REGIONAL AND LOCAL PLAN

PY 2024 - 2027

Local Workforce Development Area Name:

\_Workforce Development Board SDA-83, Inc.\_

Plan Effective Date: \_July 01, 2024-June 30,2027\_

# 

Table of Contents

[CHAPTER 1: ECONOMIC AND WORKFORCE ANALYSIS: REGIONAL 3](file:///H:\My%20Documents\TTA%20Unit\Plans\LA%20WIOA%20Regional%20Plan%20Template%20(10.09.2024).docx#_Toc179447986)

[CHAPTER 2: STRATEGIES FOR SERVICE INTEGRATION: REGIONAL 18](file:///H:\My%20Documents\TTA%20Unit\Plans\LA%20WIOA%20Regional%20Plan%20Template%20(10.09.2024).docx#_Toc179447987)

[CHAPTER 3: VISION, GOALS AND IMPLEMENTATION STRATEGIES: REGIONAL 24](file:///H:\My%20Documents\TTA%20Unit\Plans\LA%20WIOA%20Regional%20Plan%20Template%20(10.09.2024).docx#_Toc179447988)

[CHAPTER 4: OPERATING SYSTEMS AND POLICIES: LOCAL 35](file:///H:\My%20Documents\TTA%20Unit\Plans\LA%20WIOA%20Regional%20Plan%20Template%20(10.09.2024).docx#_Toc179447989)

[CHAPTER 5: PERFORMANCE GOALS AND EVALUATION: LOCAL 76](file:///H:\My%20Documents\TTA%20Unit\Plans\LA%20WIOA%20Regional%20Plan%20Template%20(10.09.2024).docx#_Toc179447990)

[CHAPTER 6: TECHNICAL REQUIREMENTS & ASSURANCES: LOCAL 79](file:///H:\My%20Documents\TTA%20Unit\Plans\LA%20WIOA%20Regional%20Plan%20Template%20(10.09.2024).docx#_Toc179447991)

[REGIONAL / LOCAL PLAN SIGNATURES 84](#_Toc179447992)

# **CHAPTER 1: ECONOMIC AND WORKFORCE ANALYSIS: REGIONAL**

The Combined Plan must include theStrategic Planning Elements section that analyzes the Region’s current economic environment and identifies the Regional/Local’s overall vision for its workforce development system. The required elements in this section allows the Regional/Local area to develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Unless otherwise noted, all Strategic Planning Elements apply to Combined Regional/Local Plan core and partner programs, which are included in this plan.

This regional component of the plan must discuss how the region has collected and analyzed regional labor market information including the local planning requirements. Additionally, the chapter must demonstrate alignment with education and economic development. Regional teams are encouraged to use the labor market information that will provide consistency in the data used for regional analysis throughout the state.

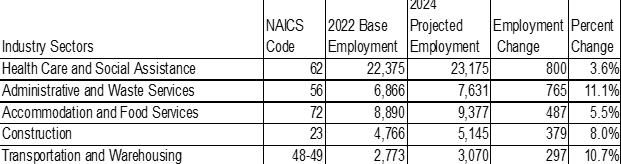
1. Provide an analysis of the:
2. Economic conditions including existing and emerging in-demand industry sectors and occupations

(§ 679.560(a)(1)(i));

* What are the targeted industries, high-impact industry clusters, and in-demand occupations in the region?
* What industries and occupations have favorable location quotients?
* What industries and occupations have favorable demand projections based on growth?
* What industries and occupations have favorable demand projections based on replacements?
* What industries and occupations are considered mature but still important to the economy?
* What industries and occupations are considered emerging in the regional economy?
* What sources of supply and demand data were used to determine the targeted industries occupations and skills?

**The industries with favorable location quotients are Health Care and Social Assistance (1.4), Retail Trade (1.1), and Educational Services (1.2) based on projected employment.**

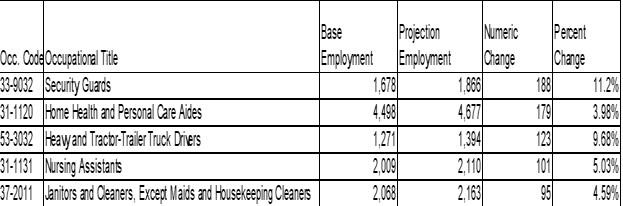
**The industries that would have favorable demand based on growth would be Administrative and Waste Services with an (11.1%) growth rate, Transportation (10.7%), Construction (8%), Accommodation and Food Services (5.5%), and Health Care and Social Assistance (3.6%). The occupations that would have favorable demand based on growth would be Security Guards with an (11.2%) growth rate, Heavy and Tractor-Trailer Truck Drivers (9.68%), Nursing Assistants (5.03%), Janitors and Cleaners, Except Maids and Housekeeping Cleaners (4.59%), and Home Health and Personal Care Aides (3.98%).**

****

**As workers retire or transition to different occupations, there will be significant demand for replacements in several key sectors, including Healthcare, Manufacturing, Agriculture and Construction. Heare are some occupations with favorable demand projections based on replacement needs in Region 8: Healthcare, Construction, Manufacturing, Agriculture, and Transportation.**

**In Region 8 of Louisiana, the favorable demand projections for both existing and emerging industries are centered around sectors like Healthcare, Construction, Agriculture, Manufacturing, Transportation and Retail Trade. Many of these industries face replacement demand as the workforce ages, creating opportunities for skilled workers to fill positions in high-demand occupations, such as nurses, construction workers, farmers, machinists, and logistics professionals.**

**The industries and occupations that have favorable demand projections based on replacements are shown in the chart below.**

****

**Manufacturing is considered mature and is still a key factor for the regional economy. This is due to the majority of companies in the industry being well-established and the industry having already reached its saturation point within the market as well as lack of growth with regards to employment.**

**In Region 8 of Louisiana, certain industries and occupations are considered mature because they have been established for a long time and are fundamental to the local economy. Although these sectors may no longer be experiencing the same level of rapid growth as emerging industries, they remain critical to the region’s economic stability and continue to provide a significant number of jobs and economic output.**

**These mature industries have adapted over time to changing technologies, labor needs, and market conditions. They continue to evolve and play a key role in the region’s economy by providing essential goods and services, supporting other industries, and offering job opportunities.**

****

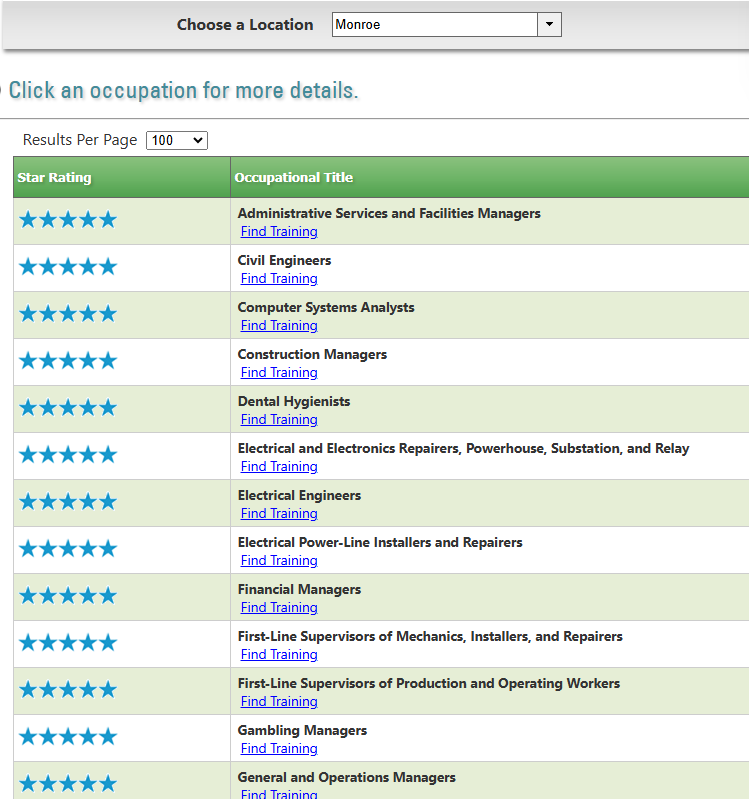
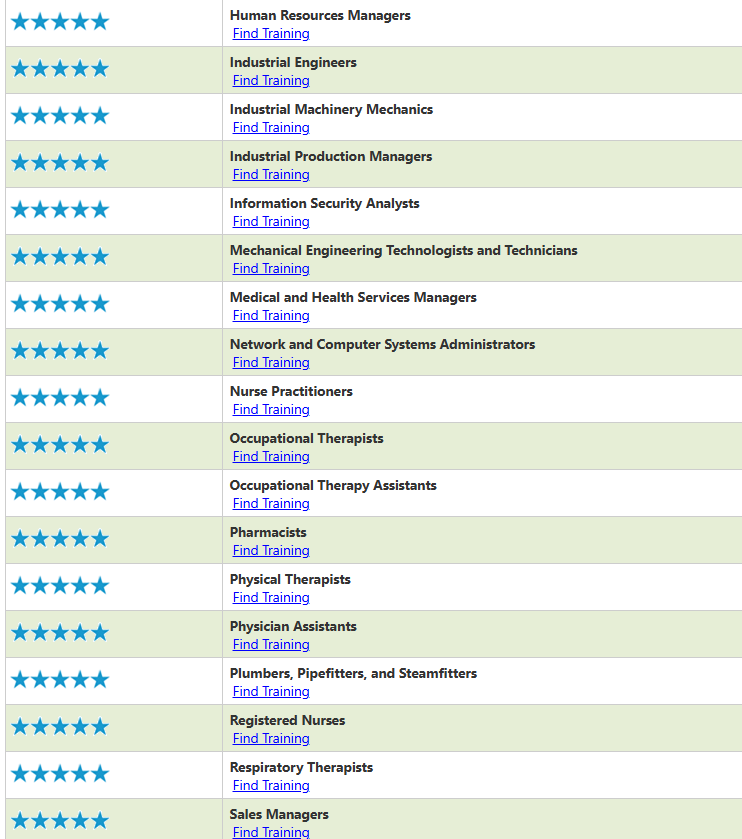
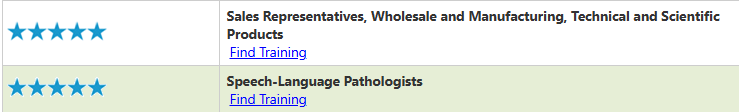
**The supply and demand data sources that was used to determine the targeted industries, occupations, and skills were the Workforce Development Report 2023 (formerly the Louisiana Workforce Information Review 2023), as well as, 2022-2024 Industry and Occupational Projections.**

**The table below lists targeted industries, as well as their associated in-demand occupations in Region 8. Regional Labor Market Area 8 anticipates 2.6 percent growth through 2032. Three (3) industries that anticipate the most growth are: Healthcare and Social Assistance, Accommodation and Food Services and Administrative and Waste Services.**

| **Targeted Sectors of Region 8** | |
| --- | --- |
| **w/High-Impact Industry Cluster** | **In-Demand Occupations** |
| Health Care and Social Assistance | * Registered Nurses * Licensed Practical Nurses * Home Health and Personal Care Aides * Nursing Assistants * Medical Assistants |
| Accommodation and Food Services | * Cooks, Restaurant * Food Preparation Workers * Fast Food and Counter Workers * Waiters and Waitresses * First-Line supervisors of Food Preparation and Serving Workers |
| Administrative and Waste Services | * Janitors and Cleaners, Except Maids and Housekeeping Cleaners * First-Line Supervisors of Office and Administrative Support Workers * Bookkeeping, Accounting and Auditing Clerks * Customer Service Representatives * Secretaries and Administrative Assistants, Except Legal, Medical, and Executive |

**WDB-83 would be amiss if we did not include IT as an emerging industry. META is developing a site in Richland Parish to house a facility for an artificial intelligence data center. The project is expected to result in 500 or more direct new jobs, more than 1,000 indirect jobs and 5,000 construction workers at peak. The expansive technology campus will occupy 4 million square feet on the 2,250-acre former Franklin Farm mega site. This project is expected to be the largest private capital investment announcement in the state’s history. Meta has committed to invest more than $200 million in local infrastructure improvements, including roads and water systems.**

1. Employment needs of employers in existing and emerging in-demand industry sectors and occupations (§ 679.560(a)(1)(ii));

**Louisiana has implemented a STAR rating system to classify occupations based on demand and wage levels. A five-star rating represents the most desirable occupations, characterized by high demand and high wages, while a one-star rating denotes the least desirable, marked by low demand and low wages. The full list of star ratings can be accessed at:** [**https://www.laworks.net/stars/**](https://www.laworks.net/stars/) **** **** 

1. 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 (§ 679.560(a)(2));

* What are the targeted career pathway clusters in the region?
* What are the skills that are in demand in the region?
* How well do the existing skills of job seekers match the demands of local businesses?

**Employers, more often than not, identify customer service, attendance, time management, punctuality, communication skills, and accountability as examples of essential skills needing to be improved. Applicant testing services are available to Region 8’s employers through the eleven (11) American Job Centers (AJCs), specifically the comprehensive centers located in Morehouse and Ouachita Parishes. Assessments help identify the interests, skills, and aptitudes of applicants early in the employment process. These tests can help close some of the skills gaps by helping employers better match applicants to open positions and/or identify opportunities for additional skill training.** **The Integrated Business Services Team is involved in employer outreach to gather information about skills and training needs of the employers in the region. Ongoing input from employers will drive future efforts to address the skill gap.**

**Assisting job seekers with not just job placement, but identification of career pathways is a priority in Region 8. The plan is also to create regional career pathways for each customer-base across systems [adults, dislocated workers, Unemployment Insurance (UI) Claimants, long-term unemployed, adult education students, TANF (Temporary Assistance for Needy Families)/SNAP (Supplemental Nutrition Assistance Program) including services provided to Able Bodied Adults Without Dependents (ABAWD), vocational rehabilitation clients, veterans, older workers and individuals with additional barriers to employment including, the homeless, etc.] to align programs and resources that lead to employment outcomes, particularly for those with barriers to employment.**

**Louisiana Delta Community College is planning cooperatively through the Carl D. Perkins Career and Technical Education Act of 2006 and WIOA-planning to provide workforce skills training and integrated work-based training to meet regional employer and economic development needs. Region 8 partners will continue to work with the workforce development boards and core partners to define and build pathways appropriate to the region. WIOA emphasizes services that lead to career pathways and stackable credentials. This includes registered apprenticeships and occupational training programs, and from basic education into post-secondary programs. The foundation for this approach to post-secondary credentials is the development of career clusters at the secondary school level, these are:**

* **Health Science**
* **Manufacturing**
* **Architecture and Construction**
* **Business Management & Administration**

**A career pathway approach is designed to prepare students to meet the demands of postsecondary education and the expectations of employers, in particular those representing in-demand occupations. Integral to this process is the opportunity for participants to acquire a “portable” and “recognized” credential that they have successfully demonstrated skill competencies on a core set of content that is complete with performance standards that are based on a specific set of work-related tasks in either a single occupational area, or a cluster of related occupational areas. Louisiana currently has multiple certifications that are “Industry Based” and “Locally Designed” and available state-wide.**

**Region 8 recognizes that strong relationships with employers are necessary to create pathways to gainful, long-term employment for participants. The career pathway model provides a combination of education, training, and other services that align with the skill needs of industries in the region. The model prepares adults for success by organizing education, training, and other services to support their particular needs including: counseling to accomplish goals; educational training and workforce preparation that is offered simultaneously, concurrently, and contextually within a specific occupation or occupational cluster; allowance for attaining a recognized high school equivalency credential; and entrance or advancement within a specific occupation or occupational cluster.**

**In Region 8, as in the rest of the State, the gap in skills between what a potential employee possesses and what an employer needs is a complex issue. We hear frequently that there are not enough of the right candidates for in-demand jobs. To meet the needs of employers for skilled workers, job seekers need training. This is the case for low-income adults, dislocated workers and youth as well.**

1. 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 (§ 679.510(a)(1)(iv) and § 679.560(a)(3)).

