
3	43-5032	Dispatchers, Except Police, Fire, and Ambulance	High school diploma or equivalent	None	Moderate-term on-the-job training
3	43-4031	Court, Municipal, and License Clerks	High school diploma or equivalent	None	Long-term on-the-job training
3	39-1022	First-line Supervisors of Personal Service Workers	High school diploma or equivalent	Less than 5 years	None
3	47-3013	Helpers--Electricians	High school diploma or equivalent	None	Short-term on-the-job training
3	53-7081	Refuse and Recyclable Material Collectors	No formal educational credential	None	Short-term on-the-job training
3	51-3011	Bakers	No formal educational credential	None	Moderate-term on-the-job training
3	29-2010	Clinical Laboratory Technologists and Technicians	Bachelor's degree	None	None
3	51-9111	Packaging and Filling Machine Operators and Tenders	High school diploma or equivalent	None	Moderate-term on-the-job training
3	37-2021	Pest Control Workers	High school diploma or equivalent	None	Moderate-term on-the-job training

3	43-3011	Bill and Account Collectors	High school diploma or equivalent	None	Moderate-term on-the-job training
3	43-6013	Medical Secretaries and Administrative Assistants	High school diploma or equivalent	None	Moderate-term on-the-job training
3	27-1026	Merchandise Displayers and Window Trimmers	High school diploma or equivalent	None	Short-term on-the-job training
3	25-3021	Self-Enrichment Teachers	High school diploma or equivalent	Less than 5 years	None
3	39-5092	Manicurists and Pedicurists	Postsecondary non-degree award	None	None
3	47-3015	Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters	High school diploma or equivalent	None	Short-term on-the-job training
3	13-2072	Loan Officers	Bachelor's degree	Less than 5 years	Moderate-term on-the-job training
3	51-8031	Water and Wastewater Treatment Plant and System Operators	High school diploma or equivalent	None	Long-term on-the-job training
3	21-1093	Social and Human Service Assistants	High school diploma or equivalent	None	Short-term on-the-job training
3	49-3021	Automotive Body and Related Repairers	High school diploma or equivalent	None	Long-term on-the-job training
3	25-2011	Preschool Teachers, Except Special Education	Associate's degree	None	None
3	43-3051	Payroll and Timekeeping Clerks	High school diploma or equivalent	None	Moderate-term on-the-job training
3	25-2057	Special Education Teachers, Middle School	Bachelor's degree	None	None
3	43-4131	Loan Interviewers and Clerks	High school diploma or equivalent	None	Short-term on-the-job training
3	51-9011	Chemical Equipment Operators and Tenders	High school diploma or equivalent	None	Moderate-term on-the-job training
3	49-2011	Computer, Automated Teller, and Office Machine Repairers	Some college, no degree	None	Short-term on-the-job training
3	47-4051	Highway Maintenance Workers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	43-6012	Legal Secretaries and Administrative Assistants	High school diploma or equivalent	None	Moderate-term on-the-job training
3	37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	High school diploma or equivalent	Less than 5 years	None
3	49-9092	Commercial Divers	Postsecondary non-degree award	None	Moderate-term on-the-job training
3	39-5011	Barbers	Postsecondary non-degree award	None	None

3	27-1024	Graphic Designers	Bachelor's degree	None	None
3	13-2082	Tax Preparers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	43-9021	Data Entry Keyers	High school diploma or equivalent	None	Short-term on-the-job training
3	47-4090	Miscellaneous Construction and Related Workers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	33-1021	First-Line Supervisors of Firefighting and Prevention Workers	Postsecondary non-degree award	Less than 5 years	Moderate-term on-the-job training
3	41-9021	Real Estate Brokers	High school diploma or equivalent	Less than 5 years	None
3	25-2032	Career/Technical Education Teachers, Secondary School	Bachelor's degree	Less than 5 years	None
3	29-2057	Ophthalmic Medical Technicians	Postsecondary non-degree award	None	None
3	27-2032	Choreographers	High school diploma or equivalent	5 years or more	Long-term on-the-job training
3	43-5051	Postal Service Clerks	No formal educational credential	None	Short-term on-the-job training
3	33-3021	Detectives and Criminal Investigators	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	47-2121	Glaziers	High school diploma or equivalent	None	Apprenticeship
3	47-5022	Excavating and Loading Machine and Dragline Operators, Surface Mining	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	27-4021	Photographers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	47-5041	Continuous Mining Machine Operators	No formal educational credential	None	Moderate-term on-the-job training
3	47-2051	Cement Masons and Concrete Finishers	No formal educational credential	None	Moderate-term on-the-job training
3	29-2053	Psychiatric Technicians	Postsecondary non-degree award	Less than 5 years	Short-term on-the-job training
3	41-3011	Advertising Sales Agents	High school diploma or equivalent	None	Moderate-term on-the-job training
3	33-3011	Bailiffs	High school diploma or equivalent	None	Moderate-term on-the-job training
3	45-2091	Agricultural Equipment Operators	No formal educational credential	None	Moderate-term on-the-job training
3	45-2093	Farmworkers, Farm, Ranch, and Aquacultural Animals	No formal educational credential	None	Short-term on-the-job training
3	41-9022	Real Estate Sales Agents	High school diploma or equivalent	None	Moderate-term on-the-job training

3	47-2211	Sheet Metal Workers	High school diploma or equivalent	None	Apprenticeship
3	47-2181	Roofers	No formal educational credential	None	Moderate-term on-the-job training
3	51-7011	Cabinetmakers and Bench Carpenters	High school diploma or equivalent	None	Moderate-term on-the-job training
3	51-2041	Structural Metal Fabricators and Fitters	High school diploma or equivalent	None	Moderate-term on-the-job training
3	27-4011	Audio and Video Technicians	Postsecondary non-degree award	None	Short-term on-the-job training
3	25-1194	Career/Technical Education Teachers, Postsecondary	Bachelor's degree	Less than 5 years	None
3	49-2097	Audiovisual Equipment Installers and Repairers	Postsecondary non-degree award	None	Short-term on-the-job training
3	39-2011	Animal Trainers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	21-1092	Probation Officers and Correctional Treatment Specialists	Bachelor's degree	None	Moderate-term on-the-job training
3	49-9044	Millwrights	High school diploma or equivalent	None	Apprenticeship
3	11-9081	Lodging Managers	High school diploma or equivalent	Less than 5 years	None
3	43-3061	Procurement Clerks	High school diploma or equivalent	None	Moderate-term on-the-job training
3	39-5094	Skincare Specialists	Postsecondary non-degree award	None	None
3	49-3053	Outdoor Power Equipment and Other Small Engine Mechanics	High school diploma or equivalent	None	Moderate-term on-the-job training
3	13-1141	Compensation, Benefits, and Job Analysis Specialists	Bachelor's degree	Less than 5 years	None
3	27-1025	Interior Designers	Bachelor's degree	None	None
3	37-3012	Pesticide Handlers, Sprayers, and Applicators, Vegetation	High school diploma or equivalent	None	Moderate-term on-the-job training
3	13-2020	Property Appraisers and Assessors	Bachelor's degree	None	Long-term on-the-job training
3	51-9082	Medical Appliance Technicians	High school diploma or equivalent	None	Moderate-term on-the-job training
3	47-3012	Helpers--Carpenters	No formal educational credential	None	Short-term on-the-job training
3	43-4161	Human Resources Assistants, Except Payroll and Timekeeping	Associate's degree	None	None

3	13-1121	Meeting, Convention, and Event Planners	Bachelor's degree	None	None
3	21-2011	Clergy	Bachelor's degree	None	Moderate-term on-the-job training
3	51-9124	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	High school diploma or equivalent	None	Moderate-term on-the-job training
3	33-9021	Private Detectives and Investigators	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	High school diploma or equivalent	Less than 5 years	None
3	17-3012	Electrical and Electronics Drafters	Associate's degree	None	None
3	51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	High school diploma or equivalent	None	Moderate-term on-the-job training
3	51-9161	Computer Numerically Controlled Tool Operators	High school diploma or equivalent	None	Moderate-term on-the-job training
3	31-9093	Medical Equipment Preparers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	23-2093	Title Examiners, Abstractors, and Searchers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	33-1011	First-Line Supervisors of Correctional Officers	High school diploma or equivalent	Less than 5 years	None
3	13-2051	Financial and Investment Analysts	Bachelor's degree	None	None
3	27-2012	Producers and Directors	Bachelor's degree	Less than 5 years	None
3	39-1013	First-Line Supervisors of Gambling Services Workers	High school diploma or equivalent	Less than 5 years	None
3	45-2011	Agricultural Inspectors	Bachelor's degree	None	Moderate-term on-the-job training
3	49-3051	Motorboat Mechanics and Service Technicians	High school diploma or equivalent	None	Long-term on-the-job training
3	51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	High school diploma or equivalent	None	Moderate-term on-the-job training
3	21-1021	Child, Family, and School Social Workers	Bachelor's degree	None	None
3	19-4061	Social Science Research Assistants	Bachelor's degree	None	None
3	27-3023	News Analysts, Reporters, and Journalists	Bachelor's degree	None	None
3	49-9062	Medical Equipment Repairers	Associate's degree	None	Moderate-term on-the-job training

3	25-2051	Special Education Teachers, Preschool	Bachelor's degree	None	None
3	49-9052	Telecommunications Line Installers and Repairers	High school diploma or equivalent	None	Long-term on-the-job training
3	29-2035	Magnetic Resonance Imaging Technologists	Associate's degree	Less than 5 years	None
3	43-5011	Cargo and Freight Agents	High school diploma or equivalent	None	Short-term on-the-job training
3	19-3034	School Psychologists	Master's degree	None	Internship/residency
3	47-2042	Floor Layers, Except Carpet, Wood, and Hard Tiles	No formal educational credential	None	Moderate-term on-the-job training
3	25-1193	Recreation and Fitness Studies Teachers, Postsecondary	Doctoral or professional degree	None	None
3	11-9031	Education and Childcare Administrators, Preschool and Daycare	Bachelor's degree	Less than 5 years	None
3	41-9011	Demonstrators and Product Promoters	No formal educational credential	None	Short-term on-the-job training
3	15-1254	Web Developers	Bachelor's degree	None	None
3	53-7011	Conveyor Operators and Tenders	No formal educational credential	None	Short-term on-the-job training
3	11-9131	Postmasters and Mail Superintendents	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	51-3092	Food Batch makers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	15-1255	Web and Digital Interface Designers	Bachelor's degree	None	None
3	41-3041	Travel Agents	High school diploma or equivalent	None	Moderate-term on-the-job training
3	53-6032	Aircraft Service Attendants	High school diploma or equivalent	None	Short-term on-the-job training
3	49-3092	Recreational Vehicle Service Technicians	High school diploma or equivalent	None	Long-term on-the-job training
3	19-2043	Hydrologists	Bachelor's degree	None	None
3	19-3051	Urban and Regional Planners	Master's degree	None	None
3	53-7063	Machine Feeders and Offbearers	No formal educational credential	None	Short-term on-the-job training
3	27-3042	Technical Writers	Bachelor's degree	Less than 5 years	Short-term on-the-job training
3	13-2081	Tax Examiners and Collectors, and Revenue Agents	Bachelor's degree	None	Moderate-term on-the-job training
3	25-1125	History Teachers, Postsecondary	Doctoral or professional degree	None	None

3	47-3016	Helpers--Roofers	No formal educational credential	None	Short-term on-the-job training
3	49-2021	Radio, Cellular, and Tower Equipment Installers and Repairers	Associate's degree	None	Moderate-term on-the-job training
3	27-1021	Commercial and Industrial Designers	Bachelor's degree	None	None
3	51-6091	Extruding and Forming Machine Setters, Operators, and Tenders, Synthetic and Glass Fibers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	High school diploma or equivalent	None	Long-term on-the-job training
3	47-2132	Insulation Workers, Mechanical	High school diploma or equivalent	None	Apprenticeship
3	25-1067	Sociology Teachers, Postsecondary	Doctoral or professional degree	None	None
3	19-4092	Forensic Science Technicians	Bachelor's degree	None	Moderate-term on-the-job training
3	51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	High school diploma or equivalent	None	Moderate-term on-the-job training
3	29-9091	Athletic Trainers	Master's degree	None	None
3	47-2044	Tile and Stone Setters	No formal educational credential	None	Long-term on-the-job training
3	27-4031	Camera Operators, Television, Video, and Film	Bachelor's degree	None	None
3	51-4111	Tool and Die Makers	Postsecondary non-degree award	None	Long-term on-the-job training
3	53-2031	Flight Attendants	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	53-5022	Motorboat Operators	Postsecondary non-degree award	Less than 5 years	None
3	49-2092	Electric Motor, Power Tool, and Related Repairers	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	51-9162	Computer Numerically Controlled Tool Programmers	Postsecondary non-degree award	None	Moderate-term on-the-job training
3	13-1131	Fundraisers	Bachelor's degree	None	None
3	19-4013	Food Science Technicians	Associate's degree	None	Moderate-term on-the-job training
3	25-1111	Criminal Justice and Law Enforcement Teachers, Postsecondary	Doctoral or professional degree	None	None

3	49-9081	Wind Turbine Service Technicians	Postsecondary non-degree award	None	Long-term on-the-job training
3	19-4012	Agricultural Technicians	Associate's degree	None	Moderate-term on-the-job training
3	33-2021	Fire Inspectors and Investigators	Postsecondary non-degree award	5 years or more	Moderate-term on-the-job training
3	51-8092	Gas Plant Operators	High school diploma or equivalent	None	Long-term on-the-job training
3	17-3025	Environmental Engineering Technologists and Technicians	Associate's degree	None	None
3	29-1181	Audiologists	Doctoral or professional degree	None	None
3	11-9071	Gambling Managers	High school diploma or equivalent	Less than 5 years	None
3	17-1012	Landscape Architects	Bachelor's degree	None	Internship/residency
3	17-3013	Mechanical Drafters	Associate's degree	None	None
3	21-1013	Marriage and Family Therapists	Master's degree	None	Internship/residency
3	29-2033	Nuclear Medicine Technologists	Associate's degree	None	None
3	29-1125	Recreational Therapists	Bachelor's degree	None	None
3	51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	High school diploma or equivalent	None	Moderate-term on-the-job training
3	51-4193	Plating Machine Setters, Operators, and Tenders, Metal and Plastic	High school diploma or equivalent	None	Moderate-term on-the-job training
3	53-4031	Railroad Conductors and Yardmasters	High school diploma or equivalent	None	Moderate-term on-the-job training
3	13-1032	Insurance Appraisers, Auto Damage	Postsecondary non-degree award	None	Moderate-term on-the-job training
3	23-1012	Judicial Law Clerks	Doctoral or professional degree	None	None
3	27-1014	Special Effects Artists and Animators	Bachelor's degree	None	None
3	29-9021	Health Information Technologists and Medical Registrars	Associate's degree	None	None
3	47-2171	Reinforcing Iron and Rebar Workers	High school diploma or equivalent	None	Apprenticeship
3	51-4034	Lathe and Turning Machine Tool Setters, Operators, and Tenders, Metal and Plastic	High school diploma or equivalent	None	Moderate-term on-the-job training
3	53-1041	Aircraft Cargo Handling Supervisors	High school diploma or equivalent	Less than 5 years	None

3	29-1214	Emergency Medicine Physicians	Doctoral or professional degree	None	Internship/residency
3	11-2032	Public Relations Managers	Bachelor's degree	5 years or more	None
3	19-4043	Geological Technicians, Except Hydrologic Technicians	Associate's degree	None	Moderate-term on-the-job training
3	51-2051	Fiberglass Laminators and Fabricators	High school diploma or equivalent	None	Moderate-term on-the-job training
3	51-4194	Tool Grinders, Filers, and Sharpeners	High school diploma or equivalent	None	Moderate-term on-the-job training
3	13-1075	Labor Relations Specialists	Bachelor's degree	Less than 5 years	None
3	19-1012	Food Scientists and Technologists	Bachelor's degree	None	None
3	19-3092	Geographers	Bachelor's degree	None	None
3	33-2022	Forest Fire Inspectors and Prevention Specialists	High school diploma or equivalent	Less than 5 years	Moderate-term on-the-job training
3	43-9031	Desktop Publishers	Associate's degree	None	Short-term on-the-job training
3	49-2095	Electrical and Electronics Repairers, Powerhouse, Substation, and Relay	Postsecondary non-degree award	Less than 5 years	Moderate-term on-the-job training
3	11-2011	Advertising and Promotions Managers	Bachelor's degree	Less than 5 years	None
3	13-2061	Financial Examiners	Bachelor's degree	None	Long-term on-the-job training
3	19-1032	Foresters	Bachelor's degree	None	None
3	23-1023	Judges, Magistrate Judges, and Magistrates	Doctoral or professional degree	5 years or more	Short-term on-the-job training
3	45-2021	Animal Breeders	High school diploma or equivalent	None	Short-term on-the-job training
3	51-4192	Layout Workers, Metal and Plastic	High school diploma or equivalent	None	Moderate-term on-the-job training
3	11-3111	Compensation and Benefits Managers	Bachelor's degree	5 years or more	None
3	11-9161	Emergency Management Directors	Bachelor's degree	5 years or more	None
3	13-2054	Financial Risk Specialists	Bachelor's degree	None	None
3	17-2131	Materials Engineers	Bachelor's degree	None	None
3	29-1022	Oral and Maxillofacial Surgeons	Doctoral or professional degree	None	Internship/residency
3	49-9097	Signal and Track Switch Repairers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	17-1021	Cartographers and Photogrammetrists	Bachelor's degree	None	None
3	19-2021	Atmospheric and Space Scientists	Bachelor's degree	None	None

3	13-1011	Agents and Business Managers of Artists, Performers, and Athletes	Bachelor's degree	Less than 5 years	None
3	17-2011	Aerospace Engineers	Bachelor's degree	None	None
3	17-2021	Agricultural Engineers	Bachelor's degree	None	None
3	17-3021	Aerospace Engineering and Operations Technologists and Technicians	Associate's degree	None	None
3	19-1022	Microbiologists	Bachelor's degree	None	None
3	19-4044	Hydrologic Technicians	Associate's degree	None	Moderate-term on-the-job training
3	51-2011	Aircraft Structure, Surfaces, Rigging, and Systems Assemblers	High school diploma or equivalent	None	Moderate-term on-the-job training
3	11-2033	Fundraising Managers	Bachelor's degree	5 years or more	None
3	15-2011	Actuaries	Bachelor's degree	None	Long-term on-the-job training
3	29-1212	Cardiologists	Doctoral or professional degree	None	Internship/residency

Source: LWC Long Term Occupation Projections to 2032

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

During the local area sector industry meetings, employers identified the following skills are necessary to fill their occupations: critical thinking, coordination, active listening, active learning, complex problem solving, time management, judgment & decision making, reading comprehension, social perceptiveness, speaking, negotiation, and basic math skills. Additional skills needed were dependability, attention to detail, self-motivation, a good attitude, decision-making, customer service, leadership, flexibility, and ethics.

American Job Center staff uses a variety of assessments to determine the skill level, education level, and interest level of customers. The results of these assessments are used to coach and guide customers to the high-demand occupations needed in the local area. The AJC also utilizes assessments to identify barriers to employment and provides referrals to eliminate these barriers so customers can enter the workforce.

Local Workforce Development Area 40 has dedicated team members who work directly with businesses, with a focus on developing work-based learning opportunities in the local area. Team members work with employers to identify the skills needed to succeed within their company and help them develop a training plan. American Job Center's staff will then prepare participants for these opportunities and match them with the employers that best match their skill set.

Local Workforce Development Area 40 has aligned resources, programs, investments, and initiatives around the local demand in industry sectors such as healthcare, construction trades, manufacturing,

education, and information technology to achieve a more substantial return on investment for the community. The Acadiana area continues to build and/or partner with industry partnership groups around these five key sectors, which will become a critical part of our effective employer engagement.

4. 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.

Understanding the depth of need through data, frames the vital importance of Workforce Innovation Opportunity Act (WIOA) programs and delivering quality services to individuals who need employment. According to the U.S. Census, 2023 population estimate for LWDA 40 is 642,220.

Poverty is at crisis levels in Region 4 and the state of Louisiana. According to the 2023 American Community Survey 2023 reported 23.5% of people in Acadiana lived below the poverty line. By comparison, Louisiana's poverty rate was 18.9% and the national average was 12.4%.

Table 5: Area Population & Poverty Rates

Parish	Population	Male (%)	Female (%)	Under 18 (%)	18-24 (%)	25 and Over (%)	Poverty Rate (%)
Acadia	56,489	48.60%	51.40%	25.80%	9.00%	66.00%	25.00%
Evangeline	31,754	51.00%	49.00%	25.00%	8.50%	67.50%	22.20%
Iberia	67,659	49.10%	50.90%	25.10%	9.50%	67.00%	22.10%
Lafayette	249,750	48.70%	51.30%	24.10%	10.00%	65.50%	16.90%
St. Landry	81,464	48.60%	51.40%	26.70%	8.00%	66.00%	23.20%
St. Martin	51,057	49.10%	50.90%	23.70%	9.00%	65.50%	18.10%
St. Mary	47,055	49.10%	50.90%	24.30%	9.00%	67.00%	21.40%
Vermilion	56,992	48.50%	51.50%	25.30%	8.50%	68.50%	17.50%
Louisiana	4,573,749	48.70%	51.10%	23.30%	9.70%	67.00%	18.90%

Source: Census Bureau & ACS

In 2023, about one million Louisiana residents aged 25 years and older had a high school degree or equivalent as their highest level of education. Furthermore, about 627,075 people had some college, but no degree, as their highest level of education. 13.10% of the population have less than a high school degree, 86.9% have a High School Diploma or higher, 7.10% have associate's degree, and 26.6% have a bachelor's degree or higher. The following chart shows an education attainment by parish.

Table 6: Age by Educational Attainment

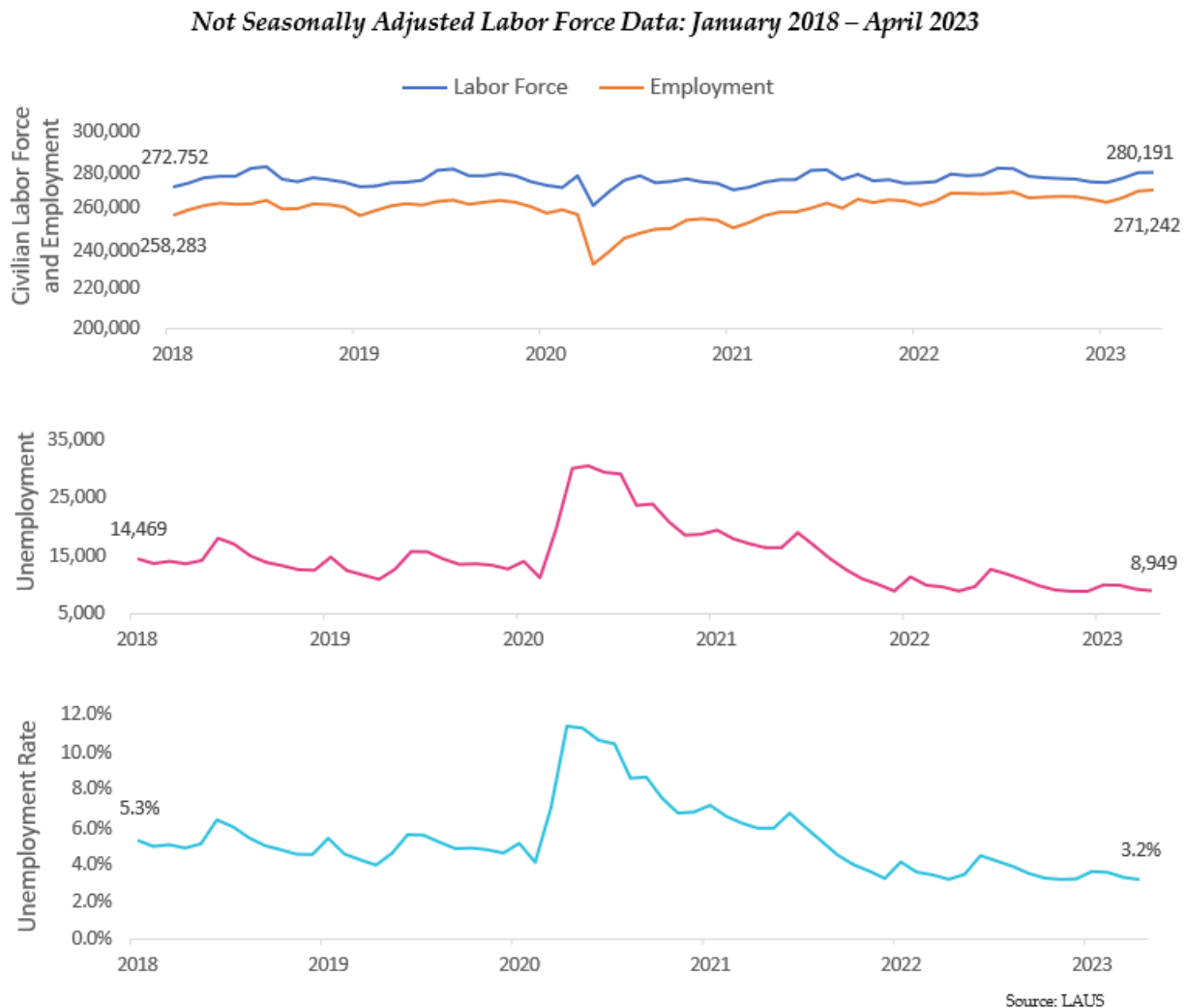
AGE BY EDUCATIONAL ATTAINMENT	Acadia	Evangeline	Iberia	Lafayette	St. Landry	St. Martin	St. Mary	Vermilion	Louisiana	United States
<i>Population 18 to 24 years</i>										
Less than high school graduate	18.60%	25.10%	22.70%	16.50%	6.40%	15.20%	14.40%	14.20%	13.90%	11.60%
High school graduate (includes equivalency)	48.90%	40.40%	54.40%	35.70%	62.90%	47.30%	53.10%	50.20%	36.50%	34.60%
Some college or associate's degree	28.30%	30.60%	21.10%	35.60%	22.30%	31.70%	28.80%	29.50%	40.80%	40.90%
Bachelor's degree or higher	4.10%	3.80%	1.90%	12.20%	8.40%	5.80%	3.70%	6.00%	8.80%	12.90%
<i>Population 25 years and over</i>										
Less than 9th grade	8.30%	9.00%	6.20%	2.80%	2.90%	6.50%	6.80%	5.60%	4.50%	4.70%
9th to 12th grade, no diploma	11.10%	11.90%	11.70%	6.30%	7.60%	10.6%	12.60%	10.30%	8.60%	5.90%
High school graduate (includes equivalency)	43.50%	42.70%	41.00%	30.90%	45.10%	44.70%	46.00%	42.40%	32.50%	26.20%
Some college, no degree	16.20%	16.80%	16.60%	19.10%	20.00%	16.40%	15.20%	16.20%	20.70%	19.40%
Associate's degree	7.50%	7.10%	6.70%	8.20%	10.10%	6.50%	6.30%	8.60%	7.10%	8.80%
Bachelor's degree	9.70%	9.40%	11.60%	24.20%	8.10%	11.00%	8.80%	12.80%	16.80%	21.30%
Graduate or professional degree	3.70%	3.20%	6.20%	8.50%	6.10%	4.30%	4.30%	4.00%	9.80%	13.70%
High school graduate or higher	80.70%	79.10%	82.10%	90.80%	89.40%	82.90%	80.60%	84.10%	86.90%	89.40%
Bachelor's degree or higher	13.40%	12.60%	17.80%	32.70%	14.20%	15.30%	13.10%	16.80%	26.60%	35.00%

Source: ACS 2023 5-year

The Civilian Labor Force and Employment in the Lafayette RLMA have experienced a soft flat trend since 2018. The region's labor force and employment experienced losses during the COVID-19 pandemic in 2020. The region has since recovered these jobs and people as of April 2023. The pattern

in the labor force indicates that people returned to looking for work during the pandemic, resulting in employment growth.

Unemployment and the Unemployment Rate have fluctuated inversely to employment and labor force changes in the region. The unemployment rate reached 11.4% in the beginning of the pandemic has lowered to 3.2% as of April 2023 and indicates that the labor force has recovered significantly since the height of the pandemic.



Total Covered Employment in Lafayette RLMA: January 2020 to December 2022



Total Covered Employment in the Lafayette RLMA experienced some fluctuations between 2018 and March 2020. As with the other regions in the state, the 2020 pandemic created a substantial loss of 25,129 jobs in the region in April 2020. The covered employment in this region has recovered very well and passed the pre-pandemic level as of December 2022.

Total Covered Employment in Lafayette RLMA: January 2018 to December 2022



Source: QCEW

Total Covered Employment 2019 Q1- 2022 Q4



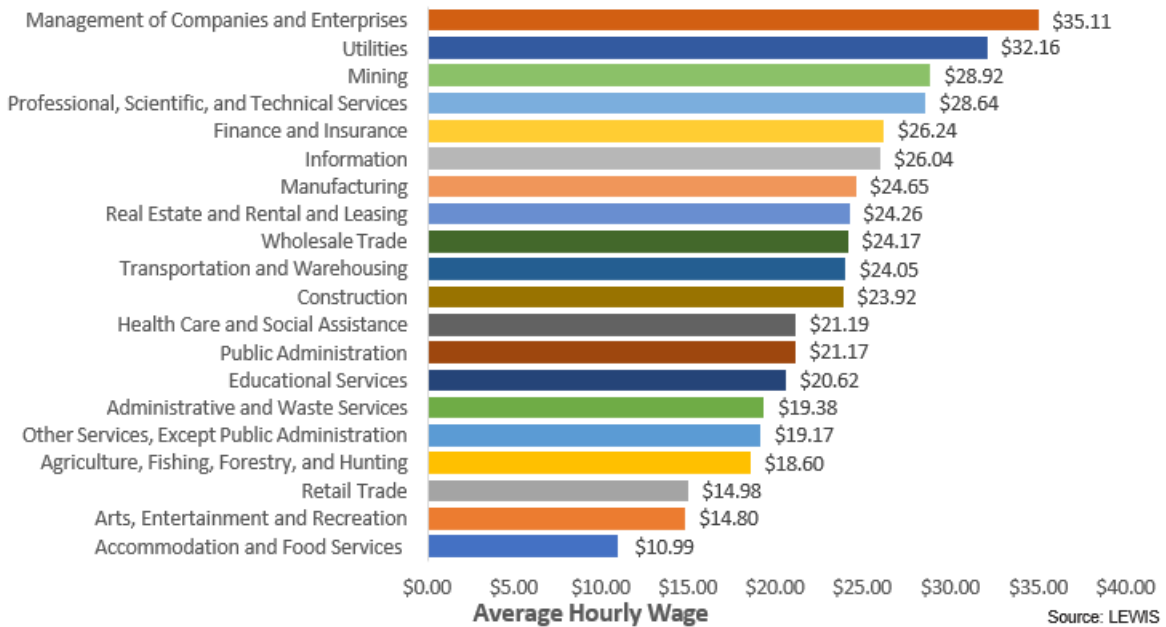
Above: A closer look at **Total covered employment** in the region shows the quarterly fluctuations over the past two years. This also displays a loss of 21,314 jobs from 2020 Q1 to 2020 Q2 because of the COVID- 19 pandemic. Total covered employment has since recovered and is up by 22,159 jobs as of 2022 Q4, compared to 2020 Q2.

Below: **Average Weekly Wage** tends to be highest in the fourth quarter of each year in the region. The highest test was seen in 2022 Q4 with \$1,057. The lowest average weekly wage was in 2021 Q1 with \$859.

Average Weekly Wages 2021 Q1 – 2022 Q4



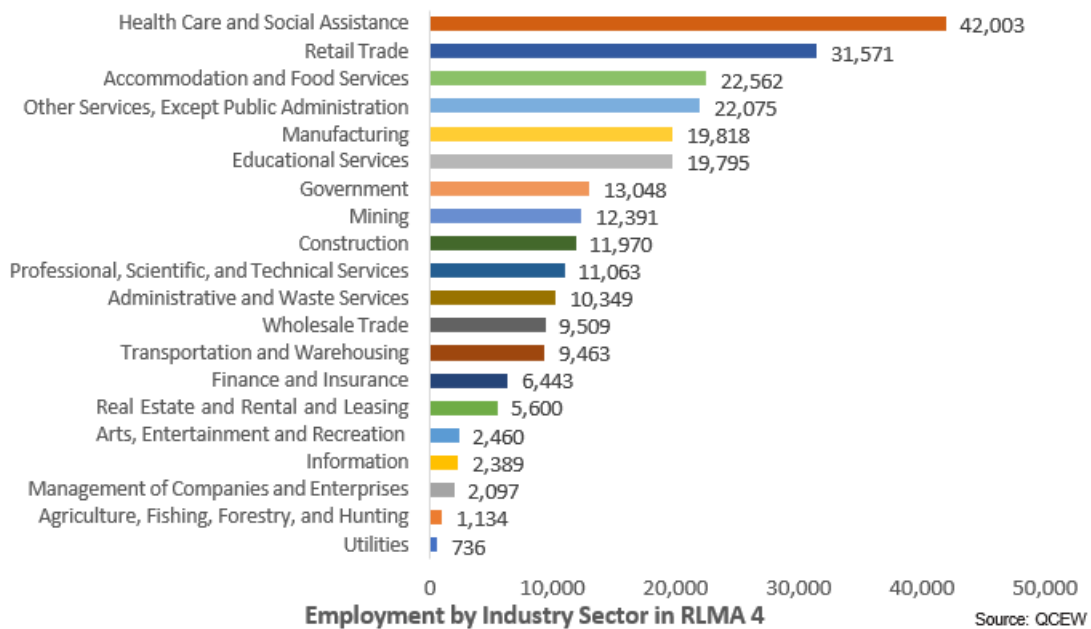
Average Hourly Wage by Industry Sector



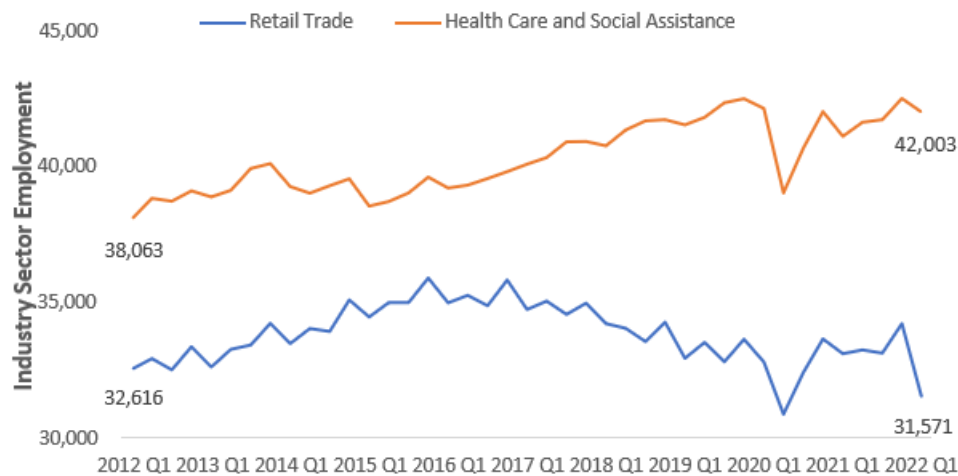
Above: The chart shows the average hourly wage by industry sector.

Below: Healthcare and Retail Trades lead the area in distribution of employment by industry sector.

Distribution of Employment by Industry Sector

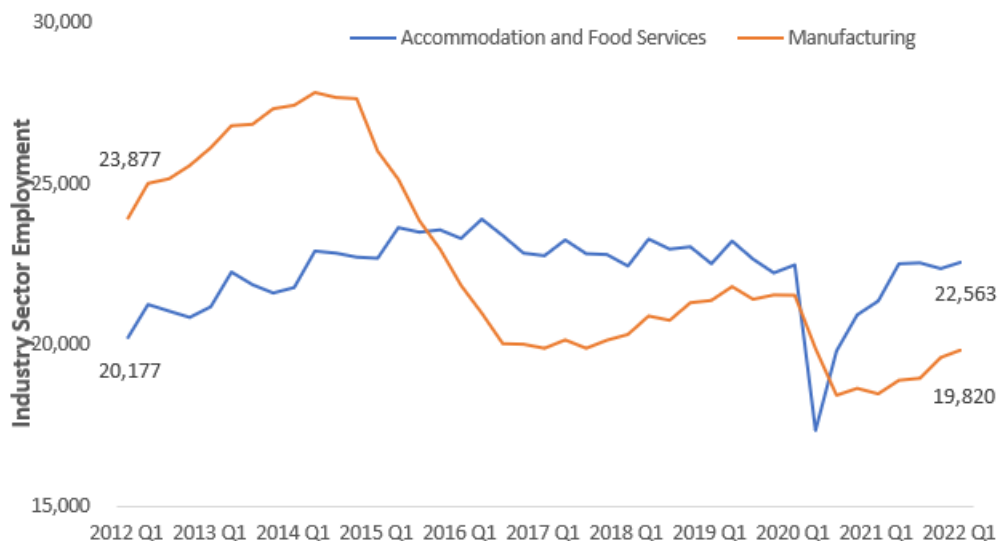


Lafayette RLMA Industry Sector Employment 2012 - 2022



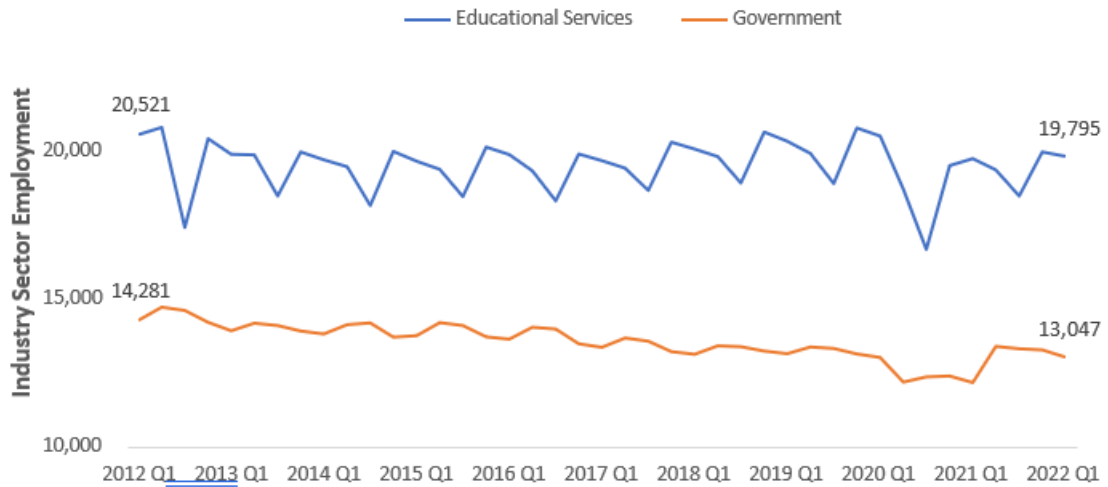
Above: The **Health Care and Social Assistance** sector had an upward trend in employment but experienced a loss of 3,128 jobs in 2020 Q2 due to the pandemic. The sector has recovered back to pre-pandemic levels as of 2022 Q1. **Retail Trade** has experienced both an upward trend in employment from 2012-2017 and a downward trend following 2017. This sector also displays seasonality within its employment range. Despite the 1,920 job losses in 2020 Q2, this sector has exceeded pre-pandemic employment figures in this region as of 2021 Q4.

Below: **Accommodation and Food Services** have experienced a slight upward trend in this region over the past decade but faced a loss of 5,166 jobs in 2020 Q2 due to the pandemic. This sector has managed to recover to pre-pandemic levels as of 2022 Q1. The **Manufacturing** sector has experienced a significant decline in employment after experiencing an upward trend in the region for four years. The sector managed to gain some of these jobs back before the pandemic, which only brought on more losses in the region for this industry. The sector has shown minimal recovery as of 2022 Q1.



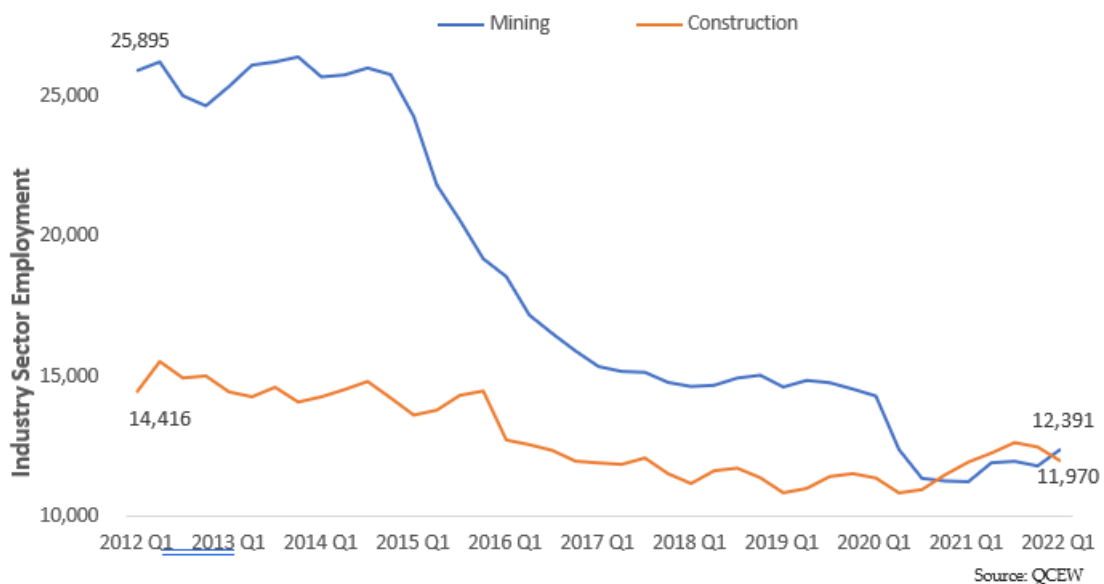
Source: QCEW

Lafayette RLMA Industry Sector Employment 2012-2022



Above: Educational Services displays seasonality within its employment series and lost 1,768 and 2,031 jobs in 2020 Q2 and 2020 Q3 respectively. This sector recovered 3,128 of those jobs as of 2022 Q1. The **Government** sector has experienced a downward trend in employment since 2012. This sector lost 830 jobs in 2020 Q2 and recovered its employment level back to pre-pandemic levels as of 2022 Q1.

Below: The **Construction** sector has experienced a downward trend over the past ten years. However, the sector has shown an upward trend since 2021. The **Mining** sector has gone through significant declines in employment from 2015 to 2020 and showed some soft growth in 2021 and 2022 Q1.



B. Describe the development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region.

Local Workforce Development Area 40 will undergo 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 customer flow model. Through research, data, and labor market intelligence, LWDA 40 has identified vital regional sectors critical to economic growth for businesses and job seekers.

LWDA 40 has implemented a standing Business Committee and Occupational Forecasting Committee, which includes stakeholders from employers, foundations, and regional institutions. LWDA 40 will continue to participate in One Acadiana and South Louisiana Community College industry sector meetings to strategize and collaborate resources to assist business needs in the region. Since our industry sectors have aligned, the meetings have led to new business partnerships and successful outcomes. The sector meetings represent most of our region's total economic output and employment, including technology, education, healthcare, and manufacturing. The meeting include the following:

- Identify common issues, challenges, and opportunities across individual employers.
- Collectively address the priority needs of the industry.
- Communicate industry priorities to policymakers 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 aligning programs, education/training curricula, and other resources serving employers and workers.

Local Workforce Area 40 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 developing our future workforce. For example, LWDA 40 also uses employer input to validate these critical industries and occupations are in demand in our region. As part of our sector strategy, employer feedback on these vital occupations, skills, and training in the highest need, our business partners convene many 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.

Local Workforce Development Area 40 will explore methods to increase the role and value of industry sectors. LWDA 40 will develop more in-depth and strategic initiatives to address the needs of agriculture, advanced manufacturing, health care, and technology. These region-wide initiatives will support and complement specific individual areas. Region 4 is also pursuing other opportunities around areas of sector growth. The business services unit is beginning to formalize partnerships with key sector businesses in each parish. Through engagement with employers, training providers, and other stakeholders, the sectors identified above 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.

Partnerships are but not limited to:

- Local Chamber of Commerce
- Economic Development Agencies
- Parish School Boards
- Post-Secondary Institutions
- Churches
- Housing Authority Organizations
- Non-profit organizations

CHAPTER 2: STRATEGIES FOR SERVICE INTEGRATION: REGIONAL

This regional component of the plan must describe the regional service strategies, including use of cooperative service delivery strategies and the connection of job seekers with employers.

- A. Provide an analysis of workforce development activities, including education and training, in the region. This analysis must include the strengths and weaknesses 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.**

LWDA 40 Strengths

- There are ongoing collaborative relationships with local economic development agencies, post-secondary providers, local government, community-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.
- LWDA 40 has taken steps to foster a broad ecosystem of technology that improves accessibility to workforce services for all participants.
- Youth programs model encompasses career exploration and educational development
- High participant career services in the state
- Strong community awareness of available programs and services

LWDA 40 Weaknesses

- Limited resources and funding to adequately serve the potentially eligible population. Lack of community resources for supportive services i.e., transportation and supportive services.
- Lack of integrated employment and training management information systems among WIOA core partners and TANF (including data sharing agreements).
- Fragmented referral and co-enrollment process.
- Lack of integration and limitation of partner staff available; Most affiliated sites are short staff.
- Business Outreach strategy collaboration; expand coordination between business service agencies to increase job placement.

LWDA 40 believes a well-educated, highly skilled workforce is essential to strengthen our local economy and ensure a high quality of life in our region. Education and training build a skilled workforce and provides social, civic, and personal development and engagement. We want people to work, live, and thrive in the Acadiana region. Inequitable access to high-quality education contributes to

achievement gaps across racial, ethnic, and economic lines and the decline of student achievement across the U.S. compared to other industrialized nations. Creating skilled workers for a constantly changing economy will require strategic investments and better education and workforce development programs, which shall be coordinated and aligned with employers' needs.

While providing college access is important to our area, on-the-job training and work experience will be a high priority to increasing workforce participation rates. With labor shortages in critical industries like health care, manufacturing, technology, and construction, our area must provide specialized workforce training programs that include business partnerships.

As the economy and technology rapidly evolve, the need for more frequent retraining of employees and workers will increase. Many workers must 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 in exploring the diverse career pathway opportunities available locally within the college system and 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 complex for workers with its exponential number of programs, ever-growing initiatives, and multiple funding sources.

Employer engagement has become a primary focal point of WIOA programming. LWDA 40 will collaborate with the Louisiana Workforce Commission (LWC) to enhance this model for the next four years to meet business needs. With the increased youth awareness of training pathways and in-demand industry sectors' needs, LWDA 40 providers will align training pathways and work-based learning opportunities to create a robust workforce system that ensures job seekers can get the jobs they want, and employers get the workers they need.

Connecting employers, job seekers, and local training providers drive local workforce development programs, ensuring that all participants can 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 crucial skills to successful employment are provided and instilled in all jobseekers participating in local training programs.

Local chambers of commerce, economic development organizations, industry associations, and public-private partnerships such as local ports are key partners in building business relationships. Region 4 demonstrates the importance of coordinating workforce development programs and economic development activities. By working with local economic development organizations and other business-serving organizations, LWDA 40 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 connecting skilled laborers to business needs. The AJC will expand and sustain current relationships with economic development agencies under WIOA services to create an area with talent and prosperity for all.

Another focal point for the region is short-term training as we continue to work with our employers on developing higher-wage, higher-demand jobs. The vast amount of training programs has and will cover the spectrum of learning opportunities and will continue to grow in the region through collaborative

efforts of Adult Education and Career and Technical Education programs, and our post-secondary colleges, universities, and short-term training providers. Local Workforce Development Area #40 will develop a strong working relationship with employers in multiple industries that have generated several work-based learning opportunities, which has built a strong foundation for a continued pipeline of skilled workers for our business community.

The American Job Center will ensure continuous improvement with partners on the following activities.