* How is the region changing in terms of demographics, labor supply and occupational demand?
* What special populations exist in the region, what is their magnitude, and what are the policy and service implications to meet the needs of these individuals?

Text

Description automatically generated

Graphical user interface, chart, application, line chart

Description automatically generated

| **Labor Force Status** | **Percent** |
| --- | --- |
| Population | 4.5% |
| Labor Force Participation Rate | 77.0% |
| Employed | 96.1% |
| Unemployed | 3.9% |
| Not in Labor Force | 23.0% |
| **Diagram 4: Labor Force Status of Veterans Aged 18 to 64** | |
| **Source: U.S. Census American Community Survey 2018 1-year estimates, Table C21005** | |

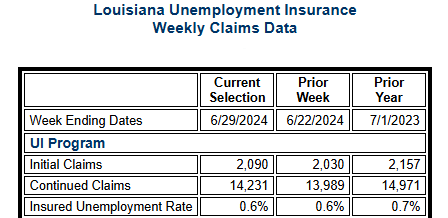
Chart, line chart

Description automatically generated

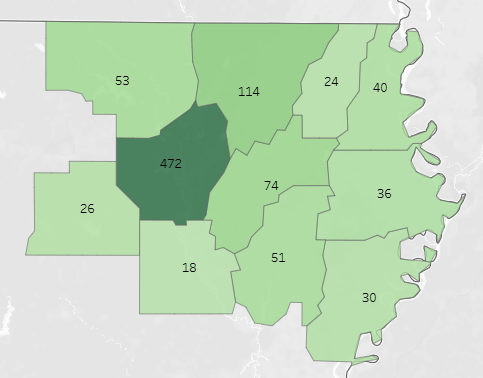
Graphical user interface, application

Description automatically generated

**The chart below displays the state continued claims that have decreased over the past year, declining from 14,971 to 14,231**



**The map below shows Ouachita Parish has the highest number of claims in Region 8 in June 2024.**



**The educational attainment data for Louisiana’s population ages 18 to 24 reveals distinct trends that reflect both the demographics’ s stage in life and their educational pursuits.**

Table

Description automatically generated

**The educational attainment levels of Louisiana’s adult population aged 25 and over indicates that a significant majority have pursued education beyond high school.**

Table

Description automatically generated

**The population in Region 8 is slowly decreasing. The 2010 population of 8th Regional Labor Market Area, Monroe, LA was estimated at 309,026. The 2016 population of 8th Regional Labor Market Area, Monroe, LA was estimated at 306,706. This represents a -0.75% change from 2010.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Area Name** | **2017 Estimated Population** | **2022 Estimated Population** | **Estimated 2017-2022 Population Percent Change** |
| **8th Regional Labor Market Area-Monroe** | **307,198** | **301,929** | **-1.70%** |

**This demographic shift will continue into the future and will create continued downward pressure on labor supply for the entire region. The aging population is a key contributor to the expected strong demand for Healthcare workers. Employers of Region 8 are also reporting that they are unprepared for the “brain drain” and skills void that will result when a significant proportion of talented, experienced older workers start retiring and leaving the workforce.**

**WIOA established a priority requirement with respect to funds allocated to a local area for Adult activities. Under this section, AJC staff, when using WIOA Adult funds to provide individualized career services, training services, or both, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.**

**The special (priority) populations under WIOA, and recognized in Region 8, include:**

* **Recipients of public assistance: SNAP, TANF, SSI, any other income-based assistance,**
* **Other low-income individuals who receive public assistance:**
  + **Family income does not exceed the poverty line or 70% of LLSIL,**
  + **Homeless,**
  + **Free or reduced school lunch,**
  + **Foster child,**
  + **Disabled,**
* **Individuals who are basic skills deficient, and**
* **Veterans and eligible spouses.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Disability Characteristic** | **Employed** | **Unemployed** | **Not in Labor Force** |
| With a hearing difficulty | 30.4% | 0.0% | 11.6% |
| With a vision difficulty | 35.4% | 15.7% | 20.5% |
| With a cognitive difficulty | 43.2% | 30.4% | 47.3% |
| With an ambulatory difficulty | 24.0% | 53.9% | 55.6% |
| With a self-care difficulty | 6.2% | 9.6% | 17.3% |
| With an independent living difficulty | 21.2% | 9.6% | 43.7% |

**LA Disability Characteristics of the Workforce Aged 18 to 64 by Employment Status**

**The chart above highlights the rates at which various disability characteristics appear in the employed, unemployed, and not in the labor force populations. The majority of residents with disabilities, either unemployed or not in the labor force, face cognitive and/or ambulatory difficulties. Disability characteristics are not mutually exclusive, meaning one individual may have multiple difficulties, accounting for the high percentages.**

**In Louisiana, the proportion of the employed population aged 18 – 64 years living with disabilities is relatively high. The data further reveals a more pronounced representation of individuals with disabilities among the unemployed and those not in the labor force. This indicates significant barriers that individuals with disabilities face in securing and maintaining employment.**

**WIOA established a priority requirement with respect to funds allocated to a local area for Adult activities. Under this section, AJC staff, when using WIOA Adult funds to provide individualized career services, training services, or both, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.**

**The special (priority) populations under WIOA, and recognized in Region 8, include:**

* **Recipients of public assistance: SNAP, TANF, SSI, any other income-based assistance,**
* **Other low-income individuals who receive public assistance:**
  + **Family income does not exceed the poverty line or 70% of LLSIL,**
  + **Homeless,**
  + **Free or reduced school lunch,**
  + **Foster child,**
  + **Disabled,**
* **Individuals who are basic skills deficient, and**
* **Veterans and eligible spouses.**

1. Describe the development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region (§ 679.510(a)(1)(iii)). Plans must answer the following questions:

* How will the workforce partners convene employers, foundations and regional institutions to help lead sector partnerships and make coordinated investments?
* Identify the established and active industry sector partnerships in the region.
* What other sector-based partnerships exist in the region? If any exist, are they business-led and what is their role in planning?
* What other public-private partnerships exist in the region that could support sector strategies and what is their role in planning?
* What neutral conveners with the capacity to help establish sector partnerships exist in the region and what is their role in planning?

**Region 8 has adopted the Next Generation Sector Partnerships model. The model is a partnership of companies from the same industry in a shared labor market region that works with education, workforce development, economic development and community organizations to tackle common needs of the targeted industry. Sector partnerships primarily focus on the education and workforce training needs of an industry, but Next Gen partnerships also focus on other issues related to an industry’s competitiveness. This ensures deeper, broader and longer-term industry engagement.**

****

**Launched in 2016, Region 8's first sector partnership in the Healthcare industry has flourished into the highly successful Northeast Louisiana Healthcare Alliance (NELA Healthcare Alliance). Initially convened by the Region 8 Workforce Development Boards, this collaborative initiative has grown to include nearly 40 diverse healthcare organizations across northeast Louisiana. The alliance encompasses a broad range of entities, including hospitals, long-term care facilities, skilled nursing homes, home health agencies, and other critical healthcare providers who serve the community.**

**This ongoing partnership addresses the region's most pressing healthcare challenges, such as workforce development, networking, and policy advocacy. By uniting these healthcare organizations, the NELA Healthcare Alliance creates a powerful collective to tackle shared issues, ensuring that solutions are developed through collaboration and a united front.**

**As healthcare organizations nationwide join forces to form sector partnerships, Region 8 continues to lead the way, proving that such alliances are key to sustaining and growing the healthcare sector. The NELA Healthcare Alliance stands as an example of how multiple organizations can come together to address common challenges and improve the overall vitality of the healthcare system in the region.**

**Northeast Louisiana Manufacturing Alliance and Consortium (NELA-MAC) was launched October 05, 2022 with local manufacturers. The meeting was professionally facilitated. Industry leaders were given the opportunity to express the most pivotal issues which “keep them up at night” in relation to employment needs. The issues were prioritized for future conversation.**

**The alliance consisted of 5 major champions which included: Sawyer Industria Plastics, VOITH, James Machine Works, Mid South Extrusion, and Bancroft Bag. The industry leaders actively recruited other manufacturers to be a part of the alliance. The partnership was launched to help assist manufacturers to meet their hiring needs. The partnership included area educational institutions, workforce partners, chamber organizations, and economic development.**

**Wins for Northeast Manufacturing Alliance:**

* **Vision statement created**
* **Funding support from OPPJ**
* **Marketing campaigns with KTVE news station**
* **Brand/logo created**
* **Working relationships with ULM and LDCC**
* **Working relationships with MCS and OPSB**
* **By-laws created and approved**
* **Increase in participation**
* **Re-established Manufacturing Day and hosted tours**
* **Participated in local hiring events with LWDB-81, LDCC and ULM**
* **Submitted alliance support for Region 8 Emergency Operations Center (EOC)/Emergency Response Center (ERC)**
* **Launched website in august 2024**
* **Banners donated to locall highs schools for marketing efforts.**

**Region 8 is exploring the next sector-based partnership in the region. This business-led partnership may be in the field of the skilled trades or construction.**

**Region 8 has five (5) community college campuses that support sector strategies. Louisiana Delta Community College (LDCC) is in constant contact with businesses to help them align curriculum and provide quality, affordable education and training to area residents. In addition, these strategies are discussed at the partner meetings with the community college in attendance.**

**Partnerships with chambers of commerce and economic development agencies in Region 8 will prepare the region for future sector partnerships, especially as technology continues to change the nature of work and future jobs amid the coronavirus pandemic.**

**As described in the Next Generation Sector Partnership Tool Kit, the convener plays an essential role in keeping a sector partnership on track and moving forward to accomplish the goals of the businesses in the partnership. The convener is the backbone of the sector partnership, providing administrative, project management, and facilitation support to keep the partnership focused and productive.**

**In Region 8, any of the community partners can be considered neutral enough to be a convener of a sector partnership. The community partners are:**

* **Workforce Development Boards 81 and 83**
* **Grow NELA**
* **University of Louisiana at Monroe, Louisiana Tech University and Grambling State University**
* **Louisiana Delta Community College**
* **Monroe City School District**
* **Ouachita Parish School District**
* **Monroe Chamber of Commerce.**

**Again, from the Next Gen model, there is no single organization that is best positioned to convene a sector partnership. Successful sector partnerships can be convened by workforce development boards, chambers of commerce, economic development organizations, industry associations, or community colleges. Whatever the arrangement, it’s important that the convener has the following characteristics:**

* **Trusted**
* **Facilitative**
* **Process-oriented.**

# **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.

1. 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 (§ 679.560(a)(4)). Plans must respond to the following:

* Analyze the strengths and weaknesses of workforce development activities in the region.
* Analyze the capacity of the regional partners to provide workforce development activities to address the education and skill needs of the workforce including individuals with barriers to employment.
* Analyze the capacity of the regional partners to provide activities to address the needs of employers.
* How well do existing training programs in the region and local areas prepare job seekers to enter and retain employment with regional businesses?
* Summarize the commitments of each program partner to implement the selected strategies.

**What follows is a summary of the strengths and weaknesses of workforce development activities in Region 8. A strength of the region’s workforce development activities is the many partnerships in place to help individuals with barriers to find employment that will lead to a self-sufficient wage.**

**Strengths**

* **Title I performance goals are the primary focus of the region.**
* **Increased online presence and access to automated services.**
* **Both Local Workforce Development Areas (LWDAs) in Region 8 make Title I programs more employer driven.**
* **Louisiana Delta Community College is a high-quality provider across the region. WDB 81 and 83 work collaboratively with the community college to help develop employer-driven programming to fill immediate and longer-term employer needs.**
* **Information is shared across the region to reduce any overlap with employers.**
* **Region 8 continues to participate in the North Louisiana Work Ready Community. LWDB-81 and LWDB-83 are certified ACT** **Work Ready** **Community and currently maintaining that certification.**
* **NELA MAC and the NELA Healthcare Alliance continues to make strides in Region 8.**
* **Both WDBs in Region 8 utilize labor market information produced by Louisiana Workforce Commission to make sound workforce decisions.**
* **Both LWDAs within Region 8 are working to be more creative with program design and consistently share best practices.**
* **Region 8’s regional Business Service Team meets bi-monthly to work collaboratively to streamline processes, manage resources efficiently and ensure that services are delivered with minimal waste and maximum impact to provide tailored solutions for employers.**

**Weaknesses**

* **Employer involvement is not always as strong as it should be to ensure regular feedback. Region 8 seeks more feedback from employers to know how efficient and effective our programs are.**
* **The majority of the clients seeking assistance are the hardest to serve. “Employability” or “soft skills” are often what job seekers need the most.**
* **There is a mismatch between the available labor pool and employer demand. Many in-demand jobs require advanced training to meet workforce requirements.**
* **Transportation issues are a constant struggle. Many workers are not close to job opportunities and do not have access to public transportation or access to a vehicle.**
* **Funding for child care assistance is a consistent reason for many to decline job opportunities.**
* **There is a perception that many clients served are “unemployable”.**
* **The lack of a consistent marketing campaign has diminished the ability to develop lasting relationships with both job seekers and employer customers.**
* **A true referral system where all partners participate fully**

**Region 8 is tasked with establishing, implementing and sustaining a comprehensive, integrated workforce delivery system that expands economic development and workforce capacity. This is being done by increasing collaboration among all workforce partners to improve responsiveness and the coordinated delivery of services. Region 8 is very connected in helping to bring partners and programs together. The region is forming many new partnerships to meet the educational needs of our citizens. The LWDAs are members of the Regional Carl Perkins committee to help shape pathways opportunities.**

**The Region strives on providing short-term, demand-driven training. Region 8 aligns with the goal to support the Jump Start 2.0 program to better prepare students to work in high wage, high-growth industries. Region 8’s Adult Education partners are partnering with the LWDAs to provide more training opportunities. Louisiana Delta Community College is actively engaged in developing solutions. LDCC Center for Adult Development has made employment the primary goal for adult education rather than earning a credential alone.**

**As new firms locate in the region and as existing businesses work to remain competitive, the ability of the workforce system to identify business needs and to respond and deliver appropriate assessment, training, placement and retention strategies, is essential to maintaining workforce capacity. The WDBs of Region 8 provides direct leadership, support, services and resources to employers that: enhance specific skill development initiatives and programs; expand technical skills, workforce capacity, apprenticeship programs, customized work training; and foster technical career support.**