Activity	Description	Strength(s)	Weaknesses
Orientation/Intake	Provides Information about all services available through the One-Stop career center for all service seekers	Assist in determining need for supportive services; Allows staff to establish eligibility and determination for all programs and provide follow-up services for individuals as applicable.	Multi-step process; improved referral process
Resume Assistance Quality Job Referral	Review or assistance with developing a resume to be posted in HiRE	Ensure resume is professional and reflects the specific knowledge, skills and abilities of the customer Facilitates job matching and quality referrals	Limited job orders
Assessment of skill levels and service needs	Testing to determine skills levels, interest, aptitudes	Assists in the determination of customer's job readiness	Time consuming
Job Readiness Workshops	Intensive workshop addressing resume writing, suitable attire and Interviewing techniques	Customers are more confident upon completion of training.	Need intensive workshops for Adult, DW, OSY; Requires individual to travel to the career centers.
Labor Market Information	Statistical information related to occupations in demand, earnings and skill requirements.	Information readily available on information relating to local occupations in demand and the earnings and skill requirements for such occupations	The system needs to be easily navigated;
Individual Employment Plan	Establishes customer's employment goals, achievement objectives, combination of services.	Developed with customers, provides guidance on how to achieve their goals and the list of available services to assist with their goals	Coordination is needed between partners; one step of the multiple steps required for program participation.
Case Management	Provides counseling, assistance, follow up	Case Manager provides on-going support through the process Removes barriers to employment	Follow-up services after exit

Individual Training Accounts	Provides eligible customers with a scholarship account to access training programs through approved training providers in a demand occupation.	Encourage and promote attainment of high skill/high wage job. Based on customer choice;	Monitor ETPL
Employer services	Assisted process for job posting, recruiting events, job referrals, grants, labor market information	On-going support through the process of job postings, job referrals, recruiting qualified individuals. Employer receives percentage of wage reimbursement while the employee is in training	Low number of Job postings
Supportive Services	Services necessary for individuals to participate in activities such as transportation, referral to childcare, dependent care, housing, etc.	Assist individuals with necessary services while participating in a program.	Limited funds amongst partners; not all services are available,

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

- Commitment to cross-training staff to provide quality services.
- Commitment to promote effective communication, information sharing, and collaboration in the Job Center
- Commitment to engaging 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 participating in continuous improvement processes designed to boost outcomes and increase customer satisfaction.
- Commitment to participate in regularly scheduled Partner meetings to exchange information in support of the above and encourage program, and staff integration.

B. Describe how transportation and other supportive services are coordinated within the region.

Local Workforce Development Area 40 provides support services to those who are eligible under WIOA regulations for the type of funding deemed appropriate and allowable. Supportive Services may be provided for WIOA Youth, Adults, and Dislocated customers who are participating in authorized program activities and who otherwise are unable to obtain such supportive services.

The local board advocates and approve policies for customer support needs that will remove barriers, so the customer attend and/or to remain in training, actively participate in work-related activities that will allow them to attain and remain in full-time permanent employment, including but not limited to job search and post placement employment. Services are coordinated for customers to receive, based on need, support services up to a limited amount for fuel cards, work attire, and school supplies. Due to the limited amount of funds, LWDA 40 have not addressed all participant barriers i.e., housing and childcare. The following partner programs provide supportive services in the region.

- **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.
- **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.
- **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 for a variety of services. Allowable services range from "safety net" emergency services through job development, adult education, and self-sufficiency programs.
- **Trade Adjustment Assistance (TAA) Program under Louisiana Workforce Commission**
TAA-funded training helps trade-impacted workers obtain the skills necessary to gain suitable employment. TAA will pay for tuition, course fees, books and required supplies and equipment, transportation, and other items or services deemed necessary for completion of an approved occupational skills training program.
- **South Louisiana Community College (SoLAcc)**
SoLAcc provides support services that reduce barriers for students while attending the College and beyond. These include financial aid and scholarships, teaching and learning supplemental support, soft skills development and workforce preparation training, and short-term courses to upskill those seeking advancement. The College also offers students and employees emergency financial assistance through its Foundation and nutritional support through The Pantry at SoLAcc.

Local Workforce Development Area 40 will continue to evaluate our supportive service policy and work with partners to continue to promote coordination of supportive service delivery.

C. Describe the coordination of services with regional economic development services and WIOA service providers.

Economic development organizations and businesses are key partners in our region. We work together in identifying opportunities for the region to acquire qualified talent, and to help develop solutions to barriers in school systems. LWDA 40 will enhance coordination with partners to increase the number of job orders

and job placements through the following committees.

Business Service Coordination Committee

LWDA 40 holds committee meetings with economic development organizations and to ensure that workforce development activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers.

Occupational Forecasting Committee

LWDA 40 holds the bi-annual Occupational Forecasting Committee Meeting. The meetings include staff from Louisiana Workforce Commission, One Acadiana, Acadiana Planning Commission, businesses, and all Economic Development agencies in the Acadiana region. During this meeting, agencies presented data and information regarding targeted industries and occupations.

Our American Job Centers will support the initiatives led by Louisiana Workforce Commission and Louisiana Economic Development FastStart. In addition, LWDA board members, administrative staff, and services providers participate in industry roundtables, Perkins Regional Coalition, and other local partner initiatives geared towards economic and workforce development.

D. Describe the coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate.

Local Workforce Development Area 40 currently share administrative costs with our contractor and do not pool any administrative costs with partners.

CHAPTER 3: VISION, GOALS AND IMPLEMENTATION STRATEGIES: REGIONAL

This section will outline how the Local Board(s) will coordinate the regional workforce, education and economic development activities with regional activities that are carried out in the local areas. The responses must ensure alignment with other plans as well as illustrate that businesses, education, and workforce development stakeholders have provided input and are involved in the development of the strategies.

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

LWDA 40 is vital to provide a qualified workforce and promoting economic growth through skills development and upgrading to meet industry demand within our eight-parish area. LWDA 40 supports an integrated system approach to addressing workforce development challenges. To address the challenges within our region, we have partnered with 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 stakeholders, LWDA 40 is fully committed to leading efforts to ensure such

collaboration and strategically approach that aligns with State of Louisiana' vision and industry needs by collectively creating solutions:

State Strategy 1: Align and implement an accessible, integrated service delivery model incorporating all workforce system partners (One Door System).

To align and implement an accessible, integrated service delivery model, core partners will provide a service delivery model with direct linkages and braiding of funds to better align services and resources and to ensure that employers and Acadians receive access to all available services through the workforce development systems that will meet their unique needs. Partners and staff work collaboratively and lean on each other's expertise to remove barriers that may prevent access.

Building a solid consociate network is necessary and is the foundation of an effective delivery service. Local Workforce Development Area 40 will maximize existing relationships and expand our resource network to ensure interested job seekers and priority populations are aware of all resources, understand available services, and have multiple access points to facilitate entrants.

State Strategy 2: Development and enhancement of comprehensive regionally based sector partnerships.

Sector partnerships are comprised of industries with shared needs and various education, workforce, economic, and community organizations in supportive roles. Region 4 partnerships continuously evaluate goals, policies, and service-delivery strategies to meet the needs of employers in each sector. In doing so, they operate within labor market regions and are not confined to municipal, county, educational, or state boundaries. Effective sector partnerships are industry-driven, meaning industries identify needs and assume the lead role in developing strategies that address their identified needs.

The Acadiana region has guided resources through the Acadiana Planning Commission, Economics Development Organizations, Business Chambers, Local Workforce Board Business Committees, and Post-secondary institutions regarding the benefits and opportunities for regional sector partnerships. These organizations have assisted with the subject matter. They will continue to provide industry input through virtual and in-person round table meetings, creating opportunities to expand sector partnerships in the local area. The Local Workforce Area 40 is committed to increasing sector partnerships throughout Region 4.

State Strategy 3: Ensure opportunities for meaningful work-based learning experiences.

Local Workforce Development Area 40 is engaged in a unified and collaborative business engagement model. In our area, business engagement representatives (BSR) focus on building relationships with businesses in our local area. The BSRs meet with businesses to share information about valuable business resources to help support them throughout their business cycle. BSRs work with employers to develop more work-based learning opportunities for our job seekers. As previously stated, the area business partners are dedicated to ensuring businesses have access to a skilled workforce. Our business engagement model is vital in connecting our job seekers with our employers.

Also, Region 4's staff have or will continue to work with the local secondary and post-secondary schools to establish a connection for interaction, such as partnering with events, assisting with classroom training on workforce services, and providing information on work-based learning opportunities to ensure students have opportunities for meaningful work-based learning experiences.

State Strategy 4: Enhance referral and integrating services.

Career pathways organize education and training into a coherent, stackable sequence aligned within specific occupations within a given industry. In that way, career pathways support an individual in developing the personal, technical, and employability skills required for advancement within an industry and transitioning from training and education into the workforce. Colleges, primary and secondary schools, economic development agencies, workforce service providers, employers, labor groups, and social service providers all play a vital role in the successful development of career pathways.

The Local Workforce Development Area 40 is committed to increasing opportunities for job seekers to enter career pathways in various industries through a robust referral system that addresses barriers. This focus has led us to develop an engaging and committed workforce system based on the philosophy that it takes a village to build a community, realizing the benefit of building partnerships.

B. 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 (§ 677.155(a)(1)).

Goal 1: Maximize equitable access to workforce development services through a seamless, coordinated delivery system that provides quality, consistent experience for any jobseeker to acquire measurable skill gains.

Goal 2: Strengthen the Louisiana economy by working with state and private partners to make data driven changes that increase the number of jobseekers in the skilled trades, STEM fields, advanced manufacturing, and other Louisiana priority sectors remain employable in high demand and high wage employment for 2 quarters and 4 quarters.

Goal 3: Ensure all jobseekers obtain credentialing or certification, or degree in pursuing and completing postsecondary education, training, apprenticeships, or career opportunities, with the education and skills necessary to keep our region competitive in the economic sectors critical to the Louisiana economy.

Goal 4: Align the workforce development system to the needs of employers, as well as job seekers, through systematic and ongoing engagement and partnership for job seekers to earn meaningful wages and benefits.

C. 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:

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

Local Workforce Development Area 40 employs Business Services Representatives (BSR) and collaborate with Louisiana Workforce Commission's Business Services Unit. The BSRs provide outreach to economic developers, employers, chambers, and industry sector groups to identify business needs and work with training providers to develop customized service options addressing specific business needs.

2. 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 LWDA 40 Business Unit (BSU) will conduct parish-specific business forums. Each forum will be hosted by the Parish President, Chamber President, and Economic Development President and will consist of parish business owners and leaders. These forums focus on identifying the needs of businesses in the community and then matching those needs to the available resources for business growth and sustainability. LWDA 40 will then help companies in the Acadiana region have access to job seekers with various experience, education, and skill levels.

LWDA 40 provides various support tools that help employers access skilled and productive employees. Universal services offered 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.

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

LWDA 40 understands that linkages with economic development are 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 regional economic development organizations and responsive to community issues. The primary objective is to use American Job Center's 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 and the impact of the economic/community issues on employers, identifying where job growth will occur, and developing a well-trained and educated workforce to meet the needs.

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

LWDA 40 will promote services to those claimants most likely to exhaust their benefits and connect them with reemployment services at the American Job Center to help them find new employment as quickly as possible. Claimants receive orientation and assistance in developing an Individualized Employment Plan and are offered other staff-assisted services at the American Job 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 remain immediately accessible to clients as they enter the One-Stop and have their needs met with any onsite partner through the direct linkage system. Work search services will continue to be offered to this population, designed to assist job seekers in returning to the workforce as quickly as possible.

5. To promote entrepreneurial skills training and micro-enterprise services.

To increase awareness of entrepreneurship opportunities, Region 4 will collaborate with partners and focus on serving the underemployed, unemployed, re-entry, high school dropouts, and low-resource individuals in the region to become self-sufficient and skilled as well as offering future employment by creating other businesses. LWDA 40 will promote entrepreneurial skills training and micro-enterprise services through:

- Developing an inventory of potential partners and available resources and services for entrepreneurs and micro-enterprises such as university and community college programs, economic development entities, and Small Business Development Centers (SBDC).
- Leveraging resources to promote opportunities for individuals to become self-employed or create companies that provide employment opportunities for others.
- Hosting virtual workshops taught by local providers focused on best practices on entrepreneurship and micro-enterprises.

The Louisiana Entrepreneurship & Economic Development (LEED) Center at the University of Louisiana at Lafayette provides technical assistance and consultation to entrepreneurs. The LEED Center Accelerated Program participants participate in the following sessions to strengthen the business acumen.

- The entrepreneurial dream
- How to get more out of a business plan
- Getting resources when you do not have any
- What you need to know about the numbers
- Customers drive the business.
- Operations and other fundamentals that matter.

The Louisiana Small Business Development Center at the University of Louisiana at Lafayette provides consultants provide no-cost, confidential guidance and targeted workshops specialized to the participant's business needs. Participants can attend the following sessions at no cost.

- Step-by-step Guide to Register your LLC
- Startin and Financing your Small Business
- Small and Emerging Business Development Certification: A Certification to Grow Your Business

6. 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.

LWDA 40 continues to strengthen our partnerships to foster an environment that can create more awareness for career pathway development. To meet the training needs of employers across the area the local board has coordinated initiatives that leverage various training tools and programs. We will continue to partner with employers both large and small, educational institutions, and workforce development agencies to build registered apprenticeship programs that combine on-the-job learning with classroom instruction. These programs are tailored to specific industries or occupations within the area, providing individuals with hands-on experience while earning wages and gaining valuable skills.

The partners will continue to examine possible regional career pathways. This process will help identify opportunities for expansion and access to existing career pathways and acknowledge employers' unmet skill needs that may be addressed by developing new career pathway programs or modifying existing pathways. The following initiatives have been developed with employers and training providers.

- Youth Academy: In-School & Out of School Youth participants exposed to career development, college access and on-site job experience. This program includes partnerships with South post-secondary providers and over 200 employers
- Machinist Program: In partnership with SoLAcc/Manufacturing industries, we assist with tuition/supportive services for a career opportunity as a machinist.
- Re-Tool Program: In partnership with SoLAcc, we assist with tuition/supportive services for electrical, fiber optic, HVAC and plumbing students.
- Respiratory Therapist Program: In partnership with Ochsner and LSUE, we provide tuition/supportive services in conjunction with paid internship.

D. 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 while on-the-job, enabling them to gain a license to practice in a regulated profession by working under a certified expert. Region 4 will coordinate with LWC's Apprenticeship Eligible Training Providers List to solicit interested employers. Also, with our Business Service Unit and local apprenticeship coordinator, we will attempt to create pre-apprenticeships with new employers.

We will offer flexible training and education opportunities aligned with business needs, including developing career pathways and apprenticeships for all populations, including youth and people with disabilities, to prepare them for employment. Additionally, we will continue to advance apprenticeship as a workforce strategy.

E. 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.

The Local Workforce Development Area 40 partners with community colleges and training providers to improve access to activities that lead to short-term recognized postsecondary credentials. The focus of

LWDA 40's career pathways development strategy is the attainment of industry-recognized certifications, and portable and stackable credentials focused on identified targeted jobs. Strategic plans include:

- Continue to engage employers in sector strategies to develop specific career pathways and identify credentials relevant to specific industries.
- Invest in programs that are 6 months or less.
- Leverage funding by co-enrolling individuals that are eligible for all programs to support training and career pathways.
- Continue development 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 businesses, city/state, and partner agencies to provide exposure for employment, training programs, and career pathways.
- Pair the attainment of postsecondary credits with work-based learning opportunities such as on-the-job training, internships, and workplace tours.
- Provide information and resources to educators through strategies such as lectures from subject matter experts, and forums focused on sector industries.

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

Region 4 fosters 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: work with our regional economic development partners to identify existing partnerships and initiatives, identify local employers willing to provide expertise to our sector initiatives, and work with community partners to organize and/or expand work within existing partnerships or create new partnerships.

Local Workforce Development Area 40 continues to partner with secondary and post-secondary educational institutions: our career pathways model strategy focuses on workforce development partners, connecting industry needs and projections to educational advisors as they assist us with pipeline skilled laborers in this area with future workforce demands. Region 4 will support the state's efforts and alignment with workforce and economic development with the following initiatives:

Systemic Approach

While each of our One-Stop partners administers separately funded programs, we must deliver them as a set of aligned streamlined services to customers. We all serve a relatively common customer base, many of whom are low-income or face barriers to employment. One-Stop Centers and partners provide job seekers, including individuals with barriers to employment, with skills and credentials necessary to secure and advance in employment with family-sustaining wages. Local Workforce Area 40 will facilitate public-private partnerships, support sector strategies, and career pathways that advance opportunities for all workers and job seekers, foster innovation, and ensure streamlined operations and service delivery excellence. Region 4 will work to align workforce and economic development goals. Core partners will work to develop a crosswalk of services available to individuals and, specifically, to individuals with barriers to employment.

Aligning and developing adult education programs for low-literacy and low-skilled adults to concurrently address foundational skills with workforce training. Adult education programs prepare adults with limited academic or limited English skills to enter and succeed in post-secondary education and training, leading to career-path employment in in-demand occupations. The core partners will focus on expanding access and success in sector-based education and training programs that provide opportunities for low-skilled and low-literate youth and adults. These programs are designed to assist individuals with career pathway programs of interest.

Expand the ability of all partners in the network to inform clients of workforce system services. This will be the result of extensive cross-training. The core partners will work with Local American Job Center staff to assess the ability to increase access to the system. Region 4 will support several adult education programs available as itinerant sites to provide essential services. This action can greatly expand the number and proximity of access points of contact for employers and clients. Expand the use of technology. Given Acadiana's diverse regional needs, it cannot be assumed that all who need to travel to the current comprehensive sites will be able to do so. Services will be available digitally to address the barriers of distance, childcare, transportation, and schedules that many people face. These services will include up-to-date and comprehensive employment and training websites with links to partner websites. In addition, resources will be accessible using videoconferencing and live chat.

Integrated Service Delivery

All populations will receive the necessary services regardless of where they enter the system, whether through the AJC or in connection with a partner program or agency. This approach supports an integrated workforce so any customer who walks into any AJC can be served seamlessly by any staff member.

All Core Partner staff are cross trained to improve their knowledge of programs and services available to understand other partner programs' services and share their expertise related to the needs of specific populations so that all staff can better serve all customers and ensure a "no wrong door" customer service approach. Core partners will ensure that all referrals are appropriate based on the customer's needs.

Local Workforce Development Area 40 will lead the clearinghouse for Work-Based Learning and connect students and employers through shared projects that give students professional experience. A virtual platform will be available to schools, K -12 classrooms, and businesses for project involvement through a system where both classes and companies can enter as interested parties and browse for a good match for a project. Students work on projects primarily in the classroom or independently, which differs from work-study or internship formats.

Co-enrollment is another essential strategy to provide services to a customer that a specific program might not be able to fund themselves. This is where the crosswalk of services available will be needed

to address customer needs. Co-enrollment provides the ability to use multiple funding sources and share accountability for an individual.

Data-Informed Services

We will focus on continuous improvement. Continuous evaluations support continuous improvement of the American Job Centers by identifying which strategies work better for different populations. The Local Workforce Development Board will hold training providers and partners accountable for the performance Measures. Reports provided by Partners provide high-quality, integrated data to inform the Local Workforce Development Board to assist with policy decision-making. It also drives how we need to change, innovate, or align services to meet the needs of job seekers and business customers.

Leveraged Resources

Effectively and strategically leveraging and braiding an array of public and private financial and in-kind resources to ensure sufficient broad support to meet all participants' service and training needs. This includes sources from businesses, industry associations, labor organizations, community-based organizations, and education and training providers. No one program can address all the needs of the individuals we serve. In addition, Region 4 will actively seek to align and coordinate WIOA Title I service with other resources to address justice-involved and returning citizens. Region 4 explores a range of career pathway models for justice-involved participants, examining best practices and ways to braid and blend funding for maximum impact.

Improved Outcomes for Business and Job Seeker Customers

We will go beyond the performance indicators that are negotiated; we will look at the customer experience and we will look at the economic mobility of the individuals we have served. We will continuously evaluate the needs of participants and businesses to ensure we are providing services that meet the needs and remove barriers. Local Workforce Development Area 40 strategies to improve business and customer services are:

- Provide integrated/seamless services that are streamlined to train jobseekers as quickly as possible, so they are ready for jobs with local businesses
- Promote Work Based learning strategies to validate skills of the area's workforce to optimize their ability to demonstrate their skills to employers and to provide a method of evaluation for businesses to make appropriate hiring decisions
- Continuously improve the menu of local services based on input from jobseekers and businesses so services are flexible and effective.
- Continuously improving internal processes are as lean and paperless as possible to maximize the time we have available to provide value-added services to our customers.
- Utilize data and performance reports as well as feedback from employers and jobseekers to drive continuous improvement initiatives in our services and programming

- Incorporate STEM goals into One-Stop programming to align that initiative with One-Stop Center goals Partner with economic development organizations and business chambers to develop programming that provides relevant information and services that improve and enhance businesses in our local area
- Improve communications in all areas so we continue to use our internal and external partnerships to their maximum benefit for the customers we serve.

CHAPTER 4: OPERATING SYSTEMS AND POLICIES: LOCAL

This chapter provides an overview of all the operating systems and policies within the Local Workforce Development Areas (LWDAs). LWDAs must incorporate key documents in the plan that describe the one-stop delivery system and the services provided by the workforce partners.

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:

- 1. The Local Workforce Development Area 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 by reference into this plan.**

The Local Workforce Development Area #40's Memorandum of Understanding (Attached) describes a collaborative service delivery system for the American Job Centers. All partners must work together to better serve job seekers and customers in integrated service delivery strategies.

The collaborations of partners have been accomplished through routine meetings and convening partners to assist with sharing information, all-out cooperative efforts with employers in achieving goals, and joint staff training, among other collaborative benefits.

Local Workforce Development Board 40 and 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 and partnerships, align services, and explore opportunities to leverage resources to best support clients.

- 2. The Local Workforce Development Area 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 2-23.2). The Service Integration Action Plan and any subsequent modifications are incorporated by reference into this plan.**

According to OWD 2-23.2, One-Stop system services must be integrated and delivered according to customer need rather than program focus. There is no requirement for a specific sequence of services.

Assessments, made through common intake, must be conducted with each participant to determine their level of need and to determine the appropriate services which will be offered.

The applicable career services to be delivered by required One-Stop partners are those services listed at 20 CFR 678.430.

i. Basic Career Services:

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one (1) comprehensive American Job Center per local area. Generally, these services involve less staff time and involvement and include services such as:

1. Eligibility determination for WIOA
2. Outreach, intake, and orientation to inform applicants and participants of all
3. One-Stop services
4. Initial assessment of program participants
5. Labor exchange services
6. Provision of labor market information, access to the resource room, access and information concerning other programs and services
7. Labor market employment statistics

ii. Individualized Career Services

Individualized career services must be provided to participants after American Job Center staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization of the participant's needs. Individualized career services include services such as:

1. Eligibility determination during outreach and intake
2. Skills assessments on program participants
3. Determination of skill levels and service needs for adults and dislocated workers
4. Provision of labor exchange services
5. Development of individual employment plans
6. Case management
7. Identifying support needs, group and/or individual counseling and mentoring, short-term pre-vocational services, internships, and employment opportunities
8. Arrange for soft skills training, internships, and work experiences which are linked to careers, workforce preparation activities, financial literacy services, out-of-area job search assistance, English language acquisition, and integrated education and training programs

Local Workforce Development Board 40 have identified the assessments to be used to determine eligibility and ensure eligibility determination procedures are consistent with state policies. One-Stop center staff may use recent (within the last six months) interviews, evaluations, or assessments by partner programs to determine if individualized career

services would be appropriate. These services generally will be provided by the Adult and Dislocated Worker programs, although it may be appropriate for the Employment Service to provide some of these services.

iii. Training Services

American Job Center staff may determine if training services are appropriate, regardless of whether the individual has received basic or individualized career services first, and there is no sequence of service requirement. (See TEGL 19-16 for full eligibility requirements) Training services are a critical component to the employment success of program participants. Training services are provided to equip individuals to enter the workforce and retain employment. Training programs should be part of a continuum of education and training leading to credential attainment, full time employment, increase earnings, and career advancement. Training services may include the following:

1. Occupational skills training, including training for nontraditional employment;
2. On-the-job training;
3. Incumbent worker training (see Section 13 of this TEGL);
4. Programs that combine workplace training with related instruction, which may include cooperative education programs;
5. Training programs operated by the private sector;
6. (Skill upgrading and retraining;
7. Entrepreneurial training;
8. Job readiness training provided in combination with the training services described in any of clauses (a) through (g) or transitional jobs;
9. Adult education and literacy activities, including activities of English Language acquisition and integrated education and training programs, provided concurrently or in combination with services provided in any of clauses (a) through (g); and
10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

iv. Follow-up Services

American Job Center staff must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Local Workforce Development Areas must establish policies that define what appropriate follow-up services are, as well as policies for identifying when to provide follow-up services to participants. One type of follow-up service highlighted in WIOA is to provide individuals counseling about the workplace. Follow-up services do not extend the date of exit in performance reporting.

v. Business Services

Certain business services must be provided to local employers through the One-Stop system, such as labor exchange activities and labor market information. Customized business services, such as customized job fairs, reviewing job descriptions, and screening and referral of qualified participants in career or training services to employers. Local areas

must establish and develop relationships while networking with large and small employers and their intermediaries. Local areas also must develop, convene, or implement industry or sector partnerships determined appropriately by the Local Workforce Development Board.