**Employer services include occupational and labor market information to inform economic forecasting, no-cost human resource services for recruiting, retaining, and hiring qualified employees. Region 8 convenes a Regional Integrated Business Service Team. The goal is to bring together a team to coordinate and streamline services to employers. The focus is to ensure employers can access workers within the American Job Center system. The team:**

* **engages the business community to identify industry-hiring trends and industry recognized credentials,**
* **supports industry-specific sector strategies designed to facilitate in-depth focus on particular industries with business partnerships in these areas,**
* **analyzes and disseminates labor market information to project job growth, wages, and training requirements,**
* **provides comprehensive analysis of Region 8’s labor market,**
* **creates custom recruitment plans,**
* **posts job vacancies online,**
* **conducts targeted recruitment through email and Zoom contact,**
* **organizes job fairs and special employer events,**
* **provides interview scheduling services and facilities,**
* **provides On-the-Job training funds,**
* **facilitates employed worker trainings, and**
* **responds to WARN (Worker Adjustment Retraining Notification) notices, facilitating workshops on behalf of Louisiana Workforce Commission by providing information on rights, responsibilities, and resources for the workforce.**

**There is opportunity for stronger coordination and consistency between partner programs in Region 8, through the use of a common intake process, referral and co-enrollment strategy that will improve efficiencies across the board for all partners. This “any door” approach will enable any job seeker to enter the system with a consistent approach, which will result in seamless transition among partner programs and supportive services providers.**

**The regional partners have continued to expand their capacity to address the needs of employers. Partners within both LWDAs in Region 8 collaborate to understand the skill needs of employers and implement appropriate responses. Partners work with employers to understand skill needs by using Business Services Teams (BST) to meet with employers on a regular basis to discuss employment needs.**

**The Integrated Business Service Team is designed to be a group of individuals who work with businesses to form a single point of contact that represents all of the participating partners. Business customers express the need for American Job Center services which includes candidate screening, validation of the job-seeker information, assessment, and quality applicants. Business customers also need employee commitment and loyalty, a single point of contact, and knowledge about AJC’s products and services.**

**Region 8’s goals for meeting the skilled workforce needs of employers mirror those of LWC.**

* **Foster the improvement and expansion of employer-driven regional sector partnerships to meet occupational demands as supported by regional labor market information.**
* **Increase the use of labor market and educational data and technology, in coordination with local data, to inform and guide strategic workforce development decisions.**
* **Develop focused, regional workforce initiatives that blend partner resources to educate and train workers for jobs within the workforce region.**
* **Increase the alignment and efficacy of formula, discretionary and competitive workforce funding in efforts to support regional and local workforce initiatives.**
* **Promote meaningful, portable industry credentials supported throughout the workforce delivery system that align to workforce demand.**
* **Institute a system of accountability for the workforce development system that supports and promotes the evaluation of the effectiveness of both the region as well as the local workforce development boards.**

**Each local area has different strategies and areas of focus for best servicing the needs of its residents and employers. Region 8’s Workforce Development Boards are working increasingly with our educational partners to develop career pathway programs to prepare individuals to be successful in secondary and post-secondary education or enter a specific occupation. Louisiana Delta Community College offers credentials in many different sectors. The coordination between Adult Education and Workforce partners is necessary to meet the needs of the job seekers within Region 8.**

**Region 8’s Workforce Boards utilize work-based learning opportunities to prepare job seekers. Work-based learning opportunities include On-the-Job Training (OJT), Work Experience, Apprenticeships, and Youth Internships to provide the skills needed for job seekers to be successful in the workplace.**

**Through the Memorandum of Understanding (MOU) development process, each program partner has committed to the integration of workforce development services. Region 8’s partners are committed to implementing the strategies for LWDA-81 and 83. The major priority continues to be communication among partners including improving and expanding technological capabilities that facilitate service referrals; coordination of services across partners for the entire workforce system; coordinated employer services; cross training provided to staffs; and performance reporting and management.**

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

(§ 679.510(a)(1)(vi)). Plans must respond to the following questions:

* What regional organizations currently provide or could provide supportive services?
* What policies and procedures will be established to promote coordination of supportive services delivery?

**Supportive services for individuals are coordinated with community agencies as well as partner agencies such as adult education, vocational rehabilitation, and Veterans programs.**

**In coordinating and collaborating with partners, WIOA resources will be used to provide supportive services when other funding is not available.**

**WIOA allows for the provision of supportive services to enable an individual to participate in career services and training services. Supportive services such as transportation, work gear, licensure tests, child care, dependent care, and housing, may be necessary to enable an individual to participate in activities authorized and consistent with the provisions of the WIOA Title I-B.**

**Transportation issues are one of the most common barriers to individuals participating in activities as well as those seeking immediate employment. In all of the parishes in LWDA-83 there are no public transportation options available for training or work. Current practices include reimbursement of expenses toward transportation.**

**WIOA requires regions and local areas to enhance coordination and partnerships with organizations that do and could in the future provide supportive services. Each of the two (2) Comprehensive One-Stop Centers in Region 8 offer an extensive array of services which include for job seekers the provision of information relating to the availability of supportive services such as child care and transportation.**

* **The Louisiana Department of Children and Family Services (DCFS) is committed to providing cash assistance and supportive services to needy families meeting specific financial criteria and to provide services necessary to accomplish the goals and purposes of Section 401 of the Social Security Act (42 USC 601), as well as the goal set by participating in WIOA training activities.**
* **The Community Services Block Grant Unit, as a component of the LWC, Office of Workforce Development, will provide leadership and technical assistance to the local Community Action Agencies (CAAs) to support the collaboration and coordination of employment and training activities, as well as supportive services with the local and regional WDBs.**
* **Training provided by the State Monitor Advocate is tied to and follows outreach and provision of services to MSFWs. The SMA developed and assisted MET, Inc. and local WIOA providers in developing MOUs. Other services, such as training or supportive services, provide a pathway for MSFWs to transition to higher wage jobs and permanent year-round employment in non-agricultural work.**
* **Vocational Rehabilitation in providing supportive services likes eyeglasses, hearing aids, dentures, etc.**
* **It should be noted that Louisiana Community and Technical College System, as well as other public and private organizations in the state, have received millions of dollars in discretionary grants and will continue to apply to receive future discretionary grants to support workforce training services and strategies to impact the lives of targeted populations. The governor's vision is to implement the One Door system designed to provide seamless navigation and support at every step of the employment journey.**

**Supportive services could be identified by United Way of Northeast Louisiana 211 Program. The program offers resources for food assistance and other necessities. The program is offered throughout the entire Region 8 service area. Northeast Louisiana United Way’s website,** [**http://www.unitedwaynela.org**](http://www.unitedwaynela.org)**, gives clients the ability to access supportive services within the region. American Job Center’s clients are referred to entities or organizations that are not available at the Career Centers for supportive service.**

**Resource guides are available to serve individuals with barriers to employment. These resource guides provide a list of supportive services available in the community and are updated regularly.**

**The two local workforce development areas in Region 8 each have supportive service policies in place that promote coordination among community providers. Transportation is more difficult to coordinate as LWDA-81 has access to a mass transit system and for LWDA-83, rural transportation organizations simply do not exist. The partners will work through the MOU process to identify better ways to promote coordination of supportive services.**

1. Describe the coordination of services with regional economic development services and WIOA service providers (§ 679.510(a)(1)(vii)). Plans must answer the following questions:

* What economic development organizations, WIOA service providers or businesses are actively engaged in regional planning?
* What economic development organizations, WIOA service providers or businesses were invited to participate but declined?

**It has been a goal in Region 8 to anticipate the ongoing need for creating contingency plans to support economic growth in targeted industry sectors, and developing improved relationships with local and state economic development entities with the goal of pre-empting shortfalls in a skilled workforce, that we are on track to do. Meeting this goal in Region 8 has the potential to strengthen the region’s overall economic vitality by bolstering regional economic competitiveness by engaging economic development experts in workforce issues while aligning education, economic and workforce development planning.**

**Region 8 has several economic development agencies that assist in regional planning. Region 8 WDBs work closely with the Monroe, Franklin, and Richland Chambers of Commerce, Grow NELA, and North Delta Regional Planning and Development District. With the business members of the Workforce Development Boards appointed by the chambers of commerce in Region 8, needless to say the chambers of commerce are engaged in Region 8’s planning efforts.**

**The local areas of Region 8 work with Louisiana Economic Development’s Fast Start Program. LEDFast Start provides quick workforce solutions to businesses in LED’s effort to attract new businesses to the region, or retain existing businesses. Solutions include recruitment and workforce training, working with the state’s community and technical college system to develop curriculum approved by the employer(s) to produce short-term training to job candidates and helping trainees attain the skills necessary to fill jobs quickly.**

**No economic development organizations, WIOA service providers or businesses that were invited to participate in Region 8 planning declined the invitation.**

1. Describe the coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate (§ 679.510(a)(1)(v)).

**Region 8’s local Workforce Boards have engaged the WIOA partners in negotiating discussion about their fair share of the workforce development system. Additionally, partners have identified cost contributions based on available funds and system use. The partners will work together toward continuous system improvements through shared costs, leveraging of resources, and a foundation of cooperation. The local boards have finalized MOUs for partners cost sharing.**

# **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.

1. Describe the local strategic vision to support state and regional economic growth (§ 679.560(a)(5)). Describe how this aligns with the State of Louisiana’s vision and principles.

**Local Workforce Development Boards of Region 8 are increasing focus on alignment with economic, workforce, and education systems to coordinate system based on skill needs in regions, much as LWC is with the local boards. This entails aligning career and technical education and apprenticeship opportunities as well as other education programs and activities occurring at the local level in each region. Region 8, through its required Strategic Plans, is developing strategies and actions to promote the alignment of all programs with WIOA-funded programs. Additionally, they are including sector strategies and youth initiatives to promote integration of services across all programs. The strategy related to this goal is creating a new, integrated regional planning process across the economic, education, and workforce sectors.**

**Strategic planning elements provide a strategic vision and goals for preparing an educated and skilled workforce. The strategy must include an analysis of economic conditions in Region 8, such as the existing and in-demand industry sectors and the knowledge and skills needed in these industry sectors.**

**It must also include data on the current workforce and labor market trends. This analysis must include the educational and skill levels of the workforce and specifically makes reference that individuals with barriers to employment must be included in the analysis. The strategy must further identify how the workforce development activities in the region will address the education and training needs of employers and the workforce, including a strategy for aligning the WIOA core programs and other resources in the region.**

**A charge for Region 8 is to provide a staff that has the knowledge and experience to carry out the requirements of the Workforce Innovation and Opportunity Act of 2014. Region 8’s staff has the experience in case management, assessment, and counseling of clients to provide residents of this workforce area with an integrated service delivery for job seekers and employers. Region 8, acting under WIOA, brings together in strategic coordination, the core programs in skill development of employment and training services for adults, dislocated workers, youth and Wagner-Peyser employment services administered by LWC. Region 8 also coordinates with adult education and literacy programs and Vocational Rehabilitation state grant programs that assist individuals with disabilities in obtaining employment.**

**WIOA requires that workforce development programs be strategically aligned. WIOA ensures that employment and training services provided by the core programs are coordinated and complementary so that job seekers acquire skills and credentials that meet employers of Region 8 needs. As partners have transitioned to WIOA, they utilized a customer-centered design – where the needs of businesses and workers drive workforce solutions; where AJCs provide excellent customer service to all job seekers and businesses; and where the workforce system supports strong regional economies (including across state lines) - to understand the customer’s needs and desires, and have implemented policies and procedures for integrated services based on the needs of their clients and within context of the local communities. Region 8 has altered its focus, from an organizational perspective, certifying we have the infrastructure and are aligning our priorities so that we have a strategic relationship with our employer customers**

**The development of this WIOA Combined Regional Plan is an ongoing effort by Region 8 to transcend the fragmentation of workforce programs. Overcoming silos and promoting program integration are easy goals to talk about but very difficult to achieve. Region 8 partners will work together to leverage resources, both federal and other.**

**To ensure the workforce development activities/services of Region 8 meet the needs of employers and support economic growth in the region WDBs 81 and 83 will enhance communication, coordination, and collaboration among employers, economic development entities and service providers.**

**Region 8 will develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Region 8 anticipates the ongoing need for creating contingency plans to support economic growth in targeted industry sectors and developing improved relationships with local and state economic development entities with the goal to prevent shortfalls in a skilled workforce.**

**Region 8 shares the Governor’s vision of serving job seekers and businesses by moving Louisiana forward by moving people from poverty to prosperity. Region 8’s strategic vision to create and expand the skilled workforce places priorities in the following areas:**

1. **Launching the One Door employment system**
2. **Employing comprehensive sector and regionally-based approaches**
3. **Launching and expanding work-based learning initiatives**
4. **Enhancing the referral process and integrating services.**
5. 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)).

**The Region 8 partners have considered the overall needs of Region 8, the challenges of businesses and job seekers and the existing capacity of the workforce development system to respond to these needs.** **We have adopted the following goals to guide our work together during the next few years:**

* **Collaboration**
  + - * + **Build a talent development delivery system through systematic change, integration of resources, and continuous improvement.**
        + **Align workforce development resources to anchor the following industry sectors**
* **Healthcare and Social Assistance**
* **Accommodation and Food Services**
* **Manufacturing**
  + - * + **Ensure the employment and training services provided by core programs identified in WIOA are coordinated so that job seekers acquire skills and credentials that meet employers’ needs.**
        + **Evaluate performance.**
* **Job Seekers**
* **Educate and inform, disseminate organization, workforce, and career pathway information regularly to foster interest and collaboration.**
* **Foster and advance universal access to workforce services in all parishes with a focus on populations with barriers.**
* **Engage and connect youth with career pathways and employment training opportunities.**
* **Promote quality employment and training services for Adult and Dislocated Workers.**
* **Provide access to high quality training to help job seekers acquire industry recognized credentials for in demand jobs.**
* **Employers**
* **Build relationships that promote success, engage business, industry, and the education community to ensure universal contribution and commitment to workforce initiatives and strategies that support regional economies.**
* **Foster regional sector partnerships and alignment between the region’s workforce development programs.**
* **Reinforce connections with registered apprenticeship and pre-apprenticeship programs as these are proven models that provide workers with career pathways and opportunities to earn while they learn.**
* **Ensure the workforce and education systems meets the needs of economic development and employers.**

**Region 8’s seven (7) broad goals for the workforce development system are:**

* **Establish career pathways as the primary model for skill, credential, and degree attainment**
* **Expand public-private investment in the region’s pipeline of workers.**
* **Increase opportunities for all youth to participate in work-based learning through summer employment, pre-apprenticeship, apprenticeship, internships and other similar experiences.**
* **Engage employers through sector partnerships to improve the connection and responsiveness of workforce programs to the demand side of the labor market.**
* **Strengthen data sharing across state agencies and workforce development partners to better understand education and employment outcomes and rely more effectively on data to improve and target our efforts.**
* **To be recognized by the business and industry community as a valuable resource for the provision of workforce information, data, assistance, and guidance.**
* **To make everyone aware of “who does what” in the community and “where to go” when specific services are needed.**

**WIOA provides a historic opportunity to align performance-related definitions, streamline performance indicators, integrate reporting, and ensure comparable data collection and reporting across all six of the core programs, while also implementing program-specific requirements related to data collection and reporting. Region 8 will make investments in employment, education, and training programs that ensure evidence-based, data-driven, and programmatic service delivery that is accountable to customers and taxpayers. Performance accountability and data reporting will be aligned to promote the workforce development system that creates a best-in-class regional system, responsive to business and industry.**

**With respect to the performance accountability measures required in WIOA and the implementing rule, the LWDAs in Region 8 individually negotiated and reached agreement with the State on local levels of performance for performance accountability measures. Negotiations will occur every other year for a two-year period and measures are in place. In addition, partners will actively engage in whatever process is implemented by the respective state agencies for negotiating and setting targets for these measures. The goals for the Title I programs are set through the use of a statistical adjustment model. These procedures are in place and the partners consult with their respective state agency contacts and meet to discuss the implications of the performance measures and required targets for service delivery and integration. The Core Partners work cooperatively to report performance outcomes across all programs to advance the goals of improving access and success for all customers. However, currently there is no universal or shared system for partners to communicate performance to customers.**

1. 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:
2. To facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations (§ 679.560(b)(3)(i));

**We will use our Workforce Boards to create strategies for employer engagement and to lead engagement efforts for specific industries, particularly for the primary targeted sectors. We will work with the existing community college advisory committees to leverage the work of these committees to inform our planning and policies for career pathway development, and to help ensure that these advisory committees benefit from the perspectives of the workforce system.**

**Region 8 focuses on working with corporations that can offer multi-dimensional support, such as work experiences, internships, job shadowing, tutors, mentors, and provide consultation about the Youth program. WIOA contributes to economic growth and business expansion by ensuring the workforce system is job-driven and matches business customers with skilled individuals.**

1. To support a local workforce development system that meets the needs of businesses in the local area (§ 679.560(b)(3)(ii));

**The Integrated Business Service Team is designed to be a group of individuals who work with businesses to form a single point of contact that represents all of the participating partners. Business customers say there is a need for AJC services that include candidate screening, validation of the job-seeker information, assessment, less paperwork, and applicants from the centers who are equal to or better than walk-in applicants. Business customers also need employee commitment and loyalty, a single point of contact, and knowledge about AJCs’ products and services.**

**Region 8’s business service plan clearly identifies products and services and their attributes and features that appeal to potential customers. The flow of business services follows these steps: a) assist in the forecasting of skills and knowledge needed by businesses in Region 8, b) identify eligible training providers, c) work with educational entities to provide customized training based on business customer needs and expectations, d) prepare a pool of job ready applicants and begin training them, and e) conduct targeted recruitment.**

1. To better coordinate workforce development programs and economic development (§ 679.560(b)(3)(iii));.

**Region 8 has several economic development agencies. Region 8 works closely with each one. Grow NELA works with employers in Caldwell, East Carroll, Franklin, Madison, Ouachita, Richland, Tensas and West Carroll Parishes in Region 8. NELA Grows provides professional economic development services to the other parishes of northeast Louisiana, including Morehouse, Ouachita, and Union. North Louisiana Economic Partnership covers Jackson Parish. The organization also represents the interests of north Louisiana with a unified voice and as a single point of contact. It acts as a catalyst, a convener, and a connector in the region to ensure that north Louisiana’s economic development potential is realized.**

**Region 8 is also closely tied to other regional economic development agencies providing them with workforce intelligence when asked to do so to attract potential employers to the region.**

1. To strengthen linkages between the one-stop delivery system and unemployment insurance programs (§ 679.560(b)(3)(iv));

**A service strategy designed by LWC is already in place for providing career services to Unemployment Insurance (UI) claimants. The staff working in the centers are trained and knowledgeable in the provision of information regarding filing claims for unemployment compensation. The two words “and assistance” imply a more affirmative responsibility to assist claimants in the claims filing process. Staff will need to be fully trained on customer-centered service delivery practices. These services will be expanded so all customers experience a “common front door” for all partner programs and a triage/assessment process to measure academic and occupations skills that leads to seamless customer flow and access to the services needed.**

**Region 8 has developed, convened, and implemented sector partnerships; one in the Healthcare sector and a second in manufacturing. Region 8 knows how fast the Healthcare industry is changing. Every day there are pressing questions and issues related to patient care quality, costs of care, a qualified workforce, technology innovations, public awareness and wellness, among a myriad of other topics. Aware that no single organization could do this work well alone, the LWDBs of Region 8 worked across Healthcare organizations and with community partners to navigate the new demands. That’s why the Northeast Louisiana Healthcare Alliance was launched**.

1. To promote entrepreneurial skills training and microenterprise services (§ 679.560(b)(4));

**WDBs-81 and 83 will establish relationships with entities that provide guidance, support, and resources to encourage microenterprises, defined as a small business employing nine (9) people or fewer and having a fairly small balance sheet, and entrepreneurial opportunities, including the Louisiana Small Business Development Center at University of Louisiana at Monroe. If a WIOA participant is interested in their own business start-up, they are connected with the appropriate partner.**

1. 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 (§ 679.560(b)(3)(v)).

**A top priority for Region 8 is to ensure that the entire customer spectrum has accurate and available knowledge in order to make informed choices about career pathways for job seekers, and real-time, relevant access to labor market data for employers. Armed with quality data and sound interpretation, the WDBs and staffs of Region 8 are able to better navigate the workforce and economic environment in our region.**

**WIOA highlights sector partnerships as a key strategy for meeting the needs of employers, workers, and job seekers. Sector Partnerships are industry-driven and community supported by education, workforce development, economic development and community organization which are required to truly support a regional industry and to connect job seekers to jobs.**

**In October 2022, Workforce Development Board-81 launched a sector partnership, NELA MAC. It was formed to serve as a hub for information, bringing together industry leaders, entrepreneurs, and community members to exchange ideas, best practices and technological advancements. By fostering a collaborative environment, the consortium seeks to stimulate innovation, efficiency, and sustainability within the northeast Louisiana manufacturing sector.**

**Region 8 will continue to focus on convening and collaborating with various organizations and workforce stakeholders. Region 8’s Integrated Services Team is a key player in the combined employer engagement process. A strength of Region 8 is the implementation of work-based learning programs, including Youth Work Experiences and On-the-job Training programs.**

**Although these programs have their own unique rules, regulations, and targeted populations, they share a unity of helping local businesses access a viable talent pool through work-based learning, which in turn supports Region 8’s participants in obtaining meaningful employment.**

**Region 8 actively uses On-the-Job Training opportunities as one of the cornerstones of its practical learning components. With a high rate of retention, the OJT program is one that both employers and job seekers actively inquire about.**

**Region 8 provides other business services and implements strategies that meet the workforce development needs of our local area employers. For example, Incumbent Worker Training provides both workers and employers with the opportunity to build and maintain a quality workforce and increase both participants’ and companies’ competitiveness. This type of work-based training and upskilling is designed to ensure that employees of a company can acquire the skills necessary to retain employment and advance within the company, or to acquire the skills necessary to avert a layoff. Incumbent worker training is designed to be responsive to the special requirements of an employer or a group of employers in partnership with other entities for the purpose of delivering training.**

**Transitional jobs are a type of work-experience considered an individualized career service. Transitional jobs are time-limited and wage-paid work experiences that are subsidized up to hundred (100) percent. These jobs are in the public, private, or nonprofit sectors and are only available for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, as determined by the regional AJC staff. Transitional jobs provide an individual with work experience that takes place within the context of an employee-employer relationship. Region 8 will use transitional jobs to establish a work history for the individual, demonstrate success in the workplace, and develop the skills that lead to entry and retention in unsubsidized employment.**

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

**Closely tied to the solutions sought by businesses in Region 8 is the expanded use of work-based learning (Registered Apprenticeships, Youth Apprenticeships, Pre-Apprenticeships, Customized Training, On-the-Job Training, Incumbent Worker Training and others). This emphasis recognizes work-based learning as often the most effective mechanism for delivering Training and Education solutions in an environment that is directly shaped to and for the needs of the employer. This is beneficial because it’s an earn-while-you-learn environment. Employers like this process because it is a plus for their business.**

**Work-based training models will utilize work-based learning to fill Region 8’s business needs for skilled employees, thereby increasing employee earning potential and the business’s bottom line.** **To ensure quality in work-based training, Region 8 will demonstrate evidence of the following criteria:**

* **Occupation training for in-demand jobs as defined by Occupational Forecasting Conference and approved by the State Board (Workforce Investment Council) accessible through Star Jobs**
* **Clear program goals**
* **Outreach implementation to program participants and employers regarding OJT opportunities; including leveraging various partners' relationships with employers**
* **Standardizing and streamlining forms, including contracts and training plan templates in Region 8**
* **Clear roles and responsibilities for trainers, worksite supervisors and support personnel**
* **Assessments to identify existing skills of individual learners**
* **Reasonable training length reflecting both the complexity of the job and skills of the trainee**
* **Specified methods of instruction**
* **Assurance that participants are job-ready prior to work-based training opportunities**
* **Established evaluation processes**
* **Clear expectations and feedback to assess progress toward achieving learning/skills acquisition goals.**

**Incorporating Registered Apprenticeship into service design and delivery is one way Region 8 will address the middle skill jobs that account for over half of Louisiana’s labor market. One way to accomplish this is by having American Job Center staff involved and engaged in screening and assessment for current registered programs.**

**The Northeast Louisiana Rural Apprenticeship Network (NELA RAN) was established in Region 8. The project will create new apprenticeships with the opportunity to obtain training for skilled trade careers.**

**Region 8’s BSTs are working throughout Region 8 to improve the capacity of the workforce system relative to incorporating Registered Apprenticeship in service design and delivery, as well as to support the emphasis on career pathways. The engagement of BST staff with the State apprenticeship staff has also been robust, and we expect that partnership to continue. LWC believes, as does Region 8, Registered Apprenticeship is a model that strikes “…the critical balance between serving individuals and employers in a manner that will produce strategies that in the long run are good for both.”**

**Louisiana Department of Education through CTE internships is currently facilitating swift pathways into the labor force requiring streamlined pathways from education to employment. This will be achieved through the development of career pathways that provide clear progression routes for individuals entering or advancing in the labor market. By integrating work-based learning opportunities, such as internships, apprenticeships, and on-the-job training, into education and training programs, individuals can gain practical experience and build industry connections, increasing their employability.**

**The WIOA grant provides funds for employer incentives to assist with OJT and Related Technical Instruction (RTI) training costs. The Integrated Business Service Team will promote this benefit braiding funds with OJT contracts and Individual Training Accounts (ITAs) to increase the amount of WIOA funds utilized by employers with a Registered Apprenticeship model and encourage Registered Apprenticeship expansion across Region 8.**

**During National Apprenticeship Week in 2023, Region 8 held an event; the two local workforce boards coordinated together. This event focused on informing employers of the benefits of Registered Apprenticeship and how WIOA funding can amplify programs. A key strategy in Region 8 is the expansion of the use of Registered Apprenticeship programs where employer and employee are equally committed to the program’s success. Registered Apprenticeship programs have demonstrated that employers benefit from lower employee turnover, increased employee productivity, improve employee problem-solving skills and enhance employee relations.**

**Region 8 continues working to develop new non-traditional programs in industries such as Healthcare and advanced manufacturing. Region 8 continues to encourage new and currently existing programs to take advantage of registered apprenticeship under WIOA regulations. Provisions in WIOA clearly support the expansion and incorporation of registered apprenticeship as an evidence-based approach to workforce development.**

1. 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.

**Region 8 partners realize the value and significance of shortening the time from credential to employment. A range of activities are in place region-wide. All work-based learning activities (OJT, pre-apprenticeship, apprenticeship, and transitional jobs) are geared toward moving workers into employment more quickly and effectively. Region 8’s integrated and the local Business Service Teams listen to employers’ needs and work to better understand their training needs.**

**LDCC has partnered with high schools to offer dual credit programs, which help students quickly complete their degree and enter the workforce, while saving money along the way. LDCC is also working with four-year universities to ensure credits are recognized and accepted. Louisiana Delta Community College is exploring a range of non-credit programs in conjunction with businesses, which often facilitate industry-recognized credentials more quickly than traditional course timelines, especially when these are interim credentials that would normally be part of a longer college course or program. Workers retain the value from these interim steps in themselves and should more easily be able to later take additional credentials that can be stacked toward college degrees.**

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

* Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its regions.
* Expanding career pathway opportunities through more accelerated and work-based training and align and integrate programs of study leading to industry-recognized credentials and improved employment and earnings.
* Expanding career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and expansion of bridge programs.
* Expanding information for employers and job seekers to access services to support the alignment and integration of economic development, workforce development and education initiatives for supporting sector partnerships and career pathways.

**The Louisiana Workforce Commission (LWC), in partnership with DCFS, shares job seeker registration data to promote efficient use of public assistance resources. DCFS clients, who may benefit from WIOA staff services, are referred to Region 8’s AJC offices for additional assistance.**

**Region 8’s relationships with Adult Education promotes training opportunities for Title I WIOA participants. The integration of Title II Adult Education into the workforce system promotes the flow of communication of labor market needs and education and training opportunities between Adult Education and Workforce Development. These stakeholders use WIOA programs and internal data to maximize the efficiency of its shared programmatic efforts.**

**Grow NELA provides professional economic development services to northeast Louisiana. Grow NELA delivers visible, impactful results that attract new jobs, expand the tax base, grow the population and create more wealth for all residents of the 10-parish northeast Louisiana region.**

**Region 8 will foster the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors through the following efforts:**

* 1. **Work with our economic development partners within Region 8 to identify existing partnerships and initiatives with employers in our key sectors.**
  2. **Identify local employers willing to provide expertise to our sector initiatives.**
  3. **Work with community partners to organize and or expand work within existing partnerships or create new partnerships.**

**And, as outlined in the State Plan:**

* 1. **Increase the use of labor market and educational data and technology, in coordination with local data, to inform and guide strategic workforce development decisions.**
  2. **Develop focused, regional workforce initiatives that blend partner resources (co-. investment) to educate and train workers for jobs within the workforce region.**
  3. **Increase the alignment and efficacy of formula, discretionary and competitive workforce funding in efforts to support regional and local workforce initiatives.**
  4. **Promote meaningful, portable industry credentials supported throughout the workforce delivery system.**
  5. **Fortify a system of accountability for the workforce development system that supports and promotes the evaluation of the effectiveness of state and local workforce development boards in meeting the workforce demands of business and workforce.**

**Region 8 will expand career pathway opportunities through more accelerated and work-based training and align and integrate programs of study leading to industry-recognized credentials and improve employment and earnings by:**

1. **Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors.**
2. **Expanding information for employers and jobseekers to access services by improving the alignment and integration of economic development, workforce development, and education initiatives for supporting sector partnerships and career pathways.**

**Region 8 will expand career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and expansion of bridge programs by taking the following steps:**

1. **Expand and incentivize the utilization of evidenced-based workforce strategies that support targeted populations (e.g., the long-term unemployed, individual with disabilities, veterans, out-of-school youth) into sector-based career pathways leading to gainful employment.**
2. **Enhance and expand the delivery of integrated reentry and employment strategies to reduce recidivism among Region 8’s returning citizens and meet the skill and workforce needs of business and industry.**

**Region 8 will expand information for employers and job seekers to access services to support the alignment and integration of economic development, workforce development and education initiatives for supporting sector partnerships and career pathways by:**