The Local Workforce Development Board may conduct business services or contract these services to a separate entity, or a combination of both. Regardless of whether a Local Workforce Development Board chooses to provide business services or contract these responsibilities, the plan concerning how business services are conducted must be clearly outlined in a local plan.

Three Service Tracks for Job Seekers

General Requirements

All job seekers entering an American Job Center for service, must receive an orientation (e.g. provision of labor market information and career information, information on assessment tools, and briefing on services available through the One-Stop system and partner organizations). The orientation can be presented in a group setting or one-on-one session.

The job seeker's entry point may begin as one of the following methods:

1. Self-service electronic registration (within the American Job Center or home or another public computer)
2. Outreach contact (regardless of reason for outreach)
3. Automatic registration created by an application for UI Benefits
4. Subsequent required service points requiring a visit to an American Job Center
5. Staff-Assisted registration
6. Enrollment for a job seeker who is a "walk in" at an American Job Center, or
7. An individual who is registered by any means, while receiving Rapid Response Services.

Three Service Tracks

All job seekers will fall into one of the following service tracks regardless of their reason for entering staff assisted service:

Workforce Ready – in a Demand Occupation

When an "Initial Assessment" indicates that there are no significant barriers to employment, and the job seeker has skills, credential, certification, education, soft skills, previous experience, or a combination of these factors; the job seeker's status must be considered as "in a Demand Occupation." The job seeker must then be sent to a Career Specialist performing Business Services or designee by local management for job referral.

Career Specialists performing Business Services (or designee) shall review the job seeker's skills, while comparing them to specific demand occupation job vacancies. There must be a match between the job seekers' skills and job vacancies to initiate a staff referral. The Career Specialist who initiated the referral, or the staff member case managing the job seeker, must plan for a formalized follow-up process, such as a 30, 60, 90-day cycle and must include documentation. Follow-up does not necessarily require a contact call. Alerts and electronic messaging available in HiRE may be utilized.

Workforce Ready – not in a Demand Occupation

When the Initial Assessment indicates that a job seeker is “Workforce Ready” but not in a Demand Occupation; the job seeker must be referred to Self Service and helped as needed with Informational Services. As defined in “Informational Services,” these services will include guiding the job seeker to labor market information including industries with “in demand” jobs, wage rates, education requirements, work search tools, skills and interest matching assessments.

Career Specialists must plan for robust and effective follow-up -- reassessing as necessary. Follow-up services are critical for the monitoring of the job seeker’s ability to obtain employment. In the event it is determined that the job seeker is experiencing continued failure in achieving employment; such findings may indicate the existence of a barrier to employment that was not identified earlier in the assessment process. In the event it is identified during follow-up that a job seeker on the Workforce Ready track is experiencing continued unemployment, more Individualized Career services may be required. These job seekers must be moved to the Case Management Track.

Case Management Track – not Workforce Ready

Job seekers determined **most likely** to exhaust all their UI benefits shall be categorized as “Not Workforce Ready.” Such job seekers have been identified as having the following:

1. Poor employment history or large gaps in work history
2. Limited, obsolete or unknown skills
3. Minimal education
4. Lack of credentials, and soft skills
5. Significant barriers to employment or a combination of these factors.

Job seekers who are “Not Workforce Ready” must be provided “Individualized Career Services”, consisting of a minimum of a “Comprehensive Assessment” and development of an “Individualized Employment Plan (IEP)” in the context of Case Management.

A Comprehensive Assessment is vital to collecting information on job seekers to determine Barriers to Employment, Employment Goals, Knowledge Skills and Abilities, and proficiency in Occupational Knowledge. The assessment must be interactive with a client centered approach to evaluate the needs of a participant, without regard to services or training program availability. The assessment must be constructed in a manner where the purpose is to determine the job seeker’s need rather than to match the job seeker to what is available. This assessment is best defined operatively as an “intensive interviewing process.” which includes behavioral observations and may also require the use of structured assessment tools. Other information gathered may include detailed work history, family support available, social services affiliations, offender status, and a detailed education history. Comprehensive Assessment must be documented via Case Note in HiRE, with regard for privacy and Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) rules.

Comprehensive Assessment is the foundation for the development of an IEP, and no IEP shall be created without completing a Comprehensive Assessment. In many cases the Comprehensive Assessment will be an ongoing process that may result in changes to the Goals and Objectives of the IEP.

The IEP is developed with a job seeker to identify or create employment goals; appropriate objectives, and the right combination of services to assist in achieving goals and objectives. In short – “where am I now,” “where do I want to go,” “how will I get there?” The IEP must include goals and objectives that are SMART (specific, measurable, attainable, realistic, and time bound). A Case Note must accompany the IEP and must justify the plan based on the identified Barrier(s) to Employment.

Case Management requires a regular follow-up and review or revision of the IEP until the job seeker becomes workforce ready or enters a training program. In either case follow-up is critical, using a 30-day cycle until employed or training is complete. The IEP must be recorded in HiRE. The preferred method is by using the HiRE Wizard. To comply with this requirement when IEPs are created initially as hard copy; those IEPs must be scanned into the HiRE system no later than close of business the following business day.

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

1. 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 people in remote areas. LWDA 40 will create an intake application on our website and clients will be referred to the correct partner pending the response. LWDA 40 will update all service delivery policies to ensure clients are being serviced via all technological platforms. The online application will be implemented online by PY 25.

Local Workforce Development Area #40 will implement the following practices to serve a broader range of clients.

- Virtual information session
- Text message communication
- Video Conferencing

2. 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.

LWDA 40 is dedicated to using technology to increase access to services for underserved populations and individuals residing in rural areas. LWDA 40 will strive to utilize several virtual platforms, documents, etc. to serve our participants so that there is no disruption of services. The following platforms will be utilized to deliver WIOA services virtually:

HIRE System

Through the HIRE System, the Louisiana Workforce Commission has made technology possible to deliver one-stop system services to all customers. AJC 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.

Microsoft Teams

Microsoft Teams is an online 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.

Virtual Appointment Software

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

Docu-Sign

DocuSign's easy-to-use digital transaction platform lets users securely send, sign, and manage legally binding documents 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.

C. Describe how the Local Board will support the strategies identified in the Combined State Plan and work with entities carrying out core programs.

1. Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

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 and explore additional resources to support customers. Additionally, coordinated, targeted outreach is conducted with local community-based organizations that serve those with barriers.
- LWDA 40 will work with Adult Education programs to help adults get their GED and work on other essential skills while earning a credential. Our region updated the current Career Scholarship policy with these goals, and staff will be trained to develop an individualized service plan (ISP) to meet these goals.
- LWDA 40 is committed to working with training providers and school boards to develop more dual credit programs in high schools. The local area will provide occupational data to counselors to help grow their interests in high-demand, high-quality career pathways.
- LWDA 40 will work with secondary and post-secondary schools to develop work experience or internship programs on skill building. The school will award the credit hours once a student completes the program satisfactorily. The local area will also share with all participants the opportunity to complete Prior Learning Assessments with college and university students.

- LWDA 40 targeted marketing will include identifying mature and underemployed workers who may not require extensive education or training to qualify for jobs in high-demand occupations.

2. Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs.

Through the process of working with employers and educational institutions, LWDA 40 will align training policies to maximize the utilization of career pathways. 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 One-Stop Coordinators to serve as ambassadors of the workforce system and assist with co-enrollment referrals and
- Use of an e-referral system that utilizes a web link to initiate referrals across agencies to facilitate

3. Improving access to activities leads to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable.

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. Staff will provide performance information to all clients interested in post-secondary programs. LWDA 40 will focus on improving awareness of industry-recognized credentials by promoting them on our websites and social media accounts. All industry-recognized credentials will be reviewed by LWDB 40.

To make credentialing opportunities more accessible, the board will engage in targeted outreach, particularly to underserved populations and those with barriers to employment. By working with community-based organizations and other partners, the board will raise awareness of available programs and ensure that individuals from diverse backgrounds can access the training and education needed to earn recognized credentials.

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.

1. Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.

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. Dislocated worker services aim to help these individuals obtain quality employment in in-demand industries.

Career Services: Career services for adults and dislocated workers are available in LWDA 40's 10 American Job Centers. Essential 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 (Career Scholarships, OJT, and Work Experience)

2. 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.

Our Partnerships with Adult Education & Family Literacy Act Program has been established continuously. Region 4 and Partner Agencies have developed a standard referral form for the American Job Center staff to utilize for referrals.

The Adult Education Centers connect with the One-Stop system in Region 4 through Intake and Assessments to link individuals who lack a high school diploma to the Work Ready U Program. The One-Stop system conducts ongoing outreach to assist Adult Education students seeking assistance to further their education and/or goals. In Region 4, 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.
- Improve job skills, including critical thinking, information locating, 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.

3. Wagner-Peyser Act (29 U.S.C. 49 et seq.) services.

The Wagner-Peyser (WP) program is a crucial partner of the American Job Center. Wagner-Peyser collaborates and coordinates placing job seekers back to work as an in-house entity. In line with the State Plan, Wagner-Peyser staff coordinate with WIOA and Partners to assist the unemployment insurance claimants, priority population, and other clients in receiving services, including job placement, labor exchange, career counseling, and labor market information.

Basic Career Services are available in each office and delivered by Wagner-Peyser (WP) staff in coordination with other one-stop partners. WP Employment Services staff may also make available Individualized Career Services, particularly for those individuals with barriers to employment. WP employment services staff work with the LWDB, the One Stop Operator team, and other workforce partners, to effectively serve both employers and jobseekers.

4. Vocational rehabilitation service activities under WIOA Title IV.

Louisiana Rehabilitation Services (LRS) in Region 4 provides 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 to assist them in obtaining and maintaining employment. Services are individualized and are different for each consumer, but can include:

- 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
- Vocational Guidance and Career Counseling

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 encourage 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.

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.

5. Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.

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.

6. 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.

LWDA 40 will collaborate with local community college partners, technical colleges, universities, and secondary school districts to offer quality technical and academic programs that align with the WIOA concept. The Partnership will focus efforts on major career clusters and waivers to create the greatest impact on the use of the Perkins funds within LWDA 40. The local area will concentrate on creating high wages, high demand, and high skill jobs. These are a few identified mutual clusters:

1. Allied Health Programs (nursing, and surgical tech);
2. Skilled Trade (Electrical, Welding, Pipefitters and Plumbers);
3. Transportation and logistics (automotive, warehousing, and marine diesel programs);
4. STEM (integrated production technologies, drafting & design technology programs).

Our area will create programs that promote economic diversity and growth with emphasis on 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.

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

Additionally, we will partner to provide career fairs and other events for in-school students.

7. 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.

One of the chief barriers to employment is transportation; challenges remain for workers in seven of the LWDA 40 service area parishes. Lafayette is the only parish with a public transportation system and our Lafayette American Job Center currently provides transit passes. LWDA 40 is considering other options to assist customers in rural communities in accessing workforce centers and employment. This may include transportation reimbursement via a reloadable debit card or collaboration with providers such as Uber. On the contrary, it requires the proactive involvement of diverse entities, businesses, nonprofits, and government agencies.

Other supportive services are but are not limited to:

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

Supportive Service Policy Attached

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

1. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

The Adult, Dislocated Worker, and Youth employment and training activities are available in Region 4, consisting of Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary, Vermilion, and Lafayette Parishes. These activities are offered through career and training services as WIOA requires. Adult, Dislocated Worker, and Youth activities include Basic Career Services, Individualized Services, and Training Services.

Training Services included but not limited to:

- Occupational skills training
- On-the-job Training
- Apprenticeship
- Private Sector training programs
- Skills upgrading and retraining
- Entrepreneurial training
- Transitional jobs
- Work Experience
- Job Readiness training
- Customized training by an employee to employ an individual upon completion of the training.

Pre-Apprenticeships and Apprenticeships may include some of the above-stated services but focus on training participants in high-demand career opportunities and connecting them to long-term employment upon completion of program.

2. A description of how the Local Board will coordinate workforce development activities carried out in the local area with statewide rapid response activities.

The Louisiana Workforce Commission employs a full-time Rapid Response Coordinator (RRC) who oversees services for individuals facing layoffs or business closures. Once a Worker Adjustment and Retraining Notification (WARN) or layoff notice is received, the RRC coordinates with local staff to engage in rapid response activities. Wagner-Peyser and WIOA staff conduct site visits to assist both employers and employees with job search registration, UI registration, and initial eligibility assessments for career and training services. The team also provides information on services available through the WIOA adult and dislocated worker programs and other services offered at our American Job Centers. These rapid response activities are delivered collaboratively across all partners

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

1. 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.

LWDA 40 contracts with a Youth Service Provider to provide the 14 WIOA youth service elements either directly or through a referral to a partner agency. The Youth Service Provider furnishes staff to manage the WIOA service delivery process, which includes the provision of basic career services, individualized career services, and training services in accordance with the regulations and requirements of the Workforce Innovation and Opportunity Act, state requirements, and local policy.

Outreach and Recruitment

- Youth Provider shall use necessary strategies to recruit WIOA-eligible and suitable youth to provide appropriate services.
- Youth Provider shall coordinate recruitment and outreach efforts with the Local Schools, the Department of Juvenile Justice, the Department of Children and Family Services, Housing Authority, agencies working with youth with disabilities, foster care agencies, and other community agencies and groups providing services to the target population.

Intake, Eligibility Determination, and Registration

- The Youth Provider shall provide services to eligible and suitable In-School and Out-of-School Youth, either directly or through collaborative partnerships that will result in achieving one or more positive outcomes as required by WIOA.
- Youth Provider shall collect, verify, and maintain all necessary eligibility source documents as well as the maintenance of case records for all customers who are enrolled in WIOA.
- The Youth Provider shall be responsible for tracking and collecting demographic information in accordance with Section 188 of the Workforce Innovation and Opportunity

Act. The method for collecting this information for LWDA 40 will be through the HiRE system at the point of each customer's self-initiated sign-in to HiRE prior to services being rendered.

- The Youth Provider will manage the cases of customers enrolled in WIOA through the process, concluding with the customer's securing unsubsidized employment. The Youth Provider shall be responsible for enrolling and determining the priority of service for individuals before providing training services with WIOA funds. Registration involves certifying and documenting the WIOA eligibility and priority of service of the individuals to be served.

Objective Assessment and Referrals

- All WIOA customers must be assessed for need and suitability prior to the receipt of career and training services. This process is used to measure the customer's likelihood to obtain employment in their career area of interest and at a self-sufficient wage, their ability to complete career and/or training services if enrolled, whether or not the customer has any barriers that may impede their ability to obtain/retain employment or complete services/training, and whether or not the customer has the resources needed to be successful. For those customers needing additional assistance with securing unsubsidized employment, the Youth Provider shall be responsible for providing assessment services and individual consultations with customers.
- The Youth Provider shall conduct an objective assessment of the academic level, skills levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, strengths, supportive service needs, and development needs.
- The Youth Provider must accurately evaluate each young adult to develop an appropriate service strategy to meet their individual needs.
- The Youth Provider shall guarantee that eligible young adults who do not enroll in the WIOA program be provided information regarding other applicable and appropriate services available through other local programs that may provide services to them.
- In addition, the Youth Provider ensures eligible young adults are given referrals for further assessments if determined appropriate.
- Youth Provider shall refer participants to other partners' services. A referral application is required if an MOU partner provides the program, and the form shall be included in the participant's file and documented via case notes in HiRE.
- The Youth Provider shall be responsible for initiating a co-enrollment of any joint customers with the other partners' case managers to ensure that no services are duplicated and that, to the degree possible, multiple funding streams are used for the provision of training services. The Youth Provider shall maintain close working relationships with all mandatory partners to increase their involvement in, utilization of, and provision of resources to LWDA 40 customers.

Individual Service Strategy (ISS)/Employment Plan

- Youth Provider must utilize the results of the objective assessment to develop the ISS with the participant.

The ISS is an age-appropriate, individualized, documented plan with short- and long-term

goals that include the following:

- Career pathways
 - Education and Employment goals
 - Involvement in the youth program elements
 - Supportive Services and Incentives, as applicable
-
- The Youth Provider must ensure that staff identify the timeframe for the participant to complete all activities related to each goal specified in the ISS.
 - Youth Provider must confirm that the ISS is regularly updated with the youth.
 - Verify the ISS connects services to be provided and identifies outcomes achieved between enrollment and exit of the participant.
 - Youth Provider must check to validate that the ISS directly links to one or more WIOA Title I performance outcomes.
 - The Youth Provider shall provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
 - The Youth Provider shall provide information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including Child care; 2) child support; 3) medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; 4) benefits under SNAP; 5) assistance through the earned income tax credit; and 6) assistance under a State program for TANF, and other supportive services and transportation provided through that program.
 - The Youth Provider shall provide performance information and program cost information on providers approved on LWC's Eligible Training Provider List.
 - The Youth Provider shall provide assistance in establishing eligibility for training providers offering financial aid assistance for training and education programs not provided under WIOA.
 - The Youth Provider shall provide Job search and placement assistance, including the provision of information on in-demand industry sectors and occupations, and on non-traditional employment. WIOA program staff will coordinate appropriate services with employment services staff.

Youth Program 14 Elements

All of the following 14 elements must be made available to all eligible youths aged 14-24.

- Tutoring, Study Skills Training Instructions, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent.
- Alternative Secondary School Service or Dropout Recovery Services, as appropriate;
- Paid and Unpaid Work Experience that have a component of academic and occupational education, which may include:
 - Summer employment opportunities and other employment opportunities are available throughout the school year;
 - Pre-apprenticeship programs;

- Internships and job shadowing; and
- On-the-job training opportunities;
- Occupational Skills Training;
- Education Offered Concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupation cluster;
- Leadership Development Opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
- Supportive Services;
- Adult Mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- Follow-up Services for not less than 12 months after the completion of participation, as appropriate;
- Comprehensive Guidance and Counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
- Financial Literacy Education;
- Entrepreneurial skills training;
- Services that provide labor market and employment information in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for transition to post-secondary education and training.

Customer Engagement, Case Management, and Follow-up

The Youth Provider is required to provide at least 12 months of follow-up services to young adults who have completed program services and those who may have dropped out of the program but need additional services.

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

State and federal mandates require a minimum of 75% of our youth service funding to be expended on out-of-school youth (OSY) unless a waiver or new law is provided. 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 program service provider has created a revised staffing model to better serve its Out-of-School Youth (OSY) population. Career Coaches recruit OSY for Occupational Skills Training, Work Experience (WEX), and On-the-Job-Training (OJT) opportunities. Staff 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 employment⁸ as outlined in the Combined State Plan:

1. Provide information on how priority will be given to recipients of public assistance, other low-income individuals and individuals who have basic skills deficient consistent with WIOA.

Priority of service must be given to recipients of public assistance, other low-income individuals, or individuals who have 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 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 to identify gaps in access to workforce and educational services. Where gaps are identified, partners will work to strategize solutions.

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

2. Describe how the local workforce area will ensure equitable access to workforce and educational services.

LWDA 40 ensures that all individuals regardless of type of contract (ITA or other contracted services) have equal access to information and opportunities. This includes providing support to those who may need assistance navigating the training options available to them. LWDA 40 will continue to ensure that policies and programs in the local workforce system are accessible, regardless of racial, gender, or socioeconomic background. Our MIS specialist will publish quarterly reports to local Partners which will provide a breakdown of demographic data for customers served.

LWDA 40 will continue to access data points from multiple data platforms such as Census, American Community Survey, LWC labor market information and Future Works BI which can provide evidence of disparities and inequities that exist in policies and programs by race, gender, and target population. As the design and delivery of workforce services are guided by current and timely Labor Market Information, increased partner involvement and consistent correspondence will be beneficial to communicating the scale of resources available.

Through our service integration plan, LWDA 40 is working collectively to provide one-stop customers with a satisfaction survey to gather other service inequities that may not be evident through data tracking platforms. The region will continue to use these evaluation methods to acquire disaggregating data.

Our region is committed to expanding access for targeted populations, especially low income, long-term unemployed, people 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 in the region. Partners will meet yearly to discuss goals and metrics. The collaboration will also involve partnerships with community organizations to better serve the job seeker.

Career fairs have proven to be an effective marketing tool for career pathways. LWDA 40 will continue partnering with local high schools, community colleges, economic development organizations, and employers to promote STEM-related careers. The Board will leverage real-time labor market data from LWC to promote these occupations and their high-wage earnings as well as the cost-effective training programs locally available. LWDA 40 will partner with local employers to review employment and skills data to ensure they are a true reflection of what is in demand. When applicable, LWDA 40 will

promote STEM careers through high school extracurricular activities and after-school programs that specifically serve minorities and young women. Industry experts and specialists will be leveraged to ensure STEM programs are taught by professionals who exhibit the skills and training necessary to perform STEM-related jobs. LWDA 40 is committed to ensuring diverse populations are informed of various career paths and will work to provide continual access to these opportunities. Our region will collaborate with school boards to provide occupational data to all school counselors.

Adult mentoring, during participation and post-exit for 12 months, is important for the success of some adult populations, especially long-term unemployed, veterans, ex-offenders, and more. Providing mentoring can be the key to completing training, entering employment, and maintaining a job. LWDA 40 career coaches will be trained to provide comprehensive case management. Our region will collaborate with employers utilizing on-the-job training and work experience to provide one-on-one mentoring and seek community partnerships with community-based organizations.

Region 4 will 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 enhance the continuous improvement of services offered to employers, workers, and job seekers. In collaboration with other partners like Adult, Dislocated Worker, Youth Programs, Adult Education & Family Literacy Act Program, Wagner Peyser Act, and Vocational Rehabilitation Programs, the local board will continue to maintain an open line of communication regarding eligibility issues and ensure staff are knowledgeable about benefits cliff.

LWDA 40 will utilize data to guide the best approaches to locating workforce services. Our region will look at whom we serve compared to data on low-income and high-poverty areas. Center usage by geographic location will also be routinely monitored by the One-Stop Operator and will inform the need for additional delivery sites/partnerships to effectively connect with underserved populations or where increased accessibility has been identified as needed. Virtual access will be utilized to offer direct career services to jobseekers, including information and orientation sessions along with workshops and one-on-one assistance.

Additionally, LWDA 40 will focus on servicing schools with high dropout rates and low testing scores by providing career exploration and training programs, basic work skills, and employment plans.

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

1. How local areas will meet the annual Training Expenditure Requirement;

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 the funds available shall be used to provide youth workforce activities for out-of-school youth unless a waiver is issued. Adults under WIOA shall constitute a minimum of 51% of adults served are recipients of public assistance and other low-income individuals.

LWDA 40 contracts with a competitively procured service provider to deliver WIOA career services and develop agreements with the following training programs.

- Occupational skills training, including training for non-traditional employment;
- On-the-job training;
- Work Experiences

LWDB 40 provides oversight to the competitively procured contractor, who is responsible for direct service delivery of core programs. Reports will be run monthly to track the service provider. If requirements are not met, LWDA 40 will implement a corrective action plan. The plan highlights best practices in operations, detects issues of non-compliance, identifies their root causes and describes a plan for fixing them.

2. 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, a shift to become more employment focused on our approach to service delivery is being implemented. The LWDB 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 30% 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

3. 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 and

Career Scholarship (CS) Policy & Procedures - Attachment

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 plan. All career scholarships must have signed an agreement between LWDA 40, the

training provider, and participant.

- 4. 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

LWDB 40 will continue to monitor and evaluate all training providers to ensure programs meet the required performance goals. Additionally, employers and jobseekers will be surveyed to determine if the training programs meet the regional labor market needs.

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

- 1. To transfer funds between the adult and dislocated worker funding streams.**

LWDA 40 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 needed, LWDA 40 will adhere to the state plan and any contractual agreements to transfer funds during the first year and the second year but must be early in the funding year.

- 2. 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.

- 3. 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.

- 4. 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.

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.

1. WIOA Performance Measures

Negotiated Performance Levels for WIOA Fourth Planning District Consortium (LWDA 40)

	PY 2024	PY 2025
WIOA Title I Adult		
Employment Rate 2 nd quarter after exit	71.0%	71.0%
Employment Rate 4 th quarter after exit	71.2%	71.2%
Median Earnings in the 2 nd quarter after exit	\$6,655	\$6,655
Credential Attainment Rate	61.8%	61.8%
Measurable Skill Gains	41.3%	41.3%
WIOA Title I Dislocated Worker		
Employment Rate 2 nd quarter after exit	73.5%	73.5%
Employment Rate 4 th quarter after exit	73.5%	73.5%
Median Earnings in the 2 nd quarter after exit	8,695	8,695
Credential Attainment Rate	77.5%	77.5%
Measurable Skill Gains	58.9%	58.9%
WIOA Title I Youth		
Employment Rate 2 nd quarter after exit	72.0%	72.0%
Employment Rate 4 th quarter after exit	70.9%	70.9%
Median Earnings in the 2 nd quarter after exit	\$4,071	\$4,071
Credential Attainment Rate	37.0%	37.0%
Measurable Skill Gains	49.6%	49.6%

2. Additional State Performance Measures

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

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.

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

The service delivery strategies are continuously reviewed quarterly at LWDB 40 committee meetings. LWDB 40 will measure program effectiveness to ensure programmatic goals meet regional employers' needs. Our area will expand the following service delivery strategies:

- Business Services: OJT, Customized Training, Work Experience, Onsite Interviews
- Youth program model 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.
- Partner with employers and educators to offer successful activities including internships, career fairs, worksite tours, clinical experiences, pre-apprenticeships, and apprenticeships.
- Virtual services to include online application processes, career services, and case management.
- Earmark funding for the high demand, well-paying career sectors

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

LWDA 40 will assess all training programs to ensure they result in certifications or degrees sought by employers in our local area, aligning with high-growth and high-demand sectors in our region. Approval will only be granted to programs categorized as high growth/high-demand training programs. As part of the approval evaluation process for all training programs, past performance metrics, including completion percentage, placement percentage, average wage, and credential attainment, will be scrutinized to ensure the effectiveness and relevance of each program in meeting the needs of, both, local employers and individuals. Strategies will be discontinued or redesigned if they are not working to address employers' needs.

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

To identify barriers to enrollment, it is essential to collect both ROI and qualitative outcome data for

various education and training programs. LWDA 40 will vigorously track the negotiated performance goals and further analyze the metrics to ensure we are meeting the community's needs. Additionally, LWDA 40 is exploring reliable and practical ways to collect the following qualitative outcome data to analyze according to demographic and socioeconomic data to identify any disparities in enrollment.

- **Participant Feedback:** Collect participant feedback through surveys or interviews to understand their experiences, challenges, and suggestions for improvement.
- **Employer Assessments:** Gather input from employers who have hired program completers to gauge their satisfaction and identify areas for enhancement.
- **Career Advancement:** Track the career progression of program completers, including promotions and advancements within their chosen fields.
- **Retention in Employment:** Monitor the duration of employment for program completers to measure job retention.

LWDA 40 will continue to work with all sub-award recipients and partners to determine the barriers for residents in the area and work on solutions to remove as many barriers as possible. The following cost-effective methods will be implemented.

- Ensure the registration process for programs does not require numerous visits to the AJC so residents do not get frustrated by the length and complexity of the registration process.
- Launch the One Door employment system which focuses on streamlining service delivery to meet the needs of businesses, workers, and job seekers more effectively.
- Ensure all information regarding training and education programs is available online so residents can access the information from their personal electronic devices.
- Connect to high-quality training programs that are available online so that residents who have transportation challenges can still complete training and earn industry-recognized certifications.
- Work with partners to ensure individuals have access to all services they might need at the AJC by having representatives from various agencies available either on-site or via direct linkage.
- Enhance the referral process and integrating services to ensure that individuals receive the assistance they need to overcome barriers and achieve their goals in the workforce.

CHAPTER 6: TECHNICAL REQUIREMENTS & ASSURANCES: LOCAL

This section includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act.

A. Fiscal Management

- 1. Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III) as determined by the chief elected official or the Governor.**

The Governor of Louisiana designates St. Landry Parish Government 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 disburses grant funds for workforce development activities via Title I-B of the Workforce Act. The Local Workforce Development Area 40 Grant Recipient, through a multi-jurisdiction agreement, hereby accepted full responsibility for funds expended under this grant and assured that funds provided would be disbursed according to limitations outlined in the Workforce Innovation and Opportunity Act, Federal and State Regulations, policies and procedures and the approved Plan.

2. Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities.

Local Procurement Policies and Procedures Attachment

St. Landry Parish Government has 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 and the State of Louisiana 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 Parish President. In conjunction with the Local Workforce Development Board 40, the grant recipient will designate the type of funds, project goals and requirements, and any specific limitations before the solicitation. The grant recipient will write and release the RFP (Request for Proposals).

The Local Workforce Development Area Plan, and the Workforce Innovation and Opportunity Act requirements for each Title, will guide 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. The RFP request 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 Panel will evaluate and rate the proposals and make a recommendation to St. Landry Parish Government/LWDB 40 for funding. Potential bidders/contractors are allowed to ask questions at the Bidder's Conference. 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. Contracts may be extended up to four years before the procurement process is 'required' under WIOA. When current or contracted service providers do not meet conditions, particular procurement may be allowed, and it is advisable to ensure that 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 LWDB and/or LWC.

B. Physical and Programmatic Accessibility

- 1. 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.**

An annual review of all American Job Centers 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.

The annual review of ADA compliance includes:

- Review of data regarding services received by people with disabilities.
- Situational testing of 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.

LWDA 40 invested in technology to ensure individuals with a disability receive reasonable accommodation and universal access to services. Assistive equipment has been purchased, and our area will continue to monitor the needs of the community. To make services accessible, AWS has entered into agreement with the following agencies:

- **Language Line Solutions** - For use when communicating with a participant is difficult or not possible due to a language barrier.
- **Louisiana Relay Services** - For use when communicating with a participant that has a certain trouble hearing or cannot hear.

- 2. 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. This may include cross-counter training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.**

MOU Attachment

C. Plan Development and Public Comment

- 1. Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30-day 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.**

This updated plan will be uploaded to acadianaworkforce.org and will be available for public review and a 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, and other business organizations requesting that individuals review and provide feedback.

Copies of the plan may be requested; however, the 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 consideration and will be incorporated into the final updated plan.

- 2. 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.**

Not applicable

- 3. 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 LWDA 40 goals.

Any modifications requested or required will be shared with the Local Board, partners, and CEO. 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.

REGIONAL / LOCAL PLAN SIGNATURES

By signing the Regional / Local Plan, all signatories attest that:

1. They submit this plan on behalf of the region and the local areas within that region;
2. The planning was done with leaders throughout the region and represents the collective thinking of those regional representatives.
3. The information contained herein is true and accurate to the best of their knowledge;
4. The regional plan and accompanying local plans represent the local workforce development boards' efforts to maximize resources available under Title I of the Workforce Innovation and Opportunity Act and to coordinate these resources with other State and Local programs in the planning region;
5. They will operate the local system in accordance with the regional plan, their respective local area plan, and applicable federal and state laws, regulations, policies and rules.

Local Area Name: Local Workforce Development Area 40/Acadiana Workforce Solutions

Name of Chief Elected Official for the LWDA: _____

Signature and Date: _____

Address: _____

Telephone Number: _____

E-Mail Address: _____

Name of Local Workforce Development Board Chairman: _____

Signature and Date: _____

Address: _____

Telephone Number: _____

E-Mail Address: _____

Name of Local Workforce Development Board Director: _____

Signature and Date: _____

Address: _____

Telephone Number: _____

E-Mail Address: _____

Attachments

Attachment #1
MOU and Addendum



A proud partner of the AmericanJobCenter® network

Local Workforce Development Area #40

Memorandum of Understanding and Cost Allocation Plan

Local Workforce Development Board (LWDB) #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 partners (identified below and referred to collectively as “partners”) enter this single umbrella 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 (AWS) centers.

This MOU will be in effect from July 1, 2023 until June 30, 2026 and will be reviewed and renewed by LWDA #40 and its partners not less than once every three years unless substantial changes occur in the following:

- a. Signatory Official of the Board
- b. One-Stop Partners
- c. Chief Elected Officials
- d. One-stop Infrastructure Funding

Required Partners:

- Louisiana Workforce Commission (LWC)– Reemployment Services and Eligibility Assessment (RESEA) Program, Wagner-Peyser, Veteran's Programs, Trade Adjustment Assistance, Louisiana Rehabilitation Services, Rapid Response, Technical Assistance, and Unemployment Insurance - Represented by Secretary Ava Cates
- St. Landry Parish Government- Represented by Jessie Bellard, Parish President
- Local Workforce Development Board (LWDB) #40 - Represented by Tessa Brown, Board Chairperson
- Local Workforce Development Area #40 – Brenda Foulcard, Workforce Director
- Eckerd Connects WIOA Title I (Adult, Dislocated Worker, and Youth) - Represented by Keidrian Kunkel
- South Louisiana College (One-Stop Operator, Carl Perkins, TRiO, and Adult Education) - Represented by Dr. Vincent June, Chancellor

- Associations Nacional Pro Personas Mayores (SCSEP) Represented by Dr. Carmela Lacayo
- Human Learning Systems (Job Corps)- Represented by Curtis Shepard
- St. Landry Parish Community Action Agency (CSBG)- Represented by Charisse Roberts
- Motivational, Education, and Training INC (NJFP)- Represented by Kandace Bowman
- VITA (Adult Education) – Represented by April Porterfield
- The Institute for Indian Development & Inter-Tribal Council of Louisiana (Indian & Native American Programs/SCSEP) – Represented by Lacy Vito
- Louisiana Department of Child and Family Services(TANF)–Represented by Deputy Assistant Secretary Lorrie Briggs

WIOA identifies the following minimum responsibilities for required partners in each local area 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),
- Department of Children and Family Services - Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under sections 6(d)(4) and 6(0) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)), and Temporary Assistance for Needy Families (TANF) program (42 U.S.C. 601 et. seq.)
- Confidentially, requirements governing the protection and use of personal information held by the State UI agency (20 CFR 361.38),
- All parties to this agreement shall comply with 29 CFR Part 38.25-38.27, 38.54,
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts.

The regulations and amendments that adhere to this MOU will be shared with all partners to review. 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 Parties 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 LWDB #40 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.

Partnership 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. Approve the board budget and cost allocation plan
 3. Approve the selection of the one-stop operator and service provider
- **Local Workforce Development 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,
 4. In cooperation with the board, CEO, and partners design, and approve the American Job Center network structure.
 5. Procure the one-stop operator and service provider
 6. In collaboration with the CEO, determine the role and day-to-day duties of the one-stop operator and service provider
 7. Approve the annual budget allocations for the operation of the American Job Center network
- **One-Stop Operator**
 1. Manage daily operations, including but not limited to:
 - a. manages and coordinates partner responsibilities, as defined in this MOU
 - b. ensures all centers are open during hours of operation with adequate staff
 - c. coordinates daily work schedules and workflow based on operational needs
 - d. Coordinates staff vacations/unscheduled absences with the formal leader to ensure service coverage by center staff.
 2. Assist the LWDB in establishing and maintaining the American Job Center network structure. This includes but is not limited to:
 - a. ensures that State requirements for the center certification are met and maintained
 - b. ensures that career services are available and accessible
 - c. ensures that LWDB policies are implemented and adhered to
 - d. ensures staff are properly trained by their formal leadership organizations and provides technical assistance

- e. Identifies and facilitate the timely resolution of complaints, problems, and other issues,
- f. ensure staff is cross-trained in partner responsibilities
- g. Ensures services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is a smooth customer flow to access the array of services available in the workforce center.
- h. Manages fiscal responsibilities and records for the center. This includes assisting the LWDB with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

- **Service Provider**

- 1. Recruitment of job seekers
- 2. Ensure staff is providing quality WIOA Title 1B services in all centers during normal center hours
- 3. Provide basic career services including but not limited to participant intake, orientations, initial assessments, and referrals to partners and services.
- 4. Determinations of whether the individual is eligible to receive assistance from the WIOA adult, dislocated worker, or youth programs
- 5. Provide individualized career services including but not limited to comprehensive and specialized assessments, case management, individual employment plans, career planning, and vocational counseling.
- 6. Engage and communicate effectively with One-Stop Operator and Partners
- 7. Ensures that LWDB and State policies are implemented and adhered to
- 8. Perform other responsibilities as assigned by LWDB #40

- **Partners**

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

American Job Centers

LWDA #40 has 10 American Job Centers, also known as one-stop centers, that are designed to provide a full range of assistance to job seekers and businesses under one roof. Established under the Workforce Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act, the centers offer a comprehensive array of services designed to match talent with opportunities.

Comprehensive

A comprehensive American Job Center, as described in 20 CFR 678.305, 34 CFR 361.305, and 34 CFR 463.305, is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners (section 121(b)(1)(B) of WIOA), along with any additional partners as determined by the Local WDB.

Affiliate

Local WDBs may also choose to operate other access points to services in addition to comprehensive American Job Centers. Such access points are called an affiliate or specialized American Job Centers and are created to supplement and enhance customer access to American Job Center services. These sites make one or more of the one-stop partners' programs, services, and activities available to job seekers and employers.

<u>American Job Center</u>	<u>Location</u>	<u>Center Type</u>
St. Landry	1065 Highway 749 Suite C Opelousas, LA 70570	Comprehensive
Acadia	223 W. 5th St. Crowley, LA 70526	Affiliate
Evangeline	306 W. Main St. Ville Platte, LA 70586	Affiliate
Iberia	601 Ember Drive New Iberia, LA 70560	Affiliate
Lafayette	706 E. Vermilion St. Lafayette, LA 70501	Affiliate
St. Mary-Franklin	600 Main Street, Franklin LA 70538	Affiliate
St. Mary-Morgan City	900 Youngs Rd. Morgan City, LA 70380	Affiliate
St. Martin	215 Evangeline Blvd. St. Martinville, LA 70582	Affiliate
Vermilion	1301 Clover St. Abbeville, LA 70510	Affiliate
Eunice	2048 Johnson Hwy Eunice, LA 70535 LSUE Community Education Bldg., Ste. 101	Affiliate

Services

American Job Centers will offer services to all customers including individuals with barriers to employment, including individuals with disabilities. Such services are to be provided in an accessible manner including access to technology and materials made available by all partners. The American Job Centers shall be physically and programmatically accessible to individuals with disabilities, as described in Section 188 of WIOA and 29 CFR Part 38.

Customers who go to the American Job Centers for assistance and/or services will be referred to the appropriate one-stop partner(s) to meet their individual needs. Verbal, written, or electronic referrals will be used. Additionally, customers will be able to meet with individual representatives from partnering agencies. The American Job Centers will maintain a list of individuals who utilize services at the American Job Center locations. Job Placement, Training, Core, and Intensive Services will be offered to jobseekers and employers.

Each customer who seeks services at the American Job Center locations will complete the Triage Form (Attachment A) and it may be shared between the one-stop partners for the sole purpose of fully assisting the customer. The exchange of said confidential information shall remain limited to the partners listed in this agreement and shall not be shared with any other entities without the expressed written consent of the customer. Attachment B of this MOU outlines the services provided in the American Job Center by each partner listed in this agreement.

Accessibility

Accessibility to services provided by the American Job Centers and all Partner agencies is essential to meet the requirements and goals of the Region 4 American Job Center network. Job seekers and businesses must be able to access information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran status, or based on any other classification protected under the state or federal law.

Physical Accessibility:

One-stop centers will maintain a culture of inclusiveness. Services will be available in a convenient and accessible location, considering a reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in a manner providing access for individuals with disabilities.

Communication Accessibility:

Communications access for purposes of this MOU means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

Program Accessibility:

All Partners will cooperate with the One Stop Operator to ensure that all American Job Center programs, services, technology, and materials are physically and programmatically accessible to all. Additionally, staff members will be trained to provide services to all, regardless of the range of abilities, mobility, age, language, learning style, or comprehension or educational level. LWDB #40 and partners will work together to provide assistive devices and interpreters for customers with barriers.

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 D 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. *When there are shared services, they will be included in the MOU.

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 American Job One Stop and affiliate sites 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 locations or existing partners implement new programs, partners shall utilize the 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 require 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.

The specific cost allocation plan formula for the American Job Center in St. Landry 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

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 the 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 to ensure appropriate funding and delivery of services. 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.

Appeal Process

If LWDB #40 is unable to complete an Infrastructure Funding Agreement (IFA) with all its AJC partners, then the State Funding Mechanism (SFM) will be triggered and LWC, with the Governor's approval, must then determine the required contributions of each AJC partner.

Upon receipt of the specific terms of a State Funding Mechanism, LWDB #40 or a one-stop required partner may appeal for cause, within 30 calendar days, in writing, LWC's determination regarding the portion of funds (or non-cash contributions) it is to provide. To be officially received, an appeal must fully contain the following:

- Addressed to the attention of the Secretary of the Louisiana Workforce Commission or his/her designee.
- An introduction identifying the appellant and designating the letter as a formal appeal.⁸
- Full citations from WIOA or the WIOA Final Rules in Title 29 or Title 34 of the Code of Federal Regulations (CFR) that support the appeal.
- Identify the basis for the appeal. WIOA stipulates that a State Funding Mechanism (SFM) allocation determination may be appealed only if the determination is inconsistent with the requirements of WIOA sec. 121(h)(2)(E). The Final Rule at 20 CFR 678.750 further limits admissible grounds for an appeal to three possibilities. The petitioner must make a case that the State's determination is inconsistent with:
 - the proportionate-share requirements in 20 CFR 678.737, or
 - the cost-contribution limitations in 20 CFR 678.730(c), or
 - the cost-contribution caps in 20 CFR 678.738
- The letter must be signed by the signatory authority (electronic signature is acceptable) and dated.

LWC will acknowledge the appeal and return a determination under the designated authority of the Governor no later than 60 days from the date of receipt of the appeal. Until the appeals process is completed, the appellant will remain liable for its contribution as originally determined in the SFM. If a one-stop partner's appeal to LWC using the process described in 20 CFR 678.750 is successful and results in a change to the one-stop partner's infrastructure-cost contributions, then LWDB #40's MOU must be updated to reflect the final one-stop partner infrastructure cost contributions.

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 with 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 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 within 30 days after 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 within 30 days of receipt of notice of the disputed costs other unexpected situations 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 incurred circumstances (eg increases due to leasing alternative space or increased insurance; reduced costs due 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. When in-kind is used, the partner invoice will reflect it in the balance.

Termination/Separation

A. Effective Period

This MOU will remain in effect until June 30, 2026, 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 partnerships. The agreement includes assurances that each partner will make its 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. The 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) (II) 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 a 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 a 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 toward 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 LWDA #40 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 in writing to Partners within 30 days.

A disagreement is considered to have reached the level of dispute resolution when an issue out of the development and negotiation of this MOU cannot be reached by the partners. It will be the responsibility of the local Workforce Board Chair or designee to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately.

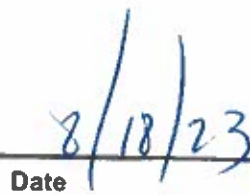
All parties are advised to actively participate in the local negotiations in a good-faith effort to reach an agreement. Any disputes shall first be attempted to be resolved informally. If Partners in our local area have employed the dispute resolution process and failed to reach a consensus on an issue pertaining to the IFA, then an impasse is declared, and the State Funding Mechanism (SFM) is triggered.

Signature Page

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



Signature



Date

Ava Cates, Secretary

Printed Name and Title

Louisiana Workforce Commission

Agency Name

Agency Contact Information

Signature Page

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

Tessa Brown

Signature

8-2-23

Date

Tessa Brown, Chair person

Printed Name and Title

Local Workforce Development Board #40

Agency Name

tessa@ccpipe.com

Agency Contact Information

Signature Page

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



Signature

7/24/23

Date

Brenda Foulcard, Workforce Director

Printed Name and Title

Local Workforce Board #40

Agency Name

Brenda.foulcard@wib40.org

Agency Contact Information

Signature Page

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



Signature

8/1/2023

Date

Dr. Carmelo Lacayo

Printed Name and Title

Asociacion Nacional Pro Personas Mayores (SCSEP)

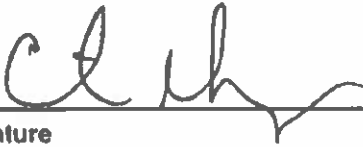
Agency Name

micasact@aol.com

Agency Contact Information

Signature Page

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



Signature

7/27/13

Date

Curtis Shepard

Printed Name and Title

Human Learning Systems (Job Corps)

Agency Name

2815 William St. Shreveport, LA 71109 318-629-7545

Agency Contact Information

Signature Page

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



Signature

7/31/2023

Date

Lacy Vito, Workforce Development Director

Printed Name and Title

Inter-Tribal Council of Louisiana

Agency Name

985-851-5408 lvito@itcla.com

Agency Contact Information

Signature Page

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


Signature

7-31-23
Date

Jessie Bellard, Parish President

Printed Name and Title

St. Landry Parish Government

Agency Name

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.



Signature

8/1/2023

Date

Dr. Vincent June, Chancellor

Printed Name and Title

South Louisiana Community College

Agency Name

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.



Signature

7/27/23

Date

Keidrian Kunkel, Operations Director

Printed Name and Title

Eckerd Connects

Agency Name

keidriank@eckerd.org

Agency Contact Information

Signature Page

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



Signature

07/26/23

Date

April Porterfield, Executive Director

Printed Name and Title

Volunteer Instructors Teaching Adults (Adult Education)

Agency Name

april.d.vita@gmail.com

(337) 234-4600

Agency Contact Information

Signature Page

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



Signature



Date

Chansse Roberts, Executive Director

Printed Name and Title

Sl Landry Parish Community Action Agency (CSBG)

Agency Name

croberts@slpgov.net

Agency Contact Information

Signature Page

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



07/26/2023

Signature

Date

Kandace Bowman, Workforce Development Coordinator

Printed Name and Title

Motivational, Education and Training, Inc. (NFJP)

Agency Name

24 Accent Dr., Monroe, LA 71202 (318) 362-3024 (318) 435-8885

Agency Contact Information

Signature Page

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

Lorrie Briggs

8/17/2\3

Signature

Date

Lorrie Briggs Deputy Assistant Secretary, DCFS

Printed Name and Title

Department of Children and Family Services

Agency Name

Lorrie.Briggs.DCFS@la.gov

Agency Contact Information

Attachment A

Today's Date:		EDUCATION		VETERAN STATUS	
Name:		Check / circle all that apply			
HIRE Username:		<input type="checkbox"/> Less Than High School Diploma *		<input type="checkbox"/> Air Force <input type="checkbox"/> Army <input type="checkbox"/> Marines <input type="checkbox"/> Navy <input type="checkbox"/> Coast Guard	
Last 4 SSN:		<input type="checkbox"/> GED / High School		<input type="checkbox"/> Active Duty <input type="checkbox"/> Reserve <input type="checkbox"/> Guard <input type="checkbox"/> Purple Heart <input type="checkbox"/> WW	
Primary Phone #:		<input type="checkbox"/> Vocational Degree, Associates Degree, Bachelor, Master, Doctoral Degree		<input type="checkbox"/> Service-Connected Disability % *	
<input type="checkbox"/> This is my 1 st visit to this center		<input type="checkbox"/> Currently attending classes with: (School)		<input type="checkbox"/> Veteran Age 18 - 24 *	
<input type="checkbox"/> I have received services from another career center		PLEASE CHECK ANY THAT APPLY		<input type="checkbox"/> Pending VA Claim *	
<input type="checkbox"/> I am a resident of Parish		I am receiving:		<input type="checkbox"/> Vietnam Era Veteran *	
<input type="checkbox"/> RESEA <input type="checkbox"/> DCFS <input type="checkbox"/> HUD <input type="checkbox"/> RESEA		<input type="checkbox"/> Social Security Disability Insurance (SSDI)		<input type="checkbox"/> Received Campaign Badge (any era, see below)	
<input type="checkbox"/> LRS <input type="checkbox"/> Adult Ed <input type="checkbox"/> Wagner Peyser		<input type="checkbox"/> Supplemental Security Income (SSI)		<input type="checkbox"/> Transitioning Service Member (released within last 3 years)	
<input type="checkbox"/> Community Action <input type="checkbox"/> CTE <input type="checkbox"/> Job Corps		<input type="checkbox"/> SNAP, TANF, Medicaid Recipient		Expected date of separation / /	
<input type="checkbox"/> Other		<input type="checkbox"/> I don't have stable housing (homeless) *		Dates of most recent Active Duty service / /	
Number of weeks I have filed unemployment		<input type="checkbox"/> I can not find employment due to my age		Entered Service / /	
<input type="checkbox"/> 1-4 <input type="checkbox"/> 5-9 <input type="checkbox"/> 10 or more		<input type="checkbox"/> I do not have a car and/ or driver's license		Discharge date / /	
<input type="checkbox"/> I have exhausted my unemployment benefits		<input type="checkbox"/> I do not have access to the internet		Discharged within past 3 yrs & unemployed over 27 weeks? YES* NO	
<input type="checkbox"/> I have been denied unemployment benefits		<input type="checkbox"/> I do not know how to use a computer		Most recent discharge character	
<input type="checkbox"/> I have an active worker's compensation claim		<input type="checkbox"/> I do not have child care		<input type="checkbox"/> Greater than 180 days Active Duty (not training)	
<input type="checkbox"/> I have had # different jobs in the last 12 months		<input type="checkbox"/> I do not have access to a telephone		<input type="checkbox"/> Other Eligible Person (spouse 100% SC vet)	
<input type="checkbox"/> The last day I worked was		<input type="checkbox"/> I have defaulted student loans		<input type="checkbox"/> DD-214 Available	
<input type="checkbox"/> My most recent job title was:		<input type="checkbox"/> I can't drive more than miles from home to work		<input type="checkbox"/> I need help obtaining my DD-214	
<input type="checkbox"/> I have not worked for 27 weeks *		<input type="checkbox"/> I can only work certain days and shifts		List Campaign Badges	
<input type="checkbox"/> Desired job title:		<input type="checkbox"/> Ex-Offender *		* Indicates referral to DVOP is required if veteran	
ASSISTANCE REQUESTED		Type of offense(s):		Family Size (including self)	
<input type="checkbox"/> Job Search		Release date:		Income last six months \$	
<input type="checkbox"/> Resume Assistance		<input type="checkbox"/> Currently on Probation/Parole		Does Veteran meet WIOA criteria based off of income? YES* / NO	
<input type="checkbox"/> Referrals to Employers		Parole/Probation officer:		Staff Use Only	
<input type="checkbox"/> Resume & Application Assistance (Fed & State)				Staff Assigned	
<input type="checkbox"/> Interviewing Skills				Next Appointment Date/Time	
<input type="checkbox"/> Certification/Licensure Assistance				Partner Agency Referral	
<input type="checkbox"/> Training / Education				Track Placement	
Desired				<input type="checkbox"/> Track 1 - Workforce Ready, in demand occupation	
				<input type="checkbox"/> Track 2 - Not Workforce Ready, not in demand	
				<input type="checkbox"/> Track 3 - Case Management	

Triage Form 5/4/2023

Triage Form





**ACADIANA
WORKFORCE
SOLUTIONS**

A proud partner of the **AmericanJobCenter** network

PARTNER REFERRAL FORM

A. IDENTIFYING INFORMATION

To: _____ From: _____
(Partner Agency) (Partner Agency)

(Address) (Address)

Phone Number _____ EXT. _____ Phone Number _____ EXT. _____

Re: Individual's Name _____ Phone Number _____

By signing this referral form, I hereby authorize the release of my information included on this form in conjunction with my participation in the Workforce Innovation and Opportunity Act (WIOA) Programs and partnering agencies.