1. **Make Labor Market Information more accessible and easier to use. Training will be made available to all job center staff and core partners via webinars and in person trainings.**
2. **Partners and employers in LWDA-83 receive a local workforce report on labor market information monthly, which includes data on jobs data, labor force statistics and real time labor market information.**
3. **Workforce and economic development professionals, as well as our education partners, will continue to work together to coordinate mutually beneficial activities. It is also vital that we continue to work together to attract employers from the targeted industries where current and future workforce development opportunities, such as On-the-Job Training, Incumbent Worker Training and Customized Training opportunities, are available.**

# **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.

1. 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:
2. 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.
3. 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 is incorporated by reference into this plan*.*

**As stated in Policy Number OWD 2-23.2, “the WIOA vision for the workforce system is that partner providers, programs and other entities are jointly responsible for the collaboration of workforce, economic development, educational, and other human resource programs to create a seamless, customer-focused One-Stop delivery system that integrates service delivery across all programs and enhances access to all services.” WDB-83 will align and coordinate services as required by this policy.**

**LWDA-83 has established a one-stop delivery system through which core employment-related services are provided and through which access is provided to other employment and training services. Services are accessed through a physical one-stop center (American Job Center) in each parish in the area. One comprehensive center exists within this workforce development area, Morehouse Parish American Job Center.**

**The comprehensive AJC, is physically located at 250 Holt Street, Bastrop, LA. It is where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners, as well as with any other partners as determined by the Local WDB. WDB-83 feels the comprehensive center exemplifies the characteristics of a high-quality AJC as described in DOL’s TEGL No. 4-15. The comprehensive one-stop center reflects a welcoming environment to all customer groups including persons with disabilities. The integrated staff of both local and state-merit employees are courteous and helpful to all job seekers, businesses, and others who interact with the Center, in person, by telephone, or online. The comprehensive Center has:**

**1) one (1) WIOA Title I and three (3) state-merit staff persons physically present, and the Center provides the career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430;**

**2) access to training services;**

**3) access to employment and training activities carried out under section 134(d) of WIOA;**

**4) access to programs and activities carried out by one-stop partners; and**

**5) workforce and labor market information.**

**Customers have access to partner programs, services, and activities during regular business days at the comprehensive one-stop center – Monday thru Wednesday and Friday: 8:00 a.m. – 4:30 p.m., and on Thursday: 8:00 a.m. to 12:30 p.m. The WDB-83 program director may establish flexible service hours at other times to accommodate schedules of individuals who work on regular business days or who, because of life circumstances, are not able to access the Center during regular business hours. LWDB-83 staff is providing career services in the comprehensive Center. Career services are also provided through access to one-stop partner programs and activities, which are delivered in two (2) ways:**

**Option 1. Having a program staff member physically present at the Center at assigned days and times; or**

**Option 2. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.**

**All WIOA career services are available in the comprehensive Center. Most of the career services are also available at any of LWDA-83’s nine (9) affiliated sites.**

**LWDB-83, with the agreement of the local elected official, has developed and entered into a memorandum of understanding with one-stop partners, the designated one-stop service center operator, and conducts oversight of the partners and centers.**

**The six core WIOA one-stop partners are:**

* **WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by LWC,**
* **Title II-Adult Education and literacy programs administered by the Department of Education (DOE),**
* **Title III - Wagner-Peyser employment services administered by LWC,**
* **Title IV – Rehabilitation Act of 1973 programs administered by LWC.**

|  |  |  |
| --- | --- | --- |
| **WIOA**  **Title I** | **Adult Employment & Training** | WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient. |
| **Youth**  **Employment &**  **Training** | WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities. |
| **Dislocated Worker Employment**  **Training** | WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company down-sizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation. |
| **WIOA Title II** | **Basic Education For Adults** | Adult Education and Literacy services and opportunities include high school equivalency instruction and testing (HiSET/GED), resources for migrant and seasonal farmworkers, family literacy including childcare services, prep for college enrollment, integrated teaching in career pathways of Health care, Manufacturing, and Business/Retail, career guidance and decision-making, workplace skills preparation and credentialing, coaching and support, and student leadership organizations. |
| **WIOA**  **Title III** | **Wagner-Peyser**  **Employment Services** | Wagner-Peyser Employment Services, often referred to as basic labor exchange services, provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders. |
| **WIOA Title IV** | **Vocational Rehabilitation Services** | Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual’s disability and functional limitations other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services. |

**In addition to the core partners, the following partner programs provide access through the one-stops:**

* **Career and Technical Education (Carl D. Perkins Vocational and Technical Education Act)**
* **Local Jobs for Veterans**
* **MET**
* **Title V of the Older Americans Act (National Association for Hispanic Elderly-Ayuda)**
* **Temporary Assistance for Needy Families Programs**
* **Unemployment Compensation Programs.**

**A key mechanism utilized by WDB-83 to ascertain that clear and effective service delivery occurs is the development and implementation of MOUs with the core and required partners. This process reduces duplication of services for employment and training activities. The MOU:**

1. **describes the manner in which the WIOA program partners are legally authorized to participate in the delivery of services, under the provision WIOA, through LWDB-83, the American Job Centers and WIOA Core Program partners;**
2. **establishes a definition and set of shared infrastructure costs to support the partnerships and service delivery between the core program partners, AJCs, and WDB-83, in our local area as authorized by WIOA; and**
3. **guides the establishment on how services can be connected, integrated or enhanced by sharing staffing, resources or jointly designed services in ways that improve outcomes for “shared” customers – job seekers and businesses.**

**Additional programs also may be partners in the AJCs in LWDA-83 with the approval of LWDB-83 and the local elected official. All partners and LWDB-83 have entered into a written memorandum of understanding describing the services to be provided, how the costs of the services and operating costs of the system will be funded, methods for referral of individuals between the one-stop operators and partners for appropriate services and activities, and other matters deemed appropriate.**

**The Infrastructure Funding Agreement (IFA) used by WDB-83 and its mandatory partners contains the infrastructure costs budget, which is an integral component of LWDA-83’s overall one-stop operating budget. The operating budget consists of additional costs, which include applicable career services, and shared operating costs and shared services. WDB-83 feels that an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fully functioning and successful local service delivery system. Local WDB-83, one-stop partners, and the CEO negotiated the use of the currently used IFA design, along with which additional costs to include while developing the operating budget for the local system. The overall one-stop operating budget is included in the MOU. WDB-83 continues to evaluate the process for the development and modification of MOUs with core and required partners.**

**The IFA includes the following elements:**

**a) The period of time in which the IFA is effective;**

**b) Identification of the infrastructure costs budget, which is a component of the one-stop operating budget;**

**c) Identification of all one-stop partners and the CEO**

**d) A description of the periodic modification and review process to ensure equitable benefit among one-stop partners;**

**e) Information on the process the Local WDB, CEO(s), and one-stop partners used to reach consensus or the assurance that the local area followed the SFM process;**

**f) A description of the process to be used among partners to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.**

**The IFA also includes the signatures of individuals with authority to bind the signatories to the IFA, including all one-stop partners, CEO, and WDB-83 Chairperson.**

**WDB-83 and its partners were able to use the Local Funding Mechanism in order to afford the WDB and its partner programs the flexibility to design and fund a one-stop delivery system through consensus, to meet the needs of our local area. By leveraging the funds and resources available to partners, and WDB-83 to optimally provide program services to our mutual customers.**

**WDB-83, CEO, and all required partners negotiated and agreed to the comprehensive center budget amounts for one-stop infrastructure funding, as well as the methods of calculating these amounts. The infrastructure funding terms are included in the MOU as an IFA, and both the IFA and MOU have been signed by the appropriate parties.**

**The one-stop partner programs’ proportionate share of funding was calculated in accordance with WIOA, its implementing regulations, and the Uniform Guidance. It was based upon a reasonable cost allocation methodology, whereby infrastructure costs are charged to each partner based on the partner’s proportionate use of the dedicated comprehensive center and the relative benefits received, and is considered to be allowable, reasonable, necessary, and allocable. Partners’ contributions are reviewed quarterly and reconciled against actual costs incurred, and adjusted to ensure that actual costs charged to any one partner are based on proportionate use and relative benefit received by the partner and its respective program or activities. WDB-83 believes each partners’ program contribution is consistent with the program’s authorizing statute and regulations, as well as with the Uniform Guidance.**

**Individuals who meet the respective partner’s program eligibility requirements will be encouraged by WDB-83 Career Services Team members to not only participate in Adult/Dislocated Worker and Youth programs, but other partner program services as needed, concurrently. Co-enrollment offers the opportunity to access additional program services and funds to help address a participant’s specific barriers to employment and/or education. Career Service Team members will determine the appropriate level and balance of services for each individual under each Title I program. WDB-83 partners will identify and track the funding streams that pay the costs of services and ensure there are no duplication of services.**

1. Provide information regarding the use of technology in the one-stop delivery system, including a description of:
2. 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)).

**Workforce Development Board-83 clearly understands the concept of providing an experienced staff to the ten (10) American Job Centers. These centers will continue to provide excellent services to the residents and employers of Local Workforce Development Area-83. WDB-83 policies are in place that support a customer-centered, fully integrated, service delivery system that ensures customers have maximum access to the full range of education, employment, training, and supportive services available through the partner programs. Workforce Development Board-83’s transition into WIOA included the updating of these policies to guarantee all partner services are made available to customers that may need them.**

**WDB-83 will conduct outreach to our more rural, impoverished communities where unemployment rates can be notably higher than the State average. WDB-83 will continue to explore the value and need for additional services for these remote areas.**

**Workforce Development Board-83’s workforce system promotes accessibility for all job-seekers to the centers and in program services, and is fully compliant with accessibility requirements for individuals with disabilities. AJC staff will be trained to assist job-seekers with disabilities in all partner programs. Assistive technology is in place, and front-line staff members are trained in the use of this technology.**

**All Louisiana local American Job Centers use HiRE (Helping Individuals Reach Employment), which is the case management, data collection and reporting system for the State. LWC ensures that LWDB-83 develops and utilizes an integrated job seeker customer flow between WIOA Core Program Partners, which will build statewide integrated, technology-based intake and case management information system as the main entry portal into the expanded Louisiana Workforce Development System for all staff and common customers (both job seekers and employers). WDB-83 hopes all workforce partners may make use of this system in the near future through data sharing agreements with the State.**

**The local workforce development boards of Region 8 carry out workforce activities by partnering locally though memoranda of understanding to implement core, non-core and other partner programs.**

**LWDA-83 will also work to evaluate and identify opportunities to implement additional streamlined systems, when applicable. For example, the two local workforce development boards within Region 8 use the same On-the-Job Training contract with employers to further reduce redundancies and inefficiencies.**

**WDB-83 strategizes to increase the use of local labor market and educational data and technology to inform and guide strategic workforce development decisions. The Louisiana Workforce Commission has a duty to develop data collection and management strategies that will meet the needs of data sharing between core partners. These plans hopefully will develop as system requirement updates are realized and cybersecurity measures are enhanced to protect personally identifiable information.**

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

**The need for technology to facilitate remote access to services provided through the one-stop delivery system was quickly realized with the onset of the coronavirus pandemic in the spring of 2020. WDB-83 provided means for multiple entry methods into the WIOA-system, flexible scheduling of staff, and other innovative use of technology customized for the job readiness needs of its customers. The extent to which the eligible training providers in LWDA-83 also demonstrated the effective use of technology for their instruction to include distance education. Providers were able to expand instructional content and delivery techniques to leverage technology to enhance educational opportunities. WDB-83 effectively found uses of technology, such as DocuSign and Zoom, to improve system efficiencies, not just during the pandemic, but as a new way of conducting WDB-83 business.**

1. Describe how the Local Board will support the strategies identified in the Combined State Plan and work with entities carrying out core programs, including a description of (§679.560(b)(1)(ii)):
2. Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i));

* Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credential and industry-recognized credentials that lead to in-demand occupations;
* Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions;
* Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments;
* Investigating how targeted marketing can identify segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations;

**A few years ago, the State launched an initiative to balance the emphasis on services between employers and job seekers. This initiative is operated in LWDA-83 out of ten (10) AJCs. The initiative’s purpose is to increase the “value” of services that are provided to both employers and job seekers throughout the region. Integral to this system is an understanding of and allowance for needed services to individuals with “significant barriers to employment” and the requirement for “priority of service” under WIOA.**

**To comply with Workforce Innovation and Opportunity Act, the American Job Centers in LWDA-83 follow the priority of service provisions for veterans in accordance with the requirements of section 4215 of Title 38, United States Code.**

**WDB-83 Policy #200-10-01: Priority of Services to Veterans guarantees that Career Services Team members will ensure all veteran (and qualifying spouses) customers have a complete HiRE record. It is important to emphasize that homeless veterans meet the criterion of having a “significant barrier to employment” and are immediately referred to the regional Disabled Veteran Outreach Program (DVOP) specialist for enrollment into the appropriate AJC workforce programs.**

**After a customer is identified as a veteran, it is required the following are completed:**

* **HiRE WIOA Pre-Application, update customer information, and/or WIOA Application;**
* **For those identified in need of career development, Background Wizard which includes all of the following: educational history, work/employment history, and skills information; and**
* **Updated resume with copies given to the Veteran customer.**

**All services offered and provided to veteran customers are recorded in HiRE. The veteran is provided with or referred to any other needed supportive service. Documentation of these referrals via case notes are kept in the customer’s HiRE account.**

**In order to provide information on veterans approved for, as well as denied, Workforce Innovation and Opportunity Act services, Career Services Team members will print a copy of the application completed in HiRE on all veterans and qualifying spouses. These applications will be kept in a designated folder at each parish center.**

**After a decision has been made on the path of service – WIOA funded, referred to other agencies, or denied services – documentation should be attached to the application and returned to the veteran’s folder.**

**Individuals who are underemployed and meet the definition of a low-income individual may receive career and training services under the Adult program on a priority basis. Individuals who meet the definition of an individual with a barrier to employment who are underemployed may also be served in the Adult program; however, unless they are a recipient of public assistance, a low-income individual, or are basic skills deficient, they are not eligible for service on a priority basis.**

**LWDB-83 continues to develop and refine innovative and effective models for obtaining industry recognized credentials, including integrated education and training approaches, such as, career pathways, industry or sector partnerships, including those pertaining to Registered Apprenticeship programs and opportunities. Integrated Education and Training (IET) is a service approach that provides three components simultaneously, concurrently, and contextually: (1) adult education and literacy (2) workforce preparation activities, and (3) workforce training.**

**Youth with special challenges and issues that make it difficult for them to succeed at school often have limited workforce opportunities as adults. Youth with the most serious challenges, referred to as “disconnected”, are those between the ages of 14 and 24, are low income and either unemployed, not enrolled in or at risk of dropping out of school, involved in the justice system, homeless, or in foster care. These youth will benefit from comprehensive, integrated programs, including programs that combine education, job training and preparation, counseling, health and mental health interventions, and social services.**

**LWDA-83 has clearly defined its Youth program design and service strategies to ensure services provided to youth offer the individual a career pathway. Such a pathway provides a combination of education (pathway may start with adult literacy), training, and other services in a manner that accelerates the educational and career advancement of the individual. WIOA outlines a broader youth vision that supports an integrated service delivery system.**