Participant Signature _____ Date _____

Referring Partner Signature _____ Printed Name _____

B. REFERRAL REQUEST

The above-named individual is being referred for the following service(s). Please check the appropriate Program(s)

- ☐ WIOA Adult Program ☐ WIOA Dislocated Worker Program ☐ WIOA Youth Program ☐ Housing
☐ Adult Education ☐ Career and Technical Education ☐ Vocational Rehabilitation
☐ Job Corps ☐ Youth Build ☐ Community Action ☐ Veterans ☐ Re-Employment Services
☐ Trade Adjustment Assistance ☐ Migrant Seasonal Farm Workers ☐ Native American
☐ Older Worker Program ☐ DCFS (TANF/SNAP/STEP) ☐ Rapid Response ☐ Other
☐ Comments: _____

C. RETURN TO REFERRING PARTNER

Please complete the information below regarding services as noted in "Section B" and return to the referring Partner Office.

Service(s) was provided on _____

Activity began on _____ and is expected to be completed by _____

Other (describe) _____

Partner Signature _____ Printed Name _____ Date _____

Creation Date 1/26/22

Attachment B

Career Services

Career services will be provided by all Partners in the AWS Centers. Career Services include but are not limited to:

- **Initial Assessment:** Begins with intake and focuses on determining a customer's job readiness level, including workforce skills and access to appropriate services.
- **Job Counseling:** Either individually or in group sessions that helps the jobseeker make the best use of the information and services available.
- **Job Referral:** Services that are tailored to the needs of specific employers and jobseekers. Both workers and employers may also choose to post job announcements and resumes on an electronic system that is open to all.
- **Employer Services:** Access to labor market information; recruitment, screening, and referral of qualified applicants; access to economic development information and resources; posting job vacancies; offering customized job training options; connecting firms to AWS information; technical assistance on assessment, recruitment, and human resource strategies; advocating for targeted employers in key economic sectors; and assistance with major layoffs and plant closures.
- **Labor Market Information:** Current and projected occupational supply and demand information, current occupational wage information; occupational skill standards; nonproprietary information on employers; and information on education and training program outcomes, including completion rates, placement rates, and wage rates of graduates.
- **Information and Referral:** Access to information regarding services needed by jobseekers, such as income assistance, housing, food, or medical care. Referrals to off-site services within the system will be made electronically in accordance with this agreement.
- **Training Related Information:** Access to and information about vocational exploration, basic skills and literacy training, job search skills, self-employment/entrepreneurial training, training leading to the award of skills certificates, work-based learning, two-year or four-year degree programs and state-approved apprenticeship programs.
- **Unemployment Insurance Information:** Phone accessibility to file for unemployment insurance benefits. Internet Claims filing can be done via the internet. Partner staff will provide meaningful assistance to individuals filing an initial claim.
- **Eligibility Determination:** Access to information regarding employment and training services needed by job seekers and eligibility for federal and state funded programs.
- **Outreach/Orientation/Intake:** Promoting local workforce services and activities to provide individuals with the information necessary to register for programs.
- **Performance Information on Local AWS Centers:** How the local area is performing on the local performance measures and any additional performance information with respect to the AWS delivery system in the local area.
- **Follow-up Services:** Including retention services and counseling regarding the workplace.

Services Grid

Codes: O = onsite (program staff member is physically present)
 TS = trained staff (staff from different partner program is physically present and appropriately trained to provide information)
 DL = direct linkage (available through technology to program staff who can provide meaningful information or services)

	St. Landry (Comprehensive)	Acadia	Evangeline	Iberia	Lafayette	St. Martin	St. Mary- Franklin	St. Mary- Morgan City	Vermilion	St. Landry- Eunice
Title I Adult	O	O	O	O	O	O	O	O	O	O
Title I Youth	O	O	O	O	O	O	O	O	O	O
Title I DW	O	O	O	O	O	O	O	O	O	O
Job Corps	DL	DL	DL	DL	O	DL	DL	DL	DL	DL
Title I NFJP	DL	DL	DL	O	DL	DL	DL	DL	DL	DL
Title I NA	DL	DL	DL	DL	TS	DL	DL	DL	DL	DL
Title II	DL	DL	DL	DL	DL	DL	DL	DL	DL	DL
(Adult ED)										
Title III (WP)	O	TS	TS	TS	O	TS	TS	TS	TS	TS
Title IV (LRS)	O	O	O	O	O	O	O	O	O	O
SCSEP	O	O	DL	O	O	O	O	DL	O	DL
TAA	O	DL	DL	DL	DL	DL	DL	DL	DL	DL
JVSG	O	DL	DL	DL	O	DL	DL	DL	DL	DL
UI	DL	DL	DL	DL	O	DL	O	DL	DL	DL
TANF	DL	DL	DL	DL	DL	DL	DL	DL	DL	DL
Perkins	DL	DL	DL	DL	DL	DL	DL	DL	DL	DL
CSBG	O	O	DL	DL	DL	DL	DL	DL	DL	DL
TRIO	DL	DL	DL	O	DL	DL	O	O	DL	DL

Basic Career Services (per 20 CFR 678.430(a))	Eligibility det. for I-8 programs	Job center outreach, intake, and orientation	Initial assessment of skill levels, aptitudes, abilities, support needs	Labor exchange services	Referrals to and coord. with other programs and services	Provision of workforce and LM data	Provision of information on ETP performance and program costs	Provision of local performance measures and job center performance	Info and referrals to supportive services	Provision of info and assistance on filing UI claims	Assistance est. eligibility for financial aid for training /education not provided under WIOA
Title I Adult	X	X	X	X	X	X	X	X	X	X	X
Title I Youth	X	X	X	X	X	X	X	X	X	X	X
Title I DW	X	X	X	X	X	X	X	X	X	X	X
Job Corps		X	X		X				X		
Title I NFJP		X	X		X				X		X
Title I NA		X	X	X	X	X			X		X
Title II (Adult EO)		X	X		X				X		
Title III (WP)		X	X	X	X	X	X	X	X	X	
Title IV (LRS)		X	X	X	X	X			X	X	
SCSEP		X			X				X		
TAA		X	X		X	X	X		X		
JVSG		X	X	X	X				X		
UI										X	
TANF		X	X	X	X				X		
Perkins		X	X	X	X		X				X
CSBG		X	X		X				X		
TRIO		X	X	X	X	X	X	X	X		X

Individualized Career Services (per 20 CFR 678.430(b))	Comp. and spec. assessments of skill levels and service needs of A, DW	IEP devel.	Group counsel	Indiv. counsel	Career planning	ST pre-voc. services	Internships and WEX	Workforce prep. activities	Financial literacy services	Out of area job search assistance and relocation	Eng. lang. acquisition and integrate ed. and training progs.	Follow-up to A, DW
Title I Adult	X	x	x	x	x	x	x	x	x	x	x	x
Title I Youth	X	x	x	x	x	x	x	x	x	x	X	x
Title I DW	x	x	x	x	x	x	x	x	x	x	x	X
Job Corps		x		x	x	x		x				
Title I NFJP												
Title I NA												
Title II (Adult ED)											x	
Title III (WP)				X	x							
Title IV (LRS)					x							
SCSEP							x					
TAA		x		x	x							
JVSG		x	x	x	x	x	x	x	x			
UI												
TANF												
Perkins					x						x	
CSBG												
TRIO					x							



Partner Agency List:



Location: Acadia (Crowley)				
Agency:	Contact:	Phone:	Email:	Services:
Acadia Chamber of Commerce		337-788-0177	@acadiaparishchamber.org	Business Services
SMILE/Assist Agency	Sharon Clement/Tronda Glodd	337-788-7550	sclement@lwc.la.gov	Emergency food assistance, food for seniors, home energy assistance, transport, LIHEAP, Medicaid
National Association for Hispanic Elderly (ANPPM) Temporary Elderly Employment	Veronica Boutte	318-221-7611	anppmnewiberia@aol.com	<ul style="list-style-type: none"> -The SCSEP provides part-time community service training positions to low-income persons age 55 and older. -Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
SMILE	Hilda Wiltz Ruth Foote	33-234-3272	hwiltz@smilecaa.org rfoote@smilecaa.org	Provides support services to help individuals and families become more economically stable.
SLCC One-Stop Operations	Germaine Simpson	337-347-9239	Germaine.simpson@solacc.edu	One-Stop Operations Director
SLCC One-Stop Operations	Kimberly Hunter	337-347-9239	Kimberly.hunter@solacc.edu	One-Stop Operations Coordinator

Location: (St. Martin) St. Martinville				
Agency:	Contact:	Phone:	Email:	Services:
Louisiana Workforce Commission				



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National Association for Hispanic Elderly (ANPPM) Temporary Elderly Employment	Veronica Boutte	318-221-7611	anppmnewiberia@aol.com	<ul style="list-style-type: none"> -The SCSEP provides part-time community service training positions to low-income persons age 55 and older. -Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
SLCC One-Stop Operations		337-347-9537		One-Stop Center Coordinator
TRiO Educational Opportunity Center	Brittany Renard	337-373-3244	EOC@solacc.edu	Educational Support Services, including: <ul style="list-style-type: none"> Registering for HiSET classes Completing a college application for admissions Applying for financial aid and scholarships Exploring the different types of career offerings Assessing personal interests and abilities that align with careers Identifying degree and certificate options Assisting with college entrance examination preparation Navigating the college experience using a variety of support services Becoming a better steward of personal finances
Location: Evangeline (Ville Platte)				
Agency:	Contact:	Phone:	Email:	Services:
AYUDA	Stephanie Gauthier/ Dr. Carmela Lacayo	626-375-2824	anppmavoyelles@aol.com Micasact@aol.com	<ul style="list-style-type: none"> -The SCSEP provides part-time community service training positions to low-income persons age 55 and older. -Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
SLCC One-Stop Operations	Kimberly Hunter	337-948-1330 ext 5202	Kimberly.hunter@solacc.edu	One-Stop Center Coordinator

Location: St. Mary (Franklin)				
Agency:	Contact:	Phone:	Email:	Services:



Partner Agency List:



Institute for Indian Development	Melinda Butaud /Garilyn Ward	985-851-5408 337-735-1246	mbutaud@itcla.com gward@itcla.com	Senior worker work experience program
Louisiana Workforce Commission	Norma Belton	225-342-2936	nbelton@lwc.la.gov	Wagner-Peyser Field Services/ Foreign Labor Wagner-Peyser staff offer basic labor exchange services such as job referrals, labor market information, and job search assistance. Staff offer services to businesses standard and customized recruitment, referrals to job vacancies, job candidate qualification and provision of economic, business, and workforce trends
SLCC One-Stop Operations	Marlon Moore		Marlon.moore@solacc.edu	One-Stop Center Coordinator
TRIO Educational Opportunity Center	Brittany Renard	337-373-3244	EOC@solacc.edu	Educational Support Services, including: Registering for HiSET classes Completing a college application for admissions Applying for financial aid and scholarships Exploring the different types of career offerings Assessing personal interests and abilities that align with careers Identifying degree and certificate options Assisting with college entrance examination preparation Navigating the college experience using a variety of support services Becoming a better steward of personal finances



Partner Agency List:

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Location: Lafayette				
Agency:	Contact:	Phone:	Email:	Services:
AYUDA	Dr. Carmela Lacayo	626-375-2824	micasact@aol.com	Provides temporary work experience for people aged 55 or older whose incomes fall at or below the federal poverty line. Clients are given temporary positions in non-profit community organizations where they have an opportunity to sharpen and develop skills while searching for a permanent job. SCSEP's goal is for each of its clients to obtain employment outside of the program.
Job Corps	Curtis Shepard Center Director Shelia Buncom Director of Outreach and Admissions		shepard.curtis@jobcorps.org buncom.shelia@jobcorps.org	Program helps eligible young people ages 16-24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment
Job Corps	Shawnequa S. Keal	318-553-0814	Keal.shawnequa@jobcorps.org	Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training.
Job Corps	Kimberly Dural	318-207-7427	Dural.kimberly@jobcorps.org	Outreach & Admissions Counselor
Louisiana Workforce Commission	Julie Dell	337-347-9115	jdell@lwc.la.gov	Workforce Development Specialist 3 Reemployment Services At a minimum, RESEAs must provide participants with:



Partner Agency List:



				<ul style="list-style-type: none"> • Support in the development of an individual reemployment plan; • Customized career and labor market information; • Enrollment in the Wagner-Peyser Employment Service; and • Information and access to other AJC services and resources that support the claimant's return to work.
Louisiana Workforce Commission	Norma Belton	225-342-2936	nbelton@lwc.la.gov	<p>Wagner-Peyser Field Services/ Foreign Labor</p> <p>Wagner-Peyser staff offer basic labor exchange services such as job referrals, labor market information, and job search assistance. Staff offer services to businesses standard and customized recruitment, referrals to job vacancies, job candidate qualification and provision of economic, business, and workforce trends</p>
Louisiana Workforce Commission	Nancy Parker	337-366-1963	nparker@lwc.la.gov	Region 4 State Supervisor
Louisiana Workforce Commission	Regina Calhoun Terra Thomas	225-342-3285 337-394-5007	RCalhoun@lwc.la.gov TThomas@lwc.la.gov	State Monitoring Representative
Louisiana Workforce Commission	Rachelle Duhon	337-366-6109	Rduhon2@lwc.la.gov	Business Service Representative
Louisiana Workforce Commission	Jennifer Thibodeaux	337-262-5601	jthibodeaux2@lwc.la.gov	<p>Workforce Development Specialist 3</p> <p>Reemployment Services</p> <p>At a minimum, RESEAs must provide participants with:</p> <ul style="list-style-type: none"> • Support in the development of an Individual reemployment plan; • Customized career and labor market information;



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				<ul style="list-style-type: none"> Enrollment in the Wagner-Peyser Employment Service; and Information and access to other AJC services and resources that support the claimant's return to work.
Senior Community Service Employment Program (SCSEP)	Garilyn Ward	337-735-1246	gward@itcla.com	<ul style="list-style-type: none"> The SCSEP provides part-time community service training positions to low-income persons age 55 and older. Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
SLCC One-Stop Operations				
SLCC One-Stop Operations	RoxAnne Chaisson-Pitre	337-347-9115		One-Stop Center Coordinator
Ticket to Work	Lauren Womack	337-366-6100	lwomack@lafayette-la.gov	<ul style="list-style-type: none"> Program supports career development for social security disability beneficiaries age 18-64 who want to work. The program is free and voluntary. Helps people with disabilities progress toward financial independence. Those who receive Social Security benefits because of a disability and are 18-64 probably already qualify for the program.
Location: St. Mary (Morgan City)				
Agency:	Contact:	Phone:	Email:	Services:
AYUDA	Dr. Carmela Lacayo	626-375-2824	Micasact@aol.com	<p>Provides temporary work experience for people aged 55 or older whose incomes fall at or below the federal poverty line. Clients are given temporary positions in non-profit community organizations where they have an opportunity to sharpen and develop skills while searching for a permanent job. SCSEP's goal is for each of its clients to obtain employment outside of the program.</p>



Partner Agency List:



Institute for Indian Development	Melinda Butaud /Garilyn Ward	985-851-5408 337-735-1246	mbytaud@itcla.com gward@itcla.com	<p>Senior worker work experience program</p> <ul style="list-style-type: none"> -The SCSEP provides part-time community service training positions to low-income persons age 55 and older. -Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
Louisiana Workforce Commission	Norma Belton	225-342-2936	nbelton@lwc.la.gov	<p>Wagner-Peyser Field Services/ Foreign Labor</p> <p>Wagner-Peyser staff offer basic labor exchange services such as job referrals, labor market information, and job search assistance. Staff offer services to businesses standard and customized recruitment, referrals to job vacancies, job candidate qualification and provision of economic, business, and workforce trends</p>
SLCC One-Stop Operations				One-Stop Center Coordinator
TRIO Educational Opportunity Center	Brittany Renard	337-373-3244	EOC@solacc.edu	<p>Educational Support Services, including:</p> <ul style="list-style-type: none"> Registering for HiSET classes Completing a college application for admissions Applying for financial aid and scholarships Exploring the different types of career offerings Assessing personal interests and abilities that align with careers Identifying degree and certificate options Assisting with college entrance examination preparation Navigating the college experience using a variety of support services Becoming a better steward of personal finances



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Location: Iberia (New Iberia)				
Agency:	Contact:	Phone:	Email:	Services:
Institute for Indian Development	Melinda Butaud /Garilyn Ward	985-851-5408 337-735-1246	mbutaud@itc-la.com gward@itc-la.com	<p>Senior worker work experience program</p> <ul style="list-style-type: none"> -The SCSEP provides part-time community service training positions to low-income persons age 55 and older. -Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
Louisiana Workforce Commission	Norma Belton	225-342-2936	nbelton@lwc.la.gov	<p>Wagner-Peyser Field Services/ Foreign Labor</p> <p>Wagner-Peyser staff offer basic labor exchange services such as job referrals, labor market information, and job search assistance. Staff offer services to businesses standard and customized recruitment, referrals to job vacancies, job candidate qualification and provision of economic, business, and workforce trends</p>
Senior Community Service Employment Program (SCSEP)	Nelson Aguire	213-202-5900	anppmnelson@aol.com	<ul style="list-style-type: none"> -The SCSEP provides part-time community service training positions to low-income persons age 55 and older. -Program participants work an average of 20 hours per week, are paid at least the federal minimum wage, and are employed in a wide variety of community service activities.
Motivation Education and Training (NJFP)	Tonette Jefferson		jefferson@metinc.org	<p>Opportunities for seasonal and migrant farmworkers This program is aimed at educating and training farmworkers in jobs that allow them to earn an income to sustain themselves and their families. The program provides an opportunity for migrant and seasonal farm workers who are U.S. citizens to participate in education beyond high school or GED to secure employment in a more stable field of work. Services include farmworker housing assistance, career counseling, work experience, classroom training, on the job training, job search assistance, and emergency</p>



Partner Agency List:



				assistance to address the immediate needs of the farmworker and his/her family.
SLCC One-Stop Operations				One-Stop Center Coordinator
TRiO Educational Opportunity Center	Brittany Renard	337-373-3244	EOC@solacc.edu	Educational Support Services, including: Registering for HiSET classes Completing a college application for admissions Applying for financial aid and scholarships Exploring the different types of career offerings Assessing personal interests and abilities that align with careers Identifying degree and certificate options Assisting with college entrance examination preparation Navigating the college experience using a variety of support services Becoming a better steward of personal finances
Location: St. Landry (Opelousas)				
Agency:	Contact:	Phone:	Email:	Services:
AYUDA	Stephanie Gauthier/ Dr. Carmela Lacayo	626-375-2824	micasact@aol.com	Provides temporary work experience for people aged 55 or older whose incomes fall at or below the federal poverty line. Clients are given temporary positions in non-profit community organizations where they have an opportunity to sharpen and develop skills while searching for a permanent job. SCSEP's goal is for each of its clients to obtain employment outside of the program.



Partner Agency List:



Job Corp			@jobcorps.org	Program helps eligible young people ages 16-24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment
Louisiana Workforce Commission	Mitchell Brasseaux	337-948-1330 Ext. 5310	mbrasseaux@lwc.la.gov	Disabled Veteran Outreach Program Specialists (DVOP)
Louisiana Workforce Commission	Alice Pickens	337-948-1330 Ext. 5402	apickens@lwc.la.gov	Workforce Development Specialist (TAA) provides support to laid-off workers and downsizing businesses impacted by jobs leaving the USA or foreign products or services making it hard to compete. Services include re-employment services, job search allowances, relocation allowances, funded training, weekly trade readjustment allowances for eligible workers who have exhausted their Unemployment Compensation benefits and are in training, Alternative Trade Adjustment Assistance/Re-employed Trade Adjustment Assistance, and On-the-job training
Louisiana Workforce Commission	Toy Celestine	337-948-1330 Ext 5103	Tcelestine@lwc.la.gov	Workforce Development Specialist 3 Reemployment Services At a minimum, RESEAs must provide participants with: <ul style="list-style-type: none"> • Support in the development of an individual reemployment plan; • Customized career and labor market information; • Enrollment in the Wagner-Peyser Employment Service; and • Information and access to other AJC services and resources that support the claimant's return to work.
Louisiana Workforce Commission	Pauline Dean-Lawyer	337-948-1330 Ext 5104	Pdean-lawyer@lwc.la.gov	Workforce Development Specialist 3 Reemployment Services



Partner Agency List:



				<p>At a minimum, RESEAs must provide participants with:</p> <ul style="list-style-type: none"> • Support in the development of an individual reemployment plan; • Customized career and labor market information; • Enrollment in the Wagner-Peyser Employment Service; and • Information and access to other AJC services and resources that support the claimant's return to work.
Motivation Education and Training (NJFP)	Kandace Bowman	318-435-8885	bowman@metinc.org	Opportunities for seasonal and migrant farmworkers
SLCC One-Stop Operations	Kimberly Hunter	337-948-1330 Ext 5202	Kimberly.hunter@solacc.edu	One-Stop Center Coordinator
St. Landry Community Action Agency	Charisse Roberts	337-948-3651 337-284-0922	Croberts@slpgov.net	Emergency food assistance, food for seniors, home energy assistance, transport, LIHEAP, Medicaid

Location: Vermilion (Abbeville)				
Agency:	Contact:	Phone	Email:	Services:
SLCC One-Stop Operations	RoxAnne Chaisson-Pitre	337-347-9115	RoxAnne.Chaisson-Pitre@solacc.edu	One-Stop Center Coordinator

Local Workforce Development Board (LWDA #40)

EO and Nondiscrimination Statement

To: South Louisiana Community College (SLCC)
Louisiana Workforce Commission (LWC)
Local Workforce Development Board #40
Job Corps (Human Learning Systems)
Eckerd Connects
Motivation, Education and Training (MET)
Association Nacional Pro Personas Mayores
Volunteer Instructors Teaching Adults (VITA)
St. Landry Parish Government
St. Landry Parish Community Action Agency (CSBG)
Institute for Indian Development
Louisiana Department of Children and Family Services

From: Brenda Foulcard, Workforce Director
Local Workforce Development Board (LWDB #40)

Subject: ASSURANCE STATEMENT FOR FEDERAL FUNDS

The assurance statement was revised to comply with the nondiscrimination and Equal Opportunity provisions of Section 188 of the Workforce Innovation and Opportunity Act and 29 CFR Part 37.

NONDISCRIMINATION ASSURANCE

As a condition to the award of financial assistance from the Louisiana Workforce Commission of 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 of 1998 (WIOA), 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 37. The United States has the right to seek judicial enforcement of this assurance.

This 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 it is physically incorporated in such document and whether 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.

The Louisiana Workforce Commission and its recipients and sub recipients are obligated to maintain assurances during the period of financial assistance. Each request for proposal and application for financial assistance under WIOA Title I and/or other Louisiana Workforce Commission administered federal funds shall contain the official Nondiscrimination Assurance statement.

Louisiana Workforce Commission

DISCRIMINATION COMPLAINT PROCEDURES

Nondiscrimination Provision: No individual in the United States shall, on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and, for beneficiaries only, citizenship or participation in WIOA, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or, in connection with, any LWC or WIOA-Title I funded program or activity.

Who May File:

Any person who believes that he or she, individually or as a member of a specific class of individuals, is being subjected to discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and, for beneficiaries only, citizenship or participation in WIOA may file a written complaint individually or through a representative.

Examples of who may file a complaint:

- Applicant for aid, benefits, services or training
- Eligible applicants
- Participants
- Employees
- Applicants for employment
- Service providers
- Eligible service providers

Where to File:

The complaint may be filed with either:

Louisiana Equal Opportunity Officer
Compliance Programs Director
Louisiana Workforce Commission
Post Office Box 94094
1001 North 23rd Street
Baton Rouge, LA 70804-9094
Phone: 225-342-3075
Fax: 225-342-7961
TDD: 1-800-259-5154

OR, With
The local Equal Opportunity Coordinator or Complaint Manager
(Whose name is provided on the EO Poster and Training Checklist)

OR, With:

The Director of the Civil Rights Center
US Department of Labor
200 Constitution Avenue NW
Room N-4123
Washington, DC 20210

When to File:

A complaint must be filed within 180 days of the alleged discrimination. Only the Director of the U.S. Department of Labor Civil Rights Center (CRC), for good cause shown, may extend the filing time. The complainant has the burden of proving to the Director of the Civil Rights Center that the time limit should be extended.

What Complaint Form to Use

The complainant files the complaint by completing and submitting LWC's Complaint Information Form (LWC-EOCD-CIF-01) which are on file at all LWC office complexes and all local WIA offices. The form may also be obtained from LWC at the address listed on the notice. However, failure to use the form does not nullify the complaint. The complaint, whether on the form, must provide the information contained in the below section and must be signed by complainant.

What to Include in the Complaint?

Each complaint must be filed in writing and must contain the following information:

- 1) The complainant's name and address (or another means of contacting the complainant).
- 2) The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
- 3) A description of the complainant's allegations. This description must include enough detail to allow the Director or the recipient, as applicable, to decide whether:
 - a) CRC or the recipient, as applicable, has jurisdiction over the complaint,
 - b) The complaint was filed in time, and
 - c) The complaint has apparent merit. In other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIOA or 29 CFR 38.
- 4) The complainant's signature, or the signature of the complainant's authorized representative.

Process for Handling Complaints:

For each complaint, the EO Coordinator shall submit a copy of the complaint to the State EO Officer, Equal Opportunity, and Compliance Division within ten (10) days of the filing of the complaint. The State EO Officer/Compliance Programs Director or EO Coordinator shall follow the steps below for processing the complaint.

- 1) Within 10 calendar days of the filing of the complaint, there shall be an initial written notice sent to the complainant that contains the following elements:
 - An acknowledgement that the recipient has received the complaint.
 - Notice that the complainant has the right to be represented in the complaint process.
 - Notice that the recipient will initially attempt to resolve the complaint through mediation, which is an alternative dispute resolution (ADR). The mediation process will be explained to the complainant in the initial letter.
 - In addition, notice of the complaint shall be disseminated to all parties on the specific charges.

Note: If the complaint is filed with the EO Coordinator, then the EO Coordinator provides this initial written notice and forwards a copy to the State EO Officer. All complaints filed with Complaint Managers are forwarded immediately to the State EO Officer who issues the initial written notice.

- 2) Within twenty (20) calendar days of the filing of the complaint, the complainant must accept or reject the offer of mediation. If mediation is accepted, it is held within thirty (30) calendar days of the filing of the complaint.
- a) If an agreement is reached that is satisfactory to both parties, the complaint is resolved.
 - b) A party to any agreement reached under ADR may file a complaint with the Director of the Civil Rights Center in the event the agreement is breached. In such circumstances, the following rules will apply:
 - i. The non-breaching party may file a complaint with the Director of the Civil Rights Center within 30 days of the date on which the non-breaching party learns of the alleged breach.
 - ii. The Director of the Civil Rights Center must evaluate the circumstances to determine whether the agreement has been breached. If it is determined that the agreement has been breached; the complainant may file a complaint with the Civil Rights Center based upon his/her original allegation(s), and the Director of the Civil Rights Center will waive the time deadline for filing such a complaint.
 - c) If the parties do not reach an agreement under ADR, the complainant will be given a Notice of Final Action of the right to file a complaint with the Director of the Civil Rights Center within 30 days of receipt of such notice.

Note: If the complaint was filed with the EO Coordinator, the EOCD will conduct and handle the mediation. The State EO Officer will ensure compliance with the timelines in this step and will provide notice to the appropriate parties of the agreement reached.

- 3) If mediation is not accepted, then within thirty (30) calendar days of the filing of the complaint, a written notice will be provided to the complainant, that includes the following information:
- A list of the issues raised in the complaint, and
 - For each such issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection.

Note: If the complaint was filed with the EO Coordinator and if the complainant rejects the offer of mediation, the EO Coordinator will comply with the timeline in this step. The State EO Officer will notify the EO Coordinator immediately upon being notified by the complainant that he/she rejects the offer of mediation. The Compliance Programs Specialist will receive assistance from the EO Coordinator in conducting the subsequent investigation. The State EO Officer/Compliance Programs Director will conduct the hearing.

- 4) Period for fact-finding or investigation of the circumstances underlying the complaint shall be completed within sixty (60) calendar days of the filing of the complaint. Within this period, a hearing will be conducted. The complainant and respondent shall be advised, in writing, of the established procedures, which include:
- An impartial decision maker shall render decisions.
 - All parties have the right to representation.
 - All parties have the right to present evidence.

- All parties specified in the complaint shall have the right to question others who present evidence.
- Decisions shall be rendered strictly on the recorded evidence.

The Compliance Programs Specialist will provide the report on the investigation to the State EO Officer, who conducts all hearings.

- 5) A written Notice of Final Action, provided to the complainant, shall be completed within 90 days of the date on which the complaint was filed and will contain the following information:
- For each issue raised in the complaint, a statement of either:
 - (a) The recipient's decision on the issue and an explanation of the reasons underlying the decision, or
 - (b) A description of the way the parties resolved the issue.
 - Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the recipient's final action on the complaint.

The Written Notice of Final Action will be issued by the State EO Officer.

Notice about Timelines:

If the complainant chooses to file his/her complaint with the LWC or local WIOA office, the complainant must wait until a Notice of Final Action is issued or until 90 days have passed, whichever is sooner, before filing with the CRC.

If the State EO Officer or the local office has not provided the complainant with a written decision within 90 days of the filing of the complaint, the complainant need not wait for a decision to be issued but may file a complaint with CRC within 30 days of the expiration of the 90-day period. (In other words, within 120 days after the day on which the complainant filed his/her complaint with the recipient.)

If the State EO Officer does give the complainant a Written Notice of Final Action on the complaint, but the complainant is dissatisfied with the recipient's resolution of the complaint, he/she may file a complaint with CRC. Such complaint must be filed within 30 days of the date the complainant received the Written Notice of Final Action.

No Jurisdiction Determination

When the State EO Officer or EO Coordinator determines that it does not have jurisdiction, it will immediately (not less than within 10 days of the filing of the complaint) send complainant a written notice of Lack of Jurisdiction to include:

- Reason for determination
- Notice of complainant's right to file complaint with CRC within 30 days of complainant's receipt of notice.

The EO Coordinator will forward a copy of this notice to the State EO Officer.

In cases of Joint Jurisdiction: When the complaint alleges discrimination on a basis that is prohibited by Section 188 of WIOA and by a civil rights law enforced by Federal grant-making agency other than the United States Department of Labor, the complaint shall be referred to that grant-making agency for processing under that agency's procedures. The complainant shall be notified about the referral within ten (10) days of the filing of the complaint.

Examples of such Federal grant making agencies:

- Department of Health and Human Services (HHS)
- Department of Education (DOE)
- Department of Housing and Urban Development (HUD)
- Department of Agriculture (DOA)
- Department of Transportation (DOT)

However, where the complaint alleges discrimination on a basis that is prohibited by Section 188 of WIOA but is not covered by a civil rights law enforced by the Federal grant making agency (*e.g.*, religion, political affiliation or belief, citizenship and/or participation in WIOA Title I), the complaint shall be retained under CRC jurisdiction and processed under 29 CFR Part 38.

In Cases of Program Complaints: The recipient must distinguish between discrimination complaints and program complaints. Since the recipient does not have jurisdiction over program complaints and if recipient determines that the complaint is a program complaint, the recipient must notify the complainant within ten (10) days of the lack of jurisdiction. It is appropriate for the person with whom the complaint is being filed to counsel the complainant on the appropriate forum given the facts alleged.

Discrimination Complaint includes:

- An issue
- A prohibited basis
- Processed according to CRC Regulations at 29 CFR Part 38

Program Complaint includes:

- An issue
- No prohibited basis
- Processed accordant to ETA regulations (20 CFR Subpart F, Section 683.600 (a)(b))

Retaliation Prohibited: No person, organization, or agency may discharge or in any manner retaliate against any person because that person has filed a complaint, has testified or is about to testify in any proceeding or investigation, or has provided information or has assisted in an investigation.

Attachment D

Partner Cost Allocation

WDB #40 INFRASTRUCTURE FUNDING PARTNERS			
<i>Partner Program</i>	<i>Administering Entity</i>	<i>Mandated Partner</i>	<i>Physically Collocated</i>
WIOA/ Title I/Adult/Dislocated Worker/Youth	Eckerd Connects	Yes	Yes
Indian and Native American Program	Institute for Indian Development	Yes	No
National Farmworker Jobs Programs	M.E.T.	Yes	No
Job Corps	MINACT	Yes	Yes
Title V - Older American Workers	Association Nacional Pro Mayores	Yes	Yes
Jobs for Veterans	LWC	Yes	Yes
Wagner Peyser/RESEA	LWC	Yes	Yes
TAA	LWC	Yes	Yes
Rapid Response	LWC	No	Yes
LRS/Vocational Rehabilitation	LWC	Yes	Yes
Unemployment Insurance	LWC	Yes	No
Adult Education	VITA	Yes	No
Carl Perkins & Career Technical	South Louisiana Community College	Yes	No
TANF	DCFS	Yes	No
CSBG	St. Landry Parish	Yes	Yes

WDB #40 INFRASTRUCTURE FUNDING PARTNERS			
	Cost Basis	Monthly	Annually
COST AND EXPENSES			
INFRASTRUCTURE			
<i>Facilities costs</i>			
Lease	Direct Square Footage		\$ -
Security	Customers Served	\$ 1,519	\$ 18,225
Liability Insurance	Direct Square Footage	\$ 99	\$ 1,188
<i>Utilities and Maintenance</i>			
Janitorial services	Direct Square Footage	\$ 897	\$ 10,764
Electricity	Direct Square Footage	\$ 1,052	\$ 12,619
Water	Direct Square Footage		
Building Maintenance	Direct Square Footage		
<i>General Office Expense</i>			
Telecom and Internet	Direct Square Footage	\$ 302	\$ 3,622
Office Supplies	Direct Usages	\$ 98	\$ 1,179
Copier Rental	Direct Usages	\$ 153	\$ 1,830
Postage Machine Rental			\$ -
TOTAL INFRASTRUCTURE COSTS		\$ 4,118.92	\$ 49,427
SHARED			
Resource Room Staff Salaries	Customers Served	\$ -	\$ -
Resource Room Fringe Benefits	Customers Served	\$ -	\$ -
TOTAL SHARED COSTS		\$ -	\$ -

WDB#40	WDB #40 INFRASTRUCTURE FUNDING PARTNERS				
Partner Program	Direct Space	Percent of Direct Space	Shared Space by SQ	Total Space	Total Space by Percentage
WIOA/ Title I/Adult/Dislocated Worker/Youth	1261	0.43	807	2068	0.429
Institute for Indian Development	0	0.00	0	0	0.000
National Farmworker Jobs Programs	0	0.00	0	0	0.000
Job Corps	88	0.03	56	144	0.030
Title V - Older American Workers	88	0.03	56	144	0.030
Jobs for Veterans	88	0.03	56	144	0.030
Wagner Peyser/RESEA	242	0.08	155	397	0.082
TAA	84	0.03	54	138	0.029
Unemployment Insurance	0	0.00	0	0	0.000
Adult Education	16	0.01	10	26	0.005
Carl Perkins & Career Technical	16	0.01	10	26	0.005
LRS/Vocational Rehabilitation	100	0.03	64	164	0.034
TANF	0	0.00	0	0	0.000
Rapid Response	121	0.04	77	198	0.041
CSBG	833	0.28	533	1366	0.284
Total Direct Space Occupied	2937	100.0%	1879	4816	100.0%
		Square Footage			
Total Entity Direct Space		2937			
Total common Areas used by Located Partners		1879			
Total		4816			

VARYING ALLOCATED SHARE OF TOTAL COSTS BY PARTNER																
		WOLA/ Site Udall/Dedicated Worker/Youth	Institute for Indian Development	National Farmworker Jobs Programs	Job Corps	Title V Older American Workers	Jobs for Veterans	Wagner Peyser/IES EA	TAA	Unemployment Insurance	Adult Education	Carl Perkins Technical	LRS/Vocational Rehabilitation	DCFS	Rapid Response	CSBG
COST AND EXPENSES	Allocation Base	42.93%	0.00%	0.00%	3.00%	3.00%	3.00%	8.20%	2.86%	0.00%	0.54%	0.54%	3.40%	0.00%	4.12%	28.36%
INFRASTRUCTURE																
Facilities costs																
Liability Insurance	Direct Square Footage	\$5,10.07	\$0.00	\$0.00	\$35.60	\$35.60	\$35.60	\$97.89	\$33.98	\$0.00	\$6.47	\$6.47	\$40.45	\$0.00	\$48.94	\$336.94
Utilities and Maintenance	Direct Square Footage	\$4,621.52	\$0.00	\$0.00	\$322.52	\$322.52	\$322.52	\$886.92	\$307.86	\$0.00	\$58.64	\$58.64	\$366.50	\$0.00	\$443.46	\$3,052.92
Janitorial services	Direct Square Footage	\$5,417.96	\$0.00	\$0.00	\$328.10	\$328.10	\$328.10	\$1,039.77	\$360.91	\$0.00	\$68.74	\$68.74	\$479.66	\$0.00	\$519.88	\$3,579.04
Electricity	Direct Square Footage	\$7,824.90	\$0.00	\$0.00	\$546.07	\$546.07	\$546.07	\$1,501.89	\$521.25	\$0.00	\$99.28	\$99.28	\$620.53	\$0.00	\$750.84	\$5,169.02
Job Center Security	Direct Square Footage															
Building Maintenance																
General Office Expenses																
Telephone and Internet	Direct Square Footage	\$1,555.10	\$0.00	\$0.00	\$108.52	\$108.52	\$108.52	\$298.44	\$103.59	\$0.00	\$19.73	\$19.73	\$122.32	\$0.00	\$149.22	\$1,027.28
Office/Program Supplies	Direct Square Footage	\$506.20	\$0.00	\$0.00	\$35.33	\$35.33	\$35.33	\$97.25	\$33.72	\$0.00	\$6.42	\$6.42	\$40.14	\$0.00	\$48.57	\$334.39
Food and Freight																
Copier Rental	Direct Square Footage	\$785.71	\$0.00	\$0.00	\$54.83	\$54.83	\$54.83	\$150.79	\$52.34	\$0.00	\$9.97	\$9.97	\$62.31	\$0.00	\$75.39	\$519.03
Postage Machine Rental	Direct Usage		\$0.00	\$0.00	\$1,480.96	\$1,480.96	\$1,480.96	\$4,072.64	\$1,413.64	\$0.00	\$289.27	\$289.27	\$1,682.91	\$0.00	\$2,026.32	\$14,018.62
TOTAL INFRASTRUCTURE COSTS		\$21,221.47	\$0.00	\$0.00	\$1,480.96	\$1,480.96	\$1,480.96	\$4,072.64	\$1,413.64	\$0.00	\$289.27	\$289.27	\$1,682.91	\$0.00	\$2,026.32	\$14,018.62



Local Workforce Development Area #40

ADDENDUM TO

MEMORANDUM OF UNDERSTANDING

FOR TERM OF

JULY 1, 2023 – June 30, 2026

BY AND BETWEEN Local Workforce Development Board (LWDB) #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 partners (identified below and referred to collectively as “partners”).

- Louisiana Workforce Commission (LWC)– Reemployment Services and Eligibility Assessment (RESEA) Program, Wagner-Peyser, Veteran's Programs, Trade Adjustment Assistance, Louisiana Rehabilitation Services, Rapid Response, Technical Assistance, and Unemployment Insurance
- St. Landry Parish Government
- Local Workforce Development Board (LWDB) #40
- Local Workforce Development Area #40
- Eckerd Connects WIOA Title I (Adult, Dislocated Worker, and Youth)

- South Louisiana College (One-Stop Operator, Carl Perkins, TRiO, and Adult Education)
- Associations Nacional Pro Personas Mayores (SCSEP)
- Human Learning Systems (Job Corps)
- St. Landry Parish Community Action Agency (CSBG)
- Motivational, Education, and Training INC (NJFP)
- VITA (Adult Education)
- The Institute for Indian Development & Inter-Tribal Council of Louisiana (Indian & Native American Programs/SCSEP)
- Louisiana Department of Child and Family Services (TANF)

This Addendum incorporates by reference and is to be read with the Memorandum of Understanding ("MOU") entered into on July 1, 2023. Unless otherwise noted in this Addendum, all terms of the MOU which took effect on July 1, 2023, will remain in effect until June 30, 2026.

Changes

Change 1 - Acadia American Job Center Location

Effective November 1, 2023, the address to the new location is 223 West 5th St., Crowley, LA 70526.

Change 2 - Add Section:

Youthbuild and Reentry Employment Opportunities Program are not included in this MOU due to the programs not being awarded in our region.

Signature Page

By signing, each party affirms the changes to the MOU Addendum.

Decided by:


5/29/2024

Signature

Date

Susana Schowen, Secretary

Printed Name and Title

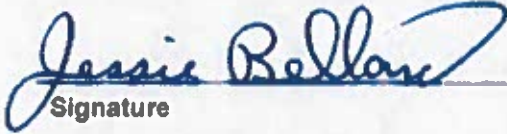
Louisiana Workforce Commission

Agency Name

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.


Signature


Date

Jessie Bellard Parish President

Printed Name and Title

St Landry Parish Government

Agency Name

jessie bellard@stlandrypg.net

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.

Tessa Brown

Signature

2/6/2024

Date

Tessa Brown, Board Chairperson

Printed Name and Title

Local Workforce Development Board #40

Agency Name

tessa@ccpipe.com

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature

2/5/24

Date

Brenda Foulcard, Workforce Director

Printed Name and Title

Local Workforce Development Area #40

Agency Name

Brenda foulcard@wib40.org

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.

Vincent G. June
Vincent G. June (Feb 19, 2024 09:39 CST)

Feb 19, 2024

Signature

Date

Dr. Vincent June, Chancellor

Printed Name and Title

South Louisiana Community College

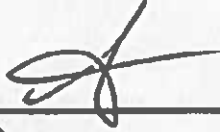
Agency Name

vincent.june@solacc.edu

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature

2/5/24

Date

Keidrian Kunkel, Operations Director

Printed Name and Title

Eckerd Connects

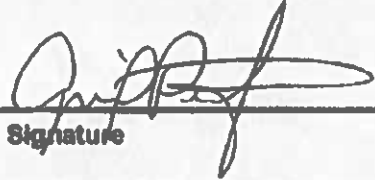
Agency Name

keidriank@eckerd.org

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature

02/15/24

Date

April Porterfield, Executive Director

Printed Name and Title

Volunteer Instructors Teaching Adults (Adult Education)

Agency Name

337-234-4600 / aprild.vita@gmail.com

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.

Teresa Walton

Signature

2/10/2004

Date

Teresa Walton

Printed Name and Title

Human Learning Systems (Job Corps)


Agency Name

2815 William St. Shreveport, LA 71109 318-629-7345

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature

2/16/24

Date

Charisse Roberts Executive Director

Printed Name and Title

St Landry Parish Community Action Agency (CSBG)

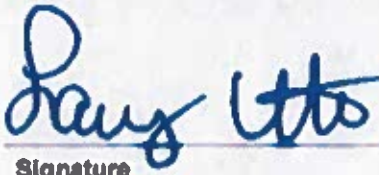
Agency Name

croberts@slpgov.net

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature



Date

Lacy Vito, ~~Executive Director~~



Printed Name and Title

The Institute for Indian Development & Inter-Tribal Council of Louisiana

Agency Name



Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature

02/14/2024

Date

Kandace Bowman Workforce Development Coordinator

Printed Name and Title

Motivational, Education and Training, Inc. NJFP)

Agency Name

24 Accent Dr., Monroe, LA 71202 (318) 362-3024 (318) 435-8885

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.



Signature

02/15/24

Date

Dr. Carmelo Lacayo

Printed Name and Title

Asociacion Nacional Pro Personas Mayores (SCSEP)

Agency Name

micasact@aol.com

Agency Contact Information

Signature Page

By signing, each party affirms the changes to the MOU Addendum.

Lorrie Briggs

5/22/24

Signature

Date

Lorrie Briggs, Deputy Assistant Secretary

Printed Name and Title

Louisiana Department of Children and Family Services


Agency Name

lorrie.briggs.dcfcs@la.gov

Agency Contact Information

Attachment #2

Supportive Services Policy

Workforce Development Area #40			
Policy No.	Policy Name	Effective Date	Revised Date
13-3	Supportive Services	5/4/23	5/3/23
Director – LWDA #40 Brenda Foulcard		Signature 	

Purpose (20 CFR 680.910)

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 plans. 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 for supportive services will be established based on a thorough comprehensive objective assessment. The assessment and all supportive services provided must be documented in the Individual Employment Plan (**IEP**) or Individual Service Strategy (**ISS**) and may only be provided when they are necessary to enable Adult, Dislocated Workers, and/or Youth to participate in career services or training activities and must be documented in **HiRE** case notes and in the participant file. Supportive Services payments made with WIOA funds shall not duplicate services available from other sources. (WIOA, Section 134 (d) and (3).

Definitions

Incentive Payments (Youth Only): Must be connected to milestones achieved through a work-based training (OJT, Internship, Work Experience, Pre-apprenticeship), education or training activity that is reflected in the participant's individual service strategy (ISS). Achievement of milestones can include improvements marked by testing, acquisition of a credential, or other successful program outcomes.

Needs Related Payments: A type of Supportive Service, that provides financial assistance to participants for the purpose of enabling them to participate in training and are one of the Supportive Services authorized by WIOA. Unlike other Supportive Services, in order to qualify for needs-related payments a participant must be enrolled in training. ***Please note the removal of the word "stipend" as stipend is used interchangeably with Needs Related Payments.***

Supportive Services: Services such as transportation, childcare, dependent care, housing, and needs related payments, that are necessary to enable an individual to participate in activities authorized under WIOA as outlined in WIOA § 3(59).

Policy

Participant Eligibility

Eligibility for supportive services will be established based on assessed needs as identified in the Individual's Employment Plan (IEP) and the Individual Service Strategy (ISS). 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;
- 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. Supportive services can be provided to enable any In-School Youth (ISY) or Out-of-School Youth (OSY) to participate in WIOA activities. WIOA identifies Supportive Services as one of the 14 youth program elements that can trigger participant status and can extend participation in the youth program.

Supportive Service must be entered in HiRE with the appropriate activity code and include a case note identifying how it is needed to support the potential success of a WIOA career or training activity and what was done to verify that such service is not available through other sources.

Type of Supportive Services Available for Adults, Dislocated Workers, and Youth

1. Supportive services include, but are not limited to (20 CFR 681.570):
 - Linkages to community services;
 - Assistance with transportation;
 - Assistance with childcare and dependent care;
 - Assistance with housing;
 - Needs-related payments
 - 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; and
 - Referrals to health care; and
 - Legal aid services.
2. Participants who endure fees associated with employment and/or training activities may request reimbursement. However, an original receipt shall 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.