**The number or proportion of Limited English Proficiency (LEP) individuals eligible to be served or encountered in LWDA-83 and the frequency of these encounters is very low. With this number being so low, it will not be required for each American Job Center in the area to post notices in commonly encountered languages notifying LEP persons of language assistance. Instead, LWDA-83 staff will be instructed to contact the Foreign Language Department of the University of Louisiana at Monroe (318-342-1525) for assistance in identifying the language spoken by the customer and to attain interpreter services as per WDB Policy 200-14-01: Language Assistance Plan. Google Translate is a mobile or website that can translate the written or spoken word from one language to another. Staff can us this platform to speak to LEP customers. Written Words Translation is a function that translates written words or text to a foreign language. Speech Translation is a function that instantly translates spoken language into the selected foreign language. Availability of Google Translate is made known to customers in all LWDA-83 AJCs.**

**In view of the fact that it is essential for the American Job Center staff to be knowledgeable about the organization’s obligation to provide meaningful access to information and services for LEP persons, this Language Assistance Plan includes training to ensure staff knows the LAP policy. Language Assistance Plan training will be included as part of the orientation. (Reference: WIOA SEC. 3. Definitions. (21) English Language Learner) Workforce Development Board-83 will ensure that the AJC staff are informed about the importance of providing services to individuals who are English Language Learners and individuals who face substantial cultural barriers, including immigrants, refugees, and new Americans under WIOA.**

**An attempt will be made to notify LEP persons that language services are available and that they are free of charge. LWDA-83 will work with community-based organizations, including our WIOA Partner agencies, to inform LEP persons of the language assistance available. Notices in local papers in languages other than English may be used if a LEP population is identified in an area. During presentations at schools, civic, and religious organizations, our communities will be notified that the LAP Plan has been implemented.**

**The Language Assistance Plan will be re-evaluated for potential plan modification based on LEP populations in the service area or population encountered or affected in the area. If the frequency of encounters with LEP language groups or availability of resources increases, the plan may be modified. If the existing assistance does not seem to be meeting the needs of LEP persons or identified sources for assistance are no longer available or viable this plan may be revisited to reflect current resources. (WDB Policy #200-14-01: Language Assistance Plan)**

**WDB-83 will scale up the use of Integrated Education and Training models to help adults receive high school equivalency diplomas, work on other basic skills and English language acquisition while earning industry-recognized credentials that lead to in-demand occupations. WDB-83 utilizes eligible training providers, in collaboration with other WIOA partners and employers, to provide adult education and literacy activities, concurrently and contextually with both workforce preparation activities and workforce training for a specific occupation or occupational cluster. The IET must be a part of a career pathway with a single set of learning objectives for a specific occupation or occupational cluster for the purpose of educational and career advancement which may be any one of the approved WIOA training services defined in section 134(c)(3)(D) of the Act.**

**The Louisiana Career Pathway model provides a combination of rigorous and high-quality education, training, and other services that align with the skill needs of industries in Region 8. The model prepares adults for success by organizing education, training and other services to support their particular needs including:**

* **counseling to accomplish goals,**
* **educational training and workforce preparation that is offered simultaneously, concurrently, and contextually within a specific occupation or occupational cluster;**
* **allowance for attaining a recognized high school equivalency credential; and**
* **entrance or advancement within a specific occupation or occupational cluster.**

**WDB-83 will work with core programs, such as Adult Education, and one-stop partners to facilitate new methods of service delivery, increase secondary credential attainment opportunities, leverage technology to enhance educational opportunities and transition to Integrated Education and Training (IET) opportunities through Louisiana Career Pathways.**

**Integrated education and training services of sufficient quality and intensity will be designed based on the most rigorous research available. Workforce preparation activities may include activities, programs or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into postsecondary education, training, and/or employment. Performance benchmarks and performance standards are established with the expectation that LWDA-83 will maintain or exceed performance standards through effective service delivery and innovation.**

**Efforts will be increased by WDB-83 to apply knowledge gained from dual credit partnerships within the general education program to increase career and technical education (CTE) dual credit programming and diversify courses that are offered. Louisiana Delta Community College, with five (5) campuses in LWDA-83, partners with local high schools and home-schooled students to offer successful dual credit programs. Both LWDA-83 and LDCC work closely with employers to ensure skills and credentials attained meet the needs of business and industry. LDCC is working diligently with four-year universities to ensure credits are recognized and accepted. Working side-by-side with the local school systems, LWDB-83 and business/industry, LDCC is attempting to expand the dual credit program in all regional demand sectors such as Manufacturing, Health Science, Architecture and Construction, and a fourth cluster - Business Management. These clusters were updated in January 2023 at the Carl Perkins Regional meeting. However, this is challenging because many area secondary schools do not have the necessary facilities or qualified instructors to provide instruction within such programs. Because of the rural demography of our local area, LDCC’s virtual services are being expanded to address this challenge.**

**WDB-83 agrees with the idea that a person’s skills and learning should be valued by higher education, regardless of how those skills and learning were acquired. Prior Learning Assessments (PLA) are one way those skills can be evaluated. A person’s college-level extra-institutional learning for the purposes of awarding college credit or advanced standards should be recognized. PLA policies should not discriminate against students who may have acquired their skills and knowledge through specific types of life experiences, including family background and upbringing. Native and heritage speakers of non-English languages, for example, should have the same opportunities as non-heritage speakers to demonstrate their learning and earn college credit. This is an issue not only about equity and fairness, but also about impact. WDB-83 will work with LDCC and local universities to help determine the most effective marketing methods and messages to inform their students of these assessments.**

**LWDA-83’s mature workers provide a powerful resource for knowledge sharing and direct transmission of workplace skills, knowledge and institutional cultures to new workers. WDB-83 will work closely with its Business Services Team to develop knowledge-sharing practices that can be adopted and implemented by employers in the local workforce area. The BST will work to recruit new or recent retirees and senior workers from partner agencies to serve as mentors for adult students in training for the same or similar occupations as well as support these firms in developing mentoring efforts for newly hired workers. Although mentoring is not a major aspect of WIOA programming at WDB-83 at this time, effective models can be explored over the term of this plan and incorporated into initiatives that would be best served by the addition, such as mentoring for women who are breaking into traditionally male fields.**

**Louisiana has a large population of underemployed individuals working less than thirty (30) hours per week. WDB-83 will engage in a planning process that explores identifying unemployed and underemployed individuals that lack a high school diploma, basic skills, and post-secondary credentials. WDB-83 will develop additional strategies on how identified individuals will have access to the services and employment and training activities including providing access through the local American Job Centers, job readiness training provided through career coaching and working with training and service providers around stackable credentials.**

**Implementing regional process improvement strategies to create shared access to data between partner agencies should reduce duplicate efforts and streamline customer interactions. This will be significant, making co-enrollment in multiple programs commonplace. Co-enrollment provides the customer with the ideal service plan while allowing the workforce system to utilize its resources in an efficient manner.**

**Basic career services offered in LWDA-83 include the determination of whether an individual is eligible to receive assistance from the adult, dislocated worker, or youth programs, including co-enrollment among these programs. In addition to the Adult and Dislocated Worker formula grants, the Workforce Development Board-83 (WDB) of Region 8 also administers training grants intended to serve Dislocated Workers when applicable. These grants include the National Dislocated Worker Grant (NDWG)-Louisiana Severe Storms and Flooding, and, most recently, the COVID-19 Disaster Recovery NDWG. Utilizing appropriate co-enrollment service strategies, Region 8 is able to expand the capacity to serve Dislocated Workers through increased OJT and supportive services access.**

**LWDA-83 will encourage co-enrollment of job-seekers in one or more core programs delivering services through the centers. WIOA provides for youth through 24 years of age, which will likely create more co-enrollments across Youth and Adult programs.**

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

**LWDA-83 will work with both secondary and post-secondary education partners to facilitate the development of career pathways, especially within targeted industry sectors, as a strategy to help individuals of all skill levels complete the education and training they need to attain industry recognized credentials and occupations. In order to achieve these goals, our relationship with educational providers in the region/local area is paramount.**

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

**AJCs in LWDA-83 offer training services such as ITAs and work-based learning that lead to industry-recognized credentials in in-demand career fields as shown through LWC’s LMI. Having labor market information improves workers’ ability to make informed decisions about training and employment.**

**LWDB-83 has been commissioned by WIOA to establish procedures to identify priority occupational skills training in programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations identified by the State. Post-secondary training that takes less than two years has been shown to have valuable returns. Post-secondary training programs that result in credentials related to technology, state licensure, and in-demand occupations are associated with particularly positive outcomes. WDB-83 will abide by these procedures in order to train a workforce highly skilled in the occupations deemed to be in-demand.**

**Another approach is to align sector strategies with secondary career technical education initiatives to advance career pathways for high school graduates. Louisiana Department of Education (LDE) has adopted a framework (JumpStart) to enhance its career technical education programs to prepare high school graduates for post-secondary credentialing and, ultimately, for high-skill, high-demand jobs in the state. The focus of this framework is to line up workforce needs with secondary and post-secondary student preparation. As a result, a seamless system of career education and labor market opportunities for high school students can be developed in line with sector strategy goals of the area.**

1. Provide information regarding the local coordination strategies with state (including the Combined State Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of:
2. Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6)).

**WDB-83 has developed an innovative approach to improving services through local coordination strategies. This involves organizing roundtable meetings with key community stakeholders to facilitate open discussions. Roundtables have already been established in Caldwell and Richland Parishes, with plans to extend this initiative to Franklin and Morehouse Parishes in the near future. These Roundtables aim to bring together key stakeholders—including educators, local government officials, industry professionals, business owners, and community leaders—to discuss and address the education, training, economic development, workforce development, and other community needs in our parishes.**

**Every two weeks, WDB-83 hosts the Rural Community Collaborative, a strategic partnership that unites community stakeholders involved in rural business development.  The group meets to share updates on current projects and explore opportunities for coordinating services and events. Participants include WDB-83 leadership, LDCC, North Delta Regional Planning, economic development representatives, and LWC Business Services.**

**Drawing on the improved alignment and coordination with partner programs during the past few years, WDB-83 has sought to improve the quality and accessibility of services that job seekers and employers receive at their local American Jobs Center, especially the comprehensive AJC located in Morehouse Parish. WIOA directed federal agencies to take certain actions to better align and integrate service delivery across multiple programs. WDB-83 will continue to improve the fragmentation, overlap, and potential for duplication among the core and mandated programs and identify the areas of inefficiencies. Determining whether fragmentation and overlap exist among programs is a key step in WDB-83 identifying opportunities to improve efficiency and effectiveness of programs.**

**It is important to use the performance results of core and mandated programs to assess options to reduce or better manage negative effects of fragmentation, overlap, and duplication, such as inefficient use of program funds. Evaluation and other periodic reviews during the LWDA-83 Partner Meetings could help identify ways to address gaps in information on how partner programs are serving the employment and training needs of specific populations, such as youth and dislocated workers, or the extent to which they have implemented practices to manage unwanted effects of fragmentation and overlap and improve coordination and efficiency. However, there are still numerous efforts state level administrators could undertake to improve coordination among the programs, including exchanging more information on strategies and methods used by each program to address obstacles that impede coordination. WDB-83 is learning whether its actions to improve partner program coordination and integration is working, but must continue undertaking activities that will lead to desired results – alignment and coordination of partner agency programs in LWDA-83.**

**WIOA provides significant flexibility to local areas when providing services with adult and dislocated worker funds. In addition to the required career and training services, LWDA-83 may use these funds to provide additional job seeker services, business services, as well as to facilitate enhanced coordination between other partner programs and entities. These funds may be to develop new types of technical assistance, develop new intake procedures, test new procurement methods which may lead to better outcomes for job seekers, and ensure provision of robust services for businesses throughout the workforce system. Permissible activities provided by WDB-83 include:**

* **Customer support to enable individuals with barriers to employment (including individuals with disabilities and veterans) to navigate among multiple services and activities (e.g., WDB-83 has a dedicated staff member specializing in disability services);**
* **Training programs for displaced homemakers and for individuals training for nontraditional occupations (see WIOA sec. 3(37));**
* **Work support activities for low-wage workers, in coordination with American Job Center partners, which will provide opportunities for these workers to retain or enhance employment. Work support activities are a strategy that can be used to ensure quality services to individuals who are underemployed. This may include any activities available under the WIOA Adult and Dislocated Worker programs in coordination with the appropriate activities and resources available through partner programs. For example, an apprentice who has not yet reached the full wage-rate could be provided these services to help him/her to continue to advance in the RA;**
* **Employment and training activities in coordination with activities to facilitate remote access to services provided through the American Job Center network, including facilitating access through the use of technology; and**
* **Strengthening linkages between the American Job Center network and the unemployment insurance programs.**

**LWDB-83’s Morehouse Parish AJC designated as a Comprehensive One-Stop Center offers an all-embracing array of services for job seekers as required by WIOA. For employers, all required WIOA services are available in the comprehensive centers.**

**One change perceived to be helpful in program eligibility for Adult and Dislocated Worker participants, is the ability to transfer funds between Adult and Dislocated Worker programs. The WDB may transfer, if approved by the Governor, up to 100 percent of funds between Adult and Dislocated Worker activities.**

**WIOA continues to focus on job search and placement assistance, as well as career counselling. What is new to WIOA is the emphasis on the provision of information on in-demand industry sectors and occupations as well as provision of information on non-traditional employment.**

**WIOA has no sequence of service. Customers may access training immediately. LWDA-83 will meet the job-seeker where they are and move them through a series of planned courses of study while working with them to reach self-sufficiency. WIOA career services may be self-service, informational, group, staff-assisted, and/or one-on-one. Career services are not required for initiation of training services. To be considered appropriate for training, eligibility for WIOA training services requires an interview, evaluation, or assessment, and career planning, before being determined by AJC staff or a partner agency as unlikely or unable to obtain or retain employment. The training must lead to economic self-sufficiency or wages comparable to or higher than wages from previous employment.**

• **Outreach, intake and orientation to information and other services available through the service delivery system;**

* **LWDA-83 provides individuals with the opportunity to initiate an application for Temporary Assistance for Needy Families (TANF) assistance, Supplemental Nutrition Assistance Program (SNAP) benefits, Child Care Assistance Program (CCAP) benefits, via the DCFS Community Partner initiative. WDB-83 is a silver community partner with DCFS. These services have been implemented through the provision of paper application forms and links to the application web site;**

**• Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;**

**• Labor exchange services, including—job search and placement assistance and career counseling**

**• Referrals to, and coordination of activities with, other programs and services**

**• Workforce and labor market employment information, including accurate 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; information relating to local occupations in-demand; and the earnings, skill requirements, and opportunities for advancement for occupations in demand;**

* **Provision of performance information and program cost information on eligible providers of training services by program and type of providers and workforce services by program and type of providers;**

**• Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures;**

**• Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance;**

**• Assistance in establishing eligibility for financial aid assistance for training and education programs; and**

**• Provision of information and assistance regarding filing claims under UI programs.**

**LWDA-83 uses a comprehensive assessment created locally to be accessed via Survey Monkey to assess customers on their first visit. We also use CASAS (Comprehensive Adult Student Assessment System) for grade-level assessing. WDB-83 utilizes previous assessments, when possible, to reduce duplicate assessments and develop enhanced alignment across partner programs.**

**WDB-83 has the WorkKeys assessment installed in all centers, but have not used them to their fullest potential. With the creation of the North Louisiana Work Ready Community, we look for that to change. Four (4) parishes in LWDA-83 are participating in the North Louisiana Work Ready Community effort. Union, Richland, Jackson and Morehouse Parishes have met the goals necessary to be designated Certified Work Ready Communities and have been acknowledged by the sponsors of the community to move to the next step and have set new goals to maintain this status.**

**WIOA staff when using WIOA Adult funds to provide individualized career services, training services, or both give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Under WIOA, priority is implemented regardless of the amount of funds available to provide services in the area.**

**The priority established in the previous paragraph does not necessarily mean that these services may only be provided to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. However, WDB-83 has not identified any additional priority populations. For the purpose of determining eligibility of adult under WIOA, individualized career or training services will constitute a minimum of 51% of adults served meeting the priority target groups. This minimum threshold will ensure that LWDA-83 AJCs are targeting adults in most need of services beyond basic career services while developing talent pools that meet the short-term as well as long-term workforce needs of local businesses.**

**The local WDB has developed a policy on supportive services (WDB-83 Policy 200-28-12: Standard Operating Procedures for Provision of Supportive Services or Assistance [revised 08/01/2023]) that ensures resource and service coordination in the local area. WDB-83 Policy 200-23-03: Standard Operating Procedures for Provision of Referrals to/from Partners addresses procedures for referral to such services. These policies establish limits on the provision of supportive services, including a maximum amount of funding to be available to a participant. The supportive service policy ensures that supportive services are WIOA-funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I activities.**

**LWDA-83’s supportive services include:**

**• Assistance with transportation;**

**• Assistance with child care and dependent care;**

* **Emergency expenses such as car registration, first month’s insurance fees, or vehicle repairs;**
* **Temporary assistance with housing;**

**• Needs-related payments;**

* **Utilities assistance;**

**• Referrals to Healthcare;**

**• Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear;**

**• Payments and fees for employment and training-related applications, tests, and certifications;**

* **Provision of prepaid data/minute card(s) to ensure the participant has connectivity to the job ready platform; and**
* **Fees associated with registering for classroom training.**

**Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services. Needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully. The maximum level of needs-related payments established by the WDB-83 is $20.00 per day, not to exceed $500.00 in one month.**

**While basic career services are available to all participants, individualized career services are available to participants after staff have determined that such services are required to retain or obtain employment. Generally, these services involve significant staff time and customization to each individual’s needs. Individualized career services offered locally include services such as: specialized assessments, developing an individual employment plan, counseling, and work experiences (including transitional jobs), to name a few.**

**Follow-up services are provided, as appropriate, for Adult and Dislocated Worker program participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. WDB-83 has established a policy (WDB-83 Policy 300-02-02: Guidance on Follow-up Services) that defines what are considered to be appropriate follow-up services for the Adult and Dislocated Worker programs.**

**Despite numerous studies indicating a robust return on investment, reported data indicate low utilization of Registered Apprenticeship (RA) as a workforce development strategy; this stands true for WDB-83. Based on the new statutory provisions supporting Registered Apprenticeship, WDB-83 has set goals to increase training provided by Registered Apprenticeships. WDB-83 is working to create new RA opportunities as well as increase participation in established apprenticeship programs.**

**WDB-83 has partnered with the RA system in Region 8 and uses RA opportunities as a career pathway for job seekers and as a job-driven strategy for employers. RA programs are automatically eligible for inclusion on the Eligible Training Programs List (ETPL), if they choose to be, allowing ITAs to support participants in RA programs. WDB-83 is committed to fully integrating RA programs as an employment and training solution for its local job seekers and employers.**

**OJT contracts are entered into with RA program sponsors/participating employers in registered apprenticeship programs for the OJT portion of the program. With the length of the registered apprenticeship traditionally depleting the $7,000 cap on OJT (WDB Policy 400-04-08 [revised 10/17/2023]), these funds only cover some of the duration of the registered apprenticeship.**

**Workforce Development Board SDA-83, Inc. has been awarded a States’ Economic Development Assistance Program (SEDAP) grant funded by the Delta Regional Authority to establish the Northeast Louisiana Electrical Apprenticeship Rural Network (NELA E.A.R.N.). The project allows residents of rural communities another option for career training. Individuals in rural northeast Louisiana are faced with limited opportunities and often face the choice of leaving home for better education, training and employment, or settling for a low-wage, low-skill job in the community. The NELA E.A.R.N. Project will train and place adults from LWDA-83 through an apprenticeship program and create a new rural electrical workforce pipeline and a rural apprenticeship recruitment and outreach network. This project also offers case management and career counseling. The project will address unmet training and hiring needs while providing twenty (20) individuals with self-sustaining careers over the 24-month grant period.**

**The Northeast Louisiana Rural Apprenticeship Network (NELA RAN) was established in Region 8. The project will create new apprenticeships with the opportunity to obtain training for skilled trade careers.**

**It is not only educational barriers that can hinder success. There are other obstacles; these may include child care, transportation issues, and/or relationship problems. Career Service Team (CST) members will help participants identify and find solutions for pitfalls or roadblocks that might hinder them from reaching their goals.**

**The initial assessment of customers will calculate the participant’s skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs. AS expected, LWDA-83 learned WIOA initial assessment goes far beyond the “How may I help you?” of WIA. Using WorkKeys system of assessments, LWDA-83 will determine participant’s specific skill levels to know which skills are particular strengths and where there are skill gaps. These assessments are assumed to be conducted in a one-on-one, staff-assisted setting.**

**Part of being able to accelerate learning and progress of the participants will be the ability to provide individual and flexible program elements. LWDA-83 will develop a system of case management support by taking advantage of the system partners.**

**Participants of LWDA-83 will meet with the Career Services Team member on a regularly scheduled basis to review their progress and plan for their future. Every decision made about the participant’s career path will be made by the Career Services Team member and the participant.**

**A process presently exists for staff to assess customers’ educational barriers and refer them to the appropriate services that address their specific educational needs. This is true of the service strategy for Youth participants who have been determined to be basic skills deficient. The process in place provides them with access to educational activities, through LDCC’s Center of Adult Development program. Now that LWDA-83 has wholly transitioned into WIOA and identified the partners participating in the workforce development system, Youth are able to access programs, activities, and supportive services to assist them in obtaining high school and postsecondary credentials and succeeding in careers.**

**WDB-83 will aid community partners in identifying the five (5) new program elements and ensure eligible Youth have access to them: financial literacy, entrepreneurial skills training, services that provide labor market and employment information about in-demand industry sectors or occupations available in the region (such as career awareness, career counseling, and career exploration services), education offered concurrently with workforce preparation activities and training for specific occupations or occupational clusters and activities that help youth prepare for and transition to post-secondary education and training.**

**Participants hold each other accountable and encourage one another to stay with the plan developed for them, by them, in their Individual Service Strategy (ISS).**

**LWDA-83 will create a pipeline of youth services providers who work with young people, employers, and the community colleges, to ensure young adults are career ready and can have long-term success in market-driving sectors. WDB-83 has taken a sector-specific approach to ensure the alignment of skilled workers with the needs of employers. It will be the needs of business and workers that will drive workforce solutions. WDB-83 works to make sure career pathways are leading to actual vacant jobs in Region 8, including at this time, the targeted industries of Healthcare and Social Assistance, Manufacturing, Construction and Business Management. WDB-83 works to ensure alignment between training, the needs of the employers, and the community college system. With the right messaging and tools, employers can be great partners of WDB-83 in providing the kinds of training opportunities that young adults need to make the transition to being highly motivated, highly productive employees in the workforce of Region 8.**

**WDB-83 will continue to formulate partnerships to advance LWDA-83’s Youth services. One of the responsibilities of the system’s key partners and stakeholders is to take a concentrated look at the eligible youth population in LWDA-83 and identify the principal service needs of out-of-school youth.**

**LWDB-83 has arranged for each partner providing a program of youth workforce activities, to ensure that any eligible applicants who do not meet the enrollment requirements of their particular program or who cannot be served will be referred for further assessment, as necessary, and referred to the appropriate programs. WDB-83 ensures that those eligible youth that are not enrolled in the program are appropriately referred to alternative programs, if available.**

**LWDA-83 and these key partners and stakeholders will develop an on-going, collaborative approach for recruiting, referring, and providing holistic Youth services.** **LWDA-83 has conducted an assessment of available organizations and programs within the area that provide services to eligible populations to determine areas of strengths, weaknesses, and opportunities that are being addressed in the WIOA Youth services program design and ensuring maximum leveraging and alignment. Program activities assessed were those that may be provided with a partner program for Youth, such as tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies; alternative secondary school offerings or dropout recovery services; paid and unpaid work experiences with an academic and occupational education component; occupational skill training, with a focus on recognized postsecondary credentials and in-demand occupations; leadership development activities (e.g., community service, peer-centered activities); supportive services; adult mentoring; follow-up services for at least twelve months after program completion; comprehensive guidance and counseling, including drug and alcohol abuse counseling; integrated education and training for a specific occupation or cluster; financial literacy education; entrepreneurial skills training; services that provide labor market information about in-demand industry sectors and occupations.**

**Follow-up services are critical services provided following a Youth’s exit from the program to help ensure the Youth is successful in employment and/or postsecondary education and training. Follow-up services include monthly contact with the Youth's employer to offer assistance in addressing work-related problems that arise. Follow-up services begin immediately following the last expected date of service in the Youth program. Follow-up services for LWDA-83 Youth may include: (1) supportive services; (2) adult mentoring; (3) financial literacy education; (4) services that provide labor market and employment information; and (5) activities that help the Youth prepare for and transition to postsecondary education and training. All youth participants are offered an opportunity to receive follow-up services. Furthermore, follow-up services are provided to all participants for a minimum of twelve (12) months unless the participant declines to receive the services or the participant cannot be located or contacted. Some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services for such individuals. LWDB-83 has policies in place to establish how to document and record when a participant cannot be located or contacted (WDB-83 Policy 300-02-02: Guidance on Follow-up Services). A request to opt out or discontinue follow-up services made by the Youth is documented in the case file.**

**WIOA also authorizes the following changes that have been addressed in policy changes:**

* **Out-of-school youth must be aged 16 – 24, not attending any school, and meet one or more additional conditions, which could include:** 
  + **school dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter; hold a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner; subject to the juvenile or adult justice system; homeless, runaway, in foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement; pregnant or parenting; an individual with a disability; low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment**
* **In-school youth must be aged 14 - 21, attending school, low income, and meet one or more additional conditions, which could include:**
  + **basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete an educational program or to secure and hold employment.**

**In WDB-83 Policy 100-14-02 (revised 07/01/2020), “Needs additional assistance” is defined as:**

1. **Has a family history of chronic unemployment (during the two years prior to application, immediate family members living in the household were unemployed longer than employed);**
2. **Has been referred to or is being treated by an agency for depression or a substance abuse-related problem;**
3. **Is a youth 16 years of age or older who has not held a job for longer than three months, has sporadic employment (has held three or more jobs within the last 12 months and is no longer employed), or is currently unemployed and was fired from a job within six months of WIOA application;**
4. **Child of currently incarcerated parent(s);**
5. **Resides in a non-traditional household setting (single parent, lives with unofficial guardian, grandparent(s), domestic partner);**
6. **Lives with only one or neither of his/her natural parents; or**
7. **Lives in public housing.**

**Not all the benefits of participating in a WIOA activity are quantifiable; many are intangible, such as improved participant self-esteem and morale.  Moreover, trying to set a monetary value on the value of training is complex. For LWDA-83, it will be simpler to do cost-to-benefit ratio calculations when the program is serving many participants, when the program represents a sizable investment of financial resources, and when the "before" and "after" performance factors are tangible, can be quantified in some manner (i.e., with measurable indicators), and can be assigned monetary values. There are many different ways to calculate return on investment.  Region 8 awaits guidance from the State on which method to use.**

**Incentive payments to Youth participants are used for recognition and achievement directly tied to training activities and work experiences. WDB-83 has policies and procedures in place governing the award of incentives and ensure that the incentive payments are tied to the goals of the program.**

**Financial literacyservices are novel to WIOA services. Financial literacy services include the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals. Financial literacy also comprises the ability to manage spending, credit, and debt, including credit card debt, effectively. Awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct inaccuracies in the reports and scores), and their effect on credit terms are also contained in financial literacy services. LWDA-83 participants will learn the ability to understand, evaluate, and compare financial products, services, and opportunities.**

**Region 8 establishes relationships with employers to provide Youth with work experience activities. LWDA-83 will improve its work experience activities to include a component of academic and occupational education, which may include summer employment, internships that are linked to careers, service learning, and OJT.**

**WDB-83 website will be used to engage employers in partnering to create programs for out-of-school youth, a partner directory will be available as a platform to focus on involved employers’ commitment to young people and their employment potentials. There would be a prominent place on the website to elevate commitments that employers are making to youth in the workforce. Most of the commitments would be from companies whose names are recognizable, but since we represent rural northeast Louisiana, we would like to have commitments by smaller employers as well. In our area it’s critical to get young people involved with these small and medium-sized employers. Internships and mentoring are two ways for employers to help young adults begin to develop their skills, networks, and experiences they need in order to be prepared for work.**

**It is essential that Youth participants are experiencing the standards and expectations within the program that they will need to comply with outside of the program. LWDA-83 brings into its Youth programs the ethics one should perform in an apprenticeship program, in college, and/or in employment. LWDA-83’s Youth programs will be rigorous and challenge participants to meet very high expectations, but this will be done with support from all partners whose goal is to see the participant successful.**

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

**Adult literacy services in Region 8 are delivered through Louisiana Delta Community College’s Center for Adult Development. CAD funds and administers services intended to improve the basic academic skills and English language proficiency of adults.**

**CAD’s instructional services are intended to improve the reading, writing, listening, and math skills of individuals who are not enrolled in secondary or postsecondary education, as well as the English language proficiency of adult speakers of other languages. For the most part, adult literacy programs are aimed at bringing the learner’s academic and English language skills to the level represented by completion of a secondary school education program.**

**In some cases, individuals have high school completion credentials but still lack the reading and math skills necessary to be successful in post-secondary education or career training programs. To address this problem, CAD offers developmental education courses that provide remedial instruction to raise the literacy skills of enrolled students to at least a beginning post-secondary level. The term developmental education is also used to describe programs of academic instruction made available for incumbent workers who may have a high school credential but need to upgrade basic literacy skills in order to improve their job performance and/or advance their careers.**

**The purpose of the workforce development system is to improve the quality of jobs and workers and support economic development by ensuring the availability of a skilled, competitive workforce. While adult literacy activities are not the system’s main focus, they are a key priority according to WDB-83’s strategies to creating a sustainable workforce system.**

**The relationship established with LDCC’s Center for Adult Development (CAD) has included a formalized MOU and infrastructure agreement to ensure that duplication of services is eliminated and the value of services between the two partners is quantified.  In addition, CAD is represented on the LWDB.**