- a. Adults and Dislocated Workers who are participants in career or training services and are determined to be in need of and unable to obtain supportive services through other programs providing such services. (WIOA, Sec. 134(d)(2) and (3)); and
 - b. Youth who have been determined to be in need of supportive services during participation as a program element 9 (follow-up services).
3. The provision of supportive services must be **reasonable and necessary**, both in cost and in the item being purchased.
 - a. To be necessary, there must be documentation of the need for the support service to provide and continue with WIOA career and training services.
 - b. To determine reasonableness, the product or service must be consistent with comparable market prices.
 - i. To determine comparable market prices, there must be a comparison of the product or service from at least two or more vendors.
 - ii. Costs must be on par with comparable market prices for the service or commodity, both in cost and in the item being purchased, per 2 CFR Part 200.404. **Fiscal Policy 100**, Allowable Costs, must still be followed, except for items with well-established prices (e.g., bus passes, gas cards, utility bills).
4. Supportive Services may not be provided prior to an Individual's WIOA enrollment date.
5. The need for Supportive Services will be determined on an individual basis, in coordination with PELL and other federal and local funds, including other partner programs and the availability of local formula funds.
6. ***If you are attending a University*** pursuing a Bachelor's Degree, you must have 60 hours or less remaining in your major and have 2 years or less remaining until graduation. A participant can not be on academic probation. Documentation showing the participant's academic status must be provided and placed in the participant's file. **Exceptions for academic status will be reviewed on a case-by-case basis by Local Workforce Development Board #40.**
7. Modification request for Supportive Services in the event costs exceeds the approved amount set for each funding must be approved by LWDB #40.
 - a. When a participant is enrolled in WIOA, the amount awarded depending on eligibility is for one term. The amount given is based on which program (Youth, Adult, Dislocated Worker) they are enrolled in. The term may last up to two (2) years, but the amount set for that funding source cannot be exceeded. (Example: If a participant is enrolled as an Adult, the funding limit amount can be divided up into the two-year term which may include 1-3 program years. **This request can be awarded only one time per participant.**
 - b. Attached is the **FORM** to be utilized when requesting approval to exceed cost. The form must be forwarded via e-mail to the LWDB with the form attached and include the justification (reason) why said participant needs additional funding. Additional documentation may be requested before approval or denial. Once approved, only then can additional funds be awarded to the participant account as listed on the request form. Funds exceeded without prior approval, the exceeded cost will be disallowed.

8. Types of Supportive Services can be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services, such as receipts, invoices, and billing statements must be kept on file, preferably but not limited to the participant's program file and/or uploaded in the participant's file in HiRE.

Allowable Supportive Services that may be provided after training in order to obtain employment include, but are not limited to:

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

Unallowable Supportive Services payments are not allowed for title or deed items or when recovery of the expense is anticipated. Such items include:

1. Fines and penalties such as traffic violations, late finance charges, and interest payments
2. Entertainment, including tips
3. Contributions and donations
4. Vehicle or mortgage payments
5. Alcohol or tobacco products
6. Items to be purchased for family or friends
7. Out-of-state job search and relocation expenses that will be paid by the prospective employer

While 20 CFR 680.900 list additional examples of covered items, WIOA gives local areas the authority to make policy and administrative decisions and the flexibility to tailor the workforce services to the needs of the local community. WIOA provides a broad definition of Supportive Services which are determined by the local board.

Analysis of Need for Supportive Services

Individuals may **request** Supportive Services for specific needs. WIOA programs are not an entitlement, therefore Supportive Services payments are on a case-by-case basis, and only when determined reasonable and necessary. Payments may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA activity.

Non-WIOA funded programs may have different Supportive Services guidelines than those listed in this policy. In those instances, federal guidelines should be followed. Priority must be given to enrolled eligible veterans and their spouses under the Jobs for Veterans Act. If program and service resources are limited, then the veteran or spouse is given priority.

NOTE: This does not mean that the veteran or spouse is given "bumping rights" over others who are already receiving supportive services.

Referral and Coordination of Services

American Job Centers (AJC's)/One-Stop Operators are responsible for offering information regarding the availability of such service, coordinating services, and understanding referral processes and procedures to other applicable agencies offering supportive services before planning to provide supportive services funded by WIOA. Based on pre-existing relationships with other organizations/agencies or by way of a directory or database, AJC's are required to refer customers to additional supportive services that will enable individuals to participate in the WIOA activities specified under this policy. LWDA 40 will implement the following referral process, at a minimum, to provide the participant with the following information:

- Name of the organization from which the Supportive Services is sought or a website address where applications for services can be submitted, if applicable;
- The type of supportive services available;
- Entity's hours of operation in the case of physical locations; and
- Eligibility requirements, if any.

Community Resources

Beyond supportive services available through the required WIOA partners, other sources include:

- Faith-based organizations;
- Non-profit organizations;
- Women's shelters;
- Community clothing centers;
- Pro-bono medical, dental, and legal services (may need to be accessed through an organization);
- Government assistance, such as: local health departments; Women, Infants and Children (WIC) program; and Medicaid;
- Local transportation programs; and
- Statewide and nationwide organizations such as United Way, Goodwill, and the Salvation Army.

Trade Adjustment Act Assistance (TAA) Funding

When a participant is enrolled in the Trade Act Program, this funding source must be utilized prior to WIOA funding. If the participant requires resources not covered by the Trade Act Program, local policy must be followed to provide these wrap-around services.

Follow-up Services

Supportive Services may be provided to individuals enrolled in the Youth program for up to one year (1) after the date of exit from the WIOA program, provided the service is necessary to retain employment or continue in a post-exit training program, and **there is a financial need documented in the participant's file.**

Follow-up career services are not a qualifying service for the recipient of Supportive Services; therefore, an **Adult/Dislocated Worker** who is only receiving follow-up services may not receive Supportive Services after exit from WIOA programs.

Youth follow-up services may include the Supportive Services as stated in 20 CFR 681.580.

Needs Related Payments (WIOA Sec. 134(d)(3))

Individuals in need of training service may not have the resources to participate in the training. Needs Related Payments (NRP's) are designated to provide a participant with financial assistance to meet the needs of their non-training expense for the purpose of enabling them to engage in training service that lead to in-demand occupations. Unlike other Supportive Services, in order to qualify for NPR's, a participant must be enrolled in training. NPRs are paid directly to the eligible participant, up to the date of completion of training, or the last day of attendance. NPRs are not wages and therefore are not Reportable as taxable income. Participants must be attending full-time training or been accepted in a training program that begins within 30 calendar days to receive needs related payments.

Eligibility Requirements

1. To receive Needs Related Payments:
 - a. Adults and OSY (ages 18-24) must (20 CFR 680.940):
 - i. Be unemployed;
 - ii. Not qualify for or have ceased qualifying for unemployment compensation;
 - iii. Be enrolled in a program of training services under WIOA.
 - b. For Dislocated Workers, (20 CFR 680.950)
 - i. Be unemployed;
 - ii. Have cease to qualify for unemployment insurance or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
 - iii. Be enrolled in a program of training services under WIOA Sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a Dislocated Worker, or if

later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months: or

- iv. Be unemployed and unable to qualify for unemployment insurance or TRA under TAA and be enrolled in a program of training services under WIOA

Determining the Level of Needs Related Payments

- a. The payment level for adults is established by the Local WDB. For statewide projects, the payment levels for adults is established by the State.
- b. For dislocated workers, payments must not exceed the greater of either of the following levels:
 - i. The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
 - j. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by LWDB policy.

Training Delay (20 CFR 680.960)

Needs Related payments may be provided if the participant has been accepted into a training program that will begin within 30 calendar days. Payments will be terminated for participant upon completion of training or at the point they are no longer attending.

NRP may be paid while a participant is waiting to start training classes provided the participant has been accepted in a training program that will begin within thirty (30) calendar days. LWDB #40 may extend the 30 day period on an exception basis to address appropriate circumstances. If we choose to do so, the availability of such extension must be noted in the local plan. Documentation for the extension must be kept in the participant's case file.

Needs related payments for **Adults and Dislocated Workers** do not trigger participation status or extend participation. NRP's for Youth is a Supportive Services program element, which may trigger participation status, and can extend participation. **LWDB #40 will not provide further payments to a participant(s) who fail to participate without good cause.**

Documentation of Eligibility and Determination

AJC's are required to maintain documentation sufficient to satisfy the requirement of this policy. At a minimum this includes:

- 1. Determination of participant's request for Supportive Services and/or training reimbursement items or goods in case notes stating the reason services are necessary;
- 2. Case Notes determining that the AJCs have attempted to use other resources before WIOA Supportive Services dollars are authorized;

3. Determination of Supportive Service approval (Form Attached) of participant requests in HiRE case notes and in the participant folder;
4. Records of payments, including date of receipt, the amount of payment, check/voucher number, validated by all required signatures;
5. If applicable, transportation logs and/or mileage signed by the participant and the case manager;
6. Supporting documentation such as payroll receipts, redeemed checks or vouchers paying for the goods or services, travel log;
7. In case of in Supportive Services, there must be documentation justifying attempts to secure funding from other sources prior to the approval of WIOA funding

Required HiRE Case Notes

- Sufficient case notes to determine what was purchased, from where, the cost, for what purpose the purchase was made and the date range, if applicable.
- The need and inability to obtain this service elsewhere in the community for the Supportive Services/needs-related payment service.
- Co-enrollment details as to shared costs among multiple programs and services.
- Invoice details sufficient to determine the need for the purchase, what was purchased, from where, time frame and costs for training-related costs.

Attendance Record

Attendance should be monitored, and case noted each time communication is made or documentation is received from the provider. Case Managers should ensure all participants enrolled in training are attending training as required. An Attendance Record Form (attached) must be dated and signed by both the instructor/supervisor and participant in order for WIOA to pay for supportive services. Failure to provide the Attendance Record Form with all signatures may result in the loss of WIOA services. All attendance documentation must be received from the training provider every 30 days. A copy must be kept in the file folder and scanned in HiRE. Also, Local Workforce Development Board #40 requires that the Attendance Record Form be original and completed for every supportive service provided to a participant. Duplicate forms are prohibited.

Online/Virtual training only requires the signature of the instructor.

Youth Incentives

See LWDB 40 Incentive Policy for details and instructions.

Cost Limitations

Supportive services are not to exceed the cost per participant amount set by Local Workforce Development Board #40. The amount of Supportive Service that can be awarded to an eligible WIOA participant is set by LWDB #40 (**this amount is included in the total funding limit**). This amount can not be exceeded without approval from the Board. This request can be awarded only one (1) time per participant. **A form has been created to request exceeding the funding limit.** The form must be submitted (via email) in writing and include the reason why this participant needs additional funding

and justification and documentation verifying the need must be forwarded with the form. Additional documentation may be requested before approval or denial. Once the form is approved, only then can additional funds be awarded (added) to the participant's account listed on the required form. Funds exceeded without prior approval, the exceeded cost will be questioned and may result in cost being disallowed. 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.

Exceeding Cost

When a participant is enrolled in WIOA, the amount awarded depending on eligibility is for one (1) term. The amount given is based on which program (Youth, Adult, or Dislocated Worker) they are enrolled in. The term may last up to two (2) years, but the amount set for that funding source can not be exceeded.

Example: If a participant is enrolled as an Adult, the funding limit amount can be divided into two (2) year term, which may include one (1) to three (3) program years. This request can be awarded only one time per participant.

A form has been created to request exceeding the funding limit. The form must be submitted (via email) in writing and include the reason why this participant needs additional funding and justification and documentation verifying the need must be forwarded with the form. Additional documentation may be requested before approval or denial. Once the form is approved, only then can additional funds be awarded (added) to the participant's account listed on the required form. Funds exceeded without prior approval, the exceeded cost will be questioned and may result in cost being disallowed.

Training – Related Expenses

Electronic devices and all other equipment may be purchased for participants when the training provider has deemed all students participating in the training must have access to the electronic device or other equipment to successfully complete the program. The electronic device must be listed as a requirement in the syllabus section of the training program description.

Local Workforce Development Board #40 will not issue electronic devices or any other supplies and equipment in excess of \$1,000. When a participant receives items purchased through supportive services, the participant maintains ownership of the item. Any item in excess of \$1,000 will be the responsibility of the participant.

Work-related Tools and Equipment, Uniforms, or Safety items

Items necessary to obtain or retain a job are an allowable expense under LWDB's Supportive Services Policy. Documentation of all WIOA-funded Supportive Services is required and must be maintained in the participant case record:

- a. Verification of participant needs and inability to pay for items/services.
- b. A statement from the employer indicating the items are required as a condition of employment but are not offered by that employer.
- c. Receipts verifying the purchase of the necessary tools, equipment, or clothing must be reasonable and necessary.

- d. Copy of the participant's reimbursement check.

Unclaimed Gift Cards/Unused/Unopened Items

It is the policy of Local Workforce Development Board #40 to provide supportive services to participants in accordance with the law and regulations. We ensure, to the extent possible, supportive services are appropriately matched to the participant's needs, and **MUST** be verified and documented by the Contractor prior to purchases.

Any items returned or unclaimed including; but not limited to Gift Cards, will be returned to the WIOA program for reissuance, at a later date and time. The items will be offered to participants in need of the supportive services.

Supportive Services Documentation and Procedure and HiRE Activity Codes

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

Adult/Dislocated Workers

- **180: Supportive Service – Child/Dependent Care**
- **181: Supportive Service – Transportation Assistance**
- **185: Supportive Service - Other**
- **326: Needs Related Payments**

Youth

- **419: Stipends**
- **480: Supportive Service – Child/Dependent Care**
- **481: Supportive Service – Transportation Assistance**
- **484: Incentives**
- **485: Supportive Service – Other**

Note: Supportive Service Costs are to be recorded separately from tuition costs. If a Provider has Supportive Service costs (such as tools, books, uniforms, fees, etc.) included in the tuition costs, please record the tuition costs within the applicable training activity code and any Supportive Service costs using the applicable Support Service activity code. Ensure a case note is entered detailing each specific Supportive Service provided.

Supportive Service activity codes are not stand-alone codes. Supportive Services must be provided in conjunction or coordination with another career or training services. These Supportive Services codes are not exclusive to coordination with training activities (i.e., 202 Individual Counseling and Career Planning).

Supportive Service – Child/Dependent Care, Transportation Assistance, Stipend, and Other

When creating **180/480, 181/481, 185/485, or 419** Supportive Service Codes in HiRE, staff will create the Activity Code with begin and end dates that parallel the duration of the employment or training service. 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.

Example: A participant is in need of transportation assistance. Staff is to record the **181/481** supportive services transportation assistance activity in HiRE for the specific duration (i.e. 6 months, 1 year, etc.) A detailed case note **MUST** be entered each and every time a transportation payment is issued within the specified duration.

Example: A participant has completed training but is now in need of assistance with paying for testing to receive their Occupational License. Staff is to record the testing fee using **185/485** Supportive Services-Other activity code for the specified duration. A detailed case note **MUST** be entered including details of the other supportive services.

Supportive Service – Incentives

When creating a **484** Support Service – Incentives Activity code in HIRE, staff will create an Activity code each time an Incentive is provided: where the actual begin and end date is the date of which the Supportive Service was either requested, received, or upon agreement of purchase (per your local policy). Staff **MUST** enter a detailed case note each time an Incentive is awarded.

References

- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 3(59)
- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 134(d)(2)
- 20 CFR 680.300, 680.900, 680.910, 680.930, 680.940, 680.950, 680.960, 680.970 and Adults & Dislocated Workers
- WIOA Section 129(c)(2)(G) Youth
- WIOA Regulations at (20) CFR 681.570 Youth
- TEGL 19-16, Section 14
- LWC MIS Letter of Instruction No. 02-17 Change 2: Supportive Service

DIRECT INQUIRIES TO

St. Landry Parish Government/LWDB#40
1638 Creswell Lane Ext. Suite 1 / P.O. Box 2046
Opelousas, LA 70570 / 70571-2046
Office: (337) 284-0505
Office Fax: (337) 942-9654



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WORKFORCE
SOLUTIONS**

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Attendance Record

Training Provider _____

Address _____
Street Address City State Zip Code

Point of Contact _____ **Phone#** _____

Start Date _____ **Reporting Month** _____

Instructor Comments _____

By signing this form, I agree the participant has attended training for the last 30 days.

Training Provider Signature Print Name Date

By signing this form, I agree I have attended training for the last 30 days.

Participant Signature Print Name Date

.....

Completed by staff

Participant State ID _____ **DOB** _____

Training Program _____

Start Date of Training _____

Supportive Service Determination Form

Participant Name _____ State ID _____

WIOA Program:

☐ Adult ☐ Dislocated Worker ☐ Disaster Dislocated Worker Grant ☐ Youth

Eligibility for supportive services will be established based on assessed needs as identified in the Individual's Employment Plan (IEP) and the Individual Service Strategy (ISS). 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;
- ☐ 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.

Does the participant meet all the above eligibility requirements? ☐ Yes ☐ No

Has the customer attempted to secure supportive service funding through other programs? ☐ Yes ☐ No

Need Determined? ☐ Yes ☐ No

Type of Supportive Service Requested (Attachment of invoices/receipt and documentation verifying the need)	Cost
TOTAL	

Case Manager Signature

Print Name

Date

Authorized Signatory (Approval)

Print Name

Date

Exceeding Funding Limit Approval Form

*Please select funding source (Can only request once per participant)

_____ Career Scholarship

_____ Supportive Service

_____ On-the-Job Training

_____ Work Experience

State ID _____ Amount Requesting _____

Participant Name _____ Date of Birth _____

Date of Enrollment _____ Case Manager _____

Justification (please provide details to justify the need to exceed the funding limit)

Include all supporting documentation for the request

***Please allow up to 3 business days for review and approval. All signatures are required for approval.**

Case Manager_____

Manager_____

Compliance Unit Reviewer_____


Program Administrator_____

LWDB Executive Director_____

Approved_____

Denied_____

Attachment #3
Career Scholarship Policy

Workforce Development Area #40			
Policy No.	Policy Name	Effective Date	Revised Date
4-5	Career Scholarship (CS) Policy & Procedures (Formerly known as Individual Training Account)	8/24/22	8/17/22
Director – LWDA #40 Brenda Foulcard		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 (CSs). 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 16-24, per WIOA Section 129(c)(2)(D) and 20 CFR 681.550 and must have graduated from High School or earned their HiSET. Workforce Development Area #40 supports having a High School diploma or equivalency as a first step toward self-sufficiency. However, exceptions can be made for youth participants without a High School Diploma or HiSET diploma, who are applying for training funds through a WIOA Career Scholarship; the training must lead to a career in a high-demand occupation. These participants will be required to work towards an Individual Service Strategy (ISS) goal of enrolling in Adult Education classes to earn their HiSET. Also, these youth will be required to score at least a ninth-grade level or higher when basic skills tested before being awarded a Career Scholarship. 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) or Individual Service Strategy (ISS).

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 \$11.00 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*** and trying to attain a Bachelor's Degree, you must have 60 hours or less remaining in your major and have 2 years or less remaining until graduation and not be on academic probation. ***If you are attending a Community College***, returning students must be in good academic standing. All returning students must provide the transcript and curriculum, showing credit hours towards major, at the time of enrollment in the WIOA program. Some other requirements also must be met for some selected training programs. Also, all training programs must be in high demand occupations and documentation from HiRE must be included in the participant file folder.

A Career Scholarship Agreement Form must be completed for each CS and must be signed by the approving authority and the participant prior to funds being expended. 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 be 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 Board. 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. The amount set for each funding source cannot be exceeded without approval from the Board. When a participant is enrolled in WIOA, the amount awarded depending on eligibility is for one term. The amount given is based on which program (Youth, Adult, or Dislocated Worker) they qualify. The term may last up to two years, but the amount set for that funding source cannot be exceeded. (Example: If a participant is enrolled as an Adult, the funding limit can be divided into the two-year term which may include 1 to 3 funded program years but must stay within the award limit).

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 Board.

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. Funds will be utilized to pay for each course only once. If the student retakes a course from which he/she withdrew, or did not pass, the student must bear the expense. 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. Fines, penalties, and late fees incurred by the participant/training provider are prohibited. All training costs must be approved by the approving authority or designee.

f. 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, prior to start of training and may attend training pending approval of the Pell Grant application. The WIOA participant must obtain a Letter of Denial from the U.S. Department of Education, Federal Student Aid Division. However, Business & Career Solution Centers must have an agreement with the training provider requiring that once the Pell Grant is received, 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 within forty-five (45) days from receipt of the award letter.

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

The student must supply a copy of his/her financial aid status prior to approval and issuance of a CS.

g. Requirements for funding programs

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; there must be a balance owed, source(s) of funding and financial assistance provided to the participant.

WIOA funds are not used to pay training cost for:

- Any portion or term of training for which the participant has signed a loan as part of financial aid.
- Payments paid by the participant (or another source) before enrollment into WIOA.

h. Sanctions for non-compliance with WIOA program 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 Board. 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 childcare 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. Agreement 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 cannot be used multiple times. Forms must be signed by all appropriate parties. Electronic signature(s) is prohibited.

In order for a tuition invoice to be paid, a detailed statement showing all assistance received must be submitted by the training provider. Failure to provide detailed statement may result in invoice not being paid. WIOA funds should not be issued as a refund.

All vouchers, invoices, and receipt shall be original and include a date and form of payment used.

A participant will not be reimbursed for cost incurred prior to enrollment into WIOA.

k. Exceeding Career Scholarship Funding Amount

A request to exceed funding limit can be awarded only one time per participant. The Exceed Funding Limits Approval Form must be sent in writing and include the reason why this participant needs additional funding and justification including documentation must be submitted with the form. Additional documentation may be requested before approval or denial. Once the form is approved, only then can additional funds be awarded to the participant accounts listed on the request form. Funds exceeded without prior approval, will result in disallowed cost. All documents must be maintained in the participants folder and case noted. Exceeding Funding Limit Approval Form is attached with this policy and the form will be the only acceptable documentation used when requesting additional funds.

l. 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
Exceeding Funding Limit Approval Form**

References:

- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title Section 3
- LWC OWD Policy 2-23.1 Integrated Service Delivery Policy
- WIOA Section 129(c)(2)(D) and 20 CFR 681.550

Acadiana Workforce Solutions - Career Scholarship Agreement Form

A proud partner of the American Job Center

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
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 short term 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.

II. 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 full amount of the approved training related cost is prohibited. Exceptions to this condition are only allowed when the training course is short-term and less than a typical semester or training programs are on-line courses.

Failure to appropriately refund LWDA #40, or significant delays in issuing refunds, may result in removal from the ETPL. Any refund due to LWDA #40 must be received within sixty (60) days of the discontinuation. When issuing a refund, the training provider must notify the BCSC staff and include a copy of the TRAINING AGREEMENT.

If an accredited, approved Training Provider chooses to work with a third party to deliver any services using WIOA funds, that third party is also subject to the above drop and refund guidance. All refunds will be coordinated through the approved Training Provider only. LWDA #40 will NOT work directly with any third parties. The approved Training Provider is responsible for any and all resolution required with its third parties.

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.
5. If the training provider does not have a refund policy in place and/or the drop and refund policy is not tiered (i.e., does not allow for full and/or partial refunds depending on portion of program completed) the provider must adopt and publish the refund policy listed below:

Status Refund Level	
Registered but did not start program	No payment will be made to provider
Attended 7 days or fewer of program (prior to drop date)	Full refund – due to LWDA #40 within 60 days of course start
Attended less than 75% of program	Partial refund – due to LWDA #40 prior to course completion
Attended 76%-100% of program	No refund required

- III. 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).
- IV. 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 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 subrecipients. This Assurance may also be incorporated by reference in such grants, cooperative agreements, contracts, or other arrangement.

Exceeding Funding Limit Approval Form

***Please select funding source (Can only request once per participant)**

 Career Scholarship

 Supportive Service

_____ On-the-Job Training

_____ Work Experience

State ID _____ **Amount Requesting** _____

Participant Name _____ **Date of Birth** _____

Date of Enrollment_____ **Case Manager**_____

Justification (please provide details to justify the need to exceed funding limit)

[illegible]

Include all supporting documentation for the request

***Please allow up to 3 business days for review and approval. All signatures are required for approval.**

Case Manager_____

Manager_____

Compliance Unit Reviewer_____

Program Administrator_____

LWDB Executive Director_____

Approved_____

Denied_____

Attachment #4

Eligible Training Provider Policy

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

Cortney Boutte'-Breux
5367 I-49 South Service Rd.
Opelousas, LA 70570
Office Phone: (337) 942-5678
Office Fax: (337) 942-9654
Email: cbbreaux@wib40.org

Attachment #5

One-Stop Procurement Policy

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 Principles, 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 rationale 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 contractor 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.