**The Title II Adult Education and Family Literacy Act (AEFLA) program competition is run by Louisiana Department of Education, and all funding decisions are made by LDE. The local board will review applications submitted to LDE for WIOA Title II funds for alignment with the goals and strategies of this local area plan, and then provide recommendations to LDE on ways to improve alignment, if applicable. The Executive Director and WIOA Program Director of WDB-83 will review the WIOA Title II applications for alignment with the local area plan. The application will be presented with any recommendations to the Board. The application with the consented recommendations and Board signatures will then be resubmitted to LDE for improvement of alignment.**

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

**Wagner-Peyser provides employment services and career counseling to job seekers, as well as labor exchange services to job seekers and employers. LWDA-83, as does the entire State, already meets a major requirement of WIOA to co-locate Wagner-Peyser employment services and staff in the AJCs. Unemployment Insurance claimants receive the same services as all other job seekers, including job training, labor exchange, career counseling, and labor market information. The UI claimant/job seeker also receives eligibility assessments and referrals to an array of education resources and training providers.**

**The Employment Service focuses on providing a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market, other services may be available such as: job seeker assessment of skill levels, abilities and aptitudes; career guidance, when appropriate; job search workshops; and referral to training.**

**In LWDA-83, as in the State, the agricultural industry is characterized by a large workforce with numerous job openings, chronic unemployment and underemployment due to the cyclical nature of the work, and below average pay. Migrants and seasonal farmworkers, whose livelihood is primarily derived from agricultural employment, not only experience the chronic unemployment or underemployment inherent in the industry, but also face additional, significant barriers to employment. These include low levels of education, limited English proficiency, inferior housing, and few assets to sustain them through a period of retraining. In addition, farmworkers also experience geographical isolation and many lack transportation. Public transportation is rarely available where they live.**

**Migrant seasonal farmworkers are given information on services they may be eligible to receive. They are given partner contact information. Partners may schedule an appointment to come into the AJC to meet with migrant seasonal farmworkers.**

**The services offered to the employers in LWDA-83, in addition to the referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills, and other attributes, assisting employers with special recruitment needs, arranging for job fairs, assisting employers to analyze hard-to-fill job orders, assisting with job restructuring, and helping employers deal with layoffs. Offering WOTC and other tax credit information to employers, assisting with labor market information for workforce wages, and prescreening applicants to ensure they meet employer qualifications, are all additional services available through Wagner-Peyser funding.**

**Job seekers who are veterans receive priority referral to jobs and training as well as special employment services and assistance.  In addition, the system provides specialized attention and service to individuals with disabilities, ex-offenders, youth, minorities, and older workers.**

**Unemployed workers are provided information on how to file for unemployment compensation in Louisiana. Also, a phone number to call for assistance with UI claims is toll free. Computers are available in the resource area of the AJCs in LWDA-83 for the applicants’ convenience. UI claimants are asked to register in the HiRE system and can create a resume. They have the ability to conduct work searches and generate job alerts.**

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

**WDB-83 supports extensive collaboration across multiple workforce and disability service systems including Louisiana Rehabilitation Services, business leadership networks, and other community and nonprofit organizations. WDB-83 supports the workforce development system’s participation in the Social Security Administration’s (SSA) Ticket to Work (TTW) Program as WDB-83 is an employment network. Many Supplemental Security Income and Social Security Disability Insurance beneficiaries use the AJC system to seek employment opportunities. As an employment network, WDB-83 has expanded the capacity of the AJCs to better serve Social Security beneficiaries with disabilities.**

**In order to align the core programs and create additional flexibility, LWDB-83 will use funds allocated for adult and dislocated worker activities to improve coordination between employment and training programs for individuals with disabilities. This will ensure a highly coordinated service delivery in coordination with Title IV activities to ensure that individuals with disabilities receive the services they need for their career needs.**

**WDB-83 is committed to promoting the employment opportunities of people with disabilities. Through WIOA programs, AJC staff provide assistance so job seekers with disabilities can work. Having a Ticket-to-Work Employer Network in Region 8 enables the AJC system to provide benefits planning and job search to Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) beneficiaries. Staff of LWDA-83 works closely with program partners, with the major of these being Louisiana Rehabilitation Services, made up of government agencies, community organizations, and private sector employers, to reach our area’s job seekers with disabilities.**

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

**While the workforce system’s core function remains focused on employment, WIOA legislative intent was to significantly impact policies and ultimately provide more access to post-secondary credentials than occurs when workforce and post-secondary systems work independently.**

**LWDA-83 has an extensive history of effective alignment between workforce programs and public secondary and post-secondary institutions and agencies, particularly the community college-Louisiana Delta Community College (LDCC). As a result of our sector partnership, a concentrated effort continues to strengthen our partnership with the University of Louisiana at Monroe, a four-year university. LWDA-83 continues to work collaboratively with the local secondary and post-secondary education programs in the community to fully implement the strategic intent of WIOA.**

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

**WDB-83 plays a critical role in aligning workforce development programs with the needs identified in regional or local assessments, particularly in connection with the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) and the Carl D. Perkins Career and Technical Education Act. The role of WDBs in collaborating with entities that carry out core programs (such as adult, dislocated worker, youth, and Wagner-Peyser programs) and other workforce development programs is essential for ensuring that career pathways and programs of study are effectively integrated and aligned to meet both workforce needs and educational goals.**

**WDB-83 will work closely with various entities, such as local educational agencies, community colleges, and training providers, to ensure the programs of study and career pathways align with local and regional workforce needs. They will ensure the following:**

* **Integration of Workforce Development and Education Programs: Collaborating with Perkins-funded career and technical education (CTE) programs and other workforce training providers to develop programs of study that align with the current and future needs of employers in the region. This includes technical skills training as well as soft skills development.**
* **Service Coordination: Ensuring that core programs (such as Title I, Title III under WIOA, and Perkins-funded CTE programs) are well-coordinated so that participants can access a seamless array of services, including job placement, career coaching, work-based learning, and academic support.**

**Under Perkins V, the Perkins Comprehensive Local Needs Assessment (CLNA) is a key tool for understanding the workforce development needs of the community. The WDB-83 will support the implementation of the CLNA by:**

* **Assessing Regional Labor Market Needs: Collaborating with local employers, labor organizations, and industry groups to assess the local labor market, identify in-demand occupations, and determine the types of training and skills that are needed.**
* **Supporting Data-Driven Decision-Making: Working with educational institutions and training providers to ensure that the CLNA is based on accurate, up-to-date labor market data and aligned with local employment opportunities.**
* **Identifying Gaps in Workforce Development: Using the data from the CLNA to identify gaps in training programs, service delivery, and workforce readiness. This information will help the local WDB ensure that Perkins-funded CTE programs and other workforce development initiatives are addressing the current and future workforce needs.**

**Career pathways are a central component of Perkins V and WIOA, and WDB-83 can play a key role in promoting these pathways by:**

* **Developing Clear Pathways: Helping to design clear career pathways in collaboration with educational institutions, employers, and training providers. These pathways should provide participants with opportunities for stacked and latticed credentials, so they can advance through progressively higher levels of education and employment.**
* **Linking Education and Employment: Ensuring that career pathways are not just educational tracks but also provide work-based learning opportunities, apprenticeships, internships, and employer partnerships that can lead to stable employment and career advancement.**
* **Leveraging Regional Resources: Working to ensure that career pathways leverage resources from both workforce development and CTE programs, ensuring that participants have access to training, employment services, and career advancement opportunities across various industries.**

**To ensure that workforce development programs and CTE offerings under Perkins V are aligned, WDB-83 will work to:**

* **Strengthen Partnerships with Educational Institutions: Work closely with secondary and postsecondary education institutions, including community colleges, technical schools, and universities, to align curricula and training programs with employer needs.**
* **Bridge Education and Workforce Training: Ensure that students transitioning from CTE programs or postsecondary institutions have the skills and certifications necessary to meet the demands of local employers. This might include aligning CTE certifications with employer requirements and creating pathways for students into apprenticeships and on-the-job training programs.**

**WDB-83 will actively engage employers to ensure that Perkins-funded CTE programs and other workforce development initiatives are responsive to the needs of local businesses:**

* **Identifying Employer Needs: Engaging employers in identifying the skills they require and ensuring that training programs meet those needs. This may include creating advisory boards or sector partnerships to help guide the development of training programs.**
* **Ensuring Work-Based Learning Opportunities: Facilitating employer involvement in work-based learning experiences such as internships, apprenticeships, and job shadowing, which provide students with real-world skills and employers with a pipeline of trained workers.**

**By working together, local Workforce Development Board 83 and the entities carrying out core programs, including Perkins V-funded programs, can enhance the effectiveness of workforce development services. This collaboration ensures that career pathways and programs of study are aligned with current and future labor market demands, helping to improve outcomes for both individuals and local employers. Through the integration of data, resources, and employer input, these partnerships can help create a more robust and effective workforce development system.**

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

**Supportive services for individuals are coordinated with community agencies as well as partner agencies such as adult education, vocational rehabilitation, and Veterans programs.**

**In coordinating and collaborating with partners, WIOA resources will be used to provide supportive services when other funding is not available.**

**WIOA allows for the provision of supportive services to enable an individual to participate in career services and training services. Supportive services such as transportation, work gear, licensure tests, child care, dependent care, and housing, may be necessary to enable an individual to participate in activities authorized and consistent with the provisions of the WIOA Title I-B.**

**Transportation issues are one of the most common barriers to individuals participating in activities as well as those seeking immediate employment. In all of the parishes in LWDA-83 there are no public transportation options available for training or work. Current practices include reimbursement of expenses toward transportation.**

**WDB-83 plays a critical role in coordinating the provision of transportation and other appropriate supportive services to ensure that individuals have the necessary resources to participate in workforce development programs and secure employment. These services are essential in overcoming barriers that might prevent individuals, particularly those with low incomes or other challenges, from accessing job training, educational opportunities, and employment. The WDB-83 will collaborate with service providers, community organizations, and employers to design and implement supportive services in alignment with the needs of the local workforce.**

**LWDA-83’s other supportive services include:**

* **Assistance with child care and dependent care;**
* **Emergency expenses such as care registration, first month’s insurance fees, or vehicle repairs**
* **Temporary assistance with housing;**
* **Needs-related payments;**
* **Utilities assistance**
* **Referrals to health care’**
* **Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear;**
* **Payment and fees for employment and training related applications, tests, and certifications;**

**and**

* **Fees associated with registering for classroom training.**

**Each program operated through the local workforce development system, including WIOA, Perkins V, and other local initiatives, may provide a different set of supportive services based on its target population and program objectives. The WDB must ensure that each program offers appropriate services to meet participants' needs and that these services are coordinated effectively.**

**The WDB-83 will ensure the provision of supportive services for individuals in the WIOA programs (Adult, Dislocated Worker, and Youth programs). These services may include:**

* **Youth Program Support: For youth participants, the WDB may provide services such as tutoring, mentoring, leadership development, and financial literacy programs, along with child care, transportation assistance, and other supports.**
* **Dislocated Worker Support: Individuals in the dislocated worker program may need services like emergency financial assistance, skills upgrading, job search assistance, and access to retraining programs.**

**In partnership with educational institutions and training providers, the WDB will ensure that Perkins V-funded programs provide supportive services to students pursuing programs of study in career and technical education. These services might include:**

* **Tutoring and Academic Support: Academic assistance to help students succeed in technical training programs, especially in areas such as math, reading, and technical subjects.**
* **Mentorship Programs: Connecting students with mentors in their chosen career fields to provide guidance, advice, and support.**
* **Internships and Work-Based Learning Opportunities: Creating opportunities for students to gain hands-on experience and establish professional networks.**

**To effectively provide transportation and supportive services, the WDB-83:**

* **Collaborate with Community Organizations: Partner with local non-profits, faith-based organizations, and community groups to expand the range of services available to participants.**
* **Leverage Local Resources: Ensure the efficient use of local resources, such as housing programs, food assistance, and community health services, to support the holistic needs of individuals.**
* **Identify and Secure Additional Funding: Apply for grants or secure other funding sources to enhance the provision of supportive services and ensure sustainability.**

**The Local Workforce Development Board 83 will be responsible for ensuring the coordination and provision of transportation and other supportive services to individuals in workforce development programs. This includes working with local service providers and employers to address barriers such as transportation, child care, financial instability, and lack of technology access. By coordinating these services and ensuring they align with the needs of local job seekers, the WDB helps ensure participants can successfully complete their training, find employment, and advance in their careers.**

1. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:
2. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).

**The WIOA Adult program for LWDA-83 is designed to help adults receive training in demand occupations and find employment with speed and flexibility.**

**Career services are offered to all adults in LWDA-83 at the ten (10) AJCs. Job seekers who receive staff-assisted services will be co-enrolled in both Wagner-Peyser (WP) and WIOA Title I. This is so regardless of the presence of WP–funded staff at the enrolling service location, which is the majority of AJCs in LWDA-83.**

**Career services may include:**

* **Job search and placement assistance, including career counseling,**
* **Labor market information identifying job vacancies, skills necessary for occupations in demand, and relevant employment trends in the local, regional, and national economies,**
* **Initial assessment of skills and needs,**
* **Information on available services and programs, and**
* **Follow-up services to assist in job retention.**

**Individuals who qualify can also receive training services that provide industry recognized credentials in demand occupations. Following training, individuals are assisted with finding employment. Training services include:**

* **Occupational skills training**
* **Skills upgrading**
* **On-the-job training**
* **Pre-apprenticeship and apprenticeship training**
* **Academic and career preparation for training**
* **In limited cases, help with transportation and child care to attend training.**

**There are three (3) tracks that any job seeker may take; these are “Workforce Ready, in a Demand Occupation”, “Workforce Ready, Not in a Demand Occupation” and “Case Management”. During the course of service assessments and re-evaluation the job seeker may move from one track to another.**

**If an initial assessment indicates that the job seeker has no significant barriers to employment and is determined to be workforce ready in a demand occupation, the job seeker will be introduced to a member of the Business Services Team for job referral. The BST member will review the job seeker’s skills comparing them to specific demand occupation job vacancies, match those skills to the job vacancies and make a staff referral.**

**When the initial assessment indicates the job seeker is workforce ready, but not in a demand occupation, the job seeker will be referred to self-service and offered assistance as needed with informational services. These services will include guiding the job seeker to labor market information including jobs in demand, wage rates, education requirements, work search tools, skills and interest matching assessments.**

**Career Services Team members will follow up with and reassess job seekers as necessary. Continued failure to achieve employment may indicate the existence of a barrier to employment that was not identified earlier in the assessment process. If the job seeker is continually unemployed, more individualized services may be needed. The job seeker will be moved to the Case Management Track if this is the situation.**

**Job seekers who are not ready for the workforce because of poor work history, limited skills, limited education, lack of credentials, lack of soft skills, or have any other barriers to employment will be provided Individualized Career Services, including a Comprehensive Assessment and development of an Individual Employment Plan (IEP) with the job seeker.**

**In addition to providing career and training services to individuals who are unemployed, a significant number of job seekers in LWDA-83 are underemployed. WDB-83 has developed local policy WDB-83 Policy 100-02-02: Definitions for serving individuals that are underemployed. WDB-83 will consider individuals to be underemployed that include:**

• **Individuals employed less than full-time who are seeking full-time employment;**

**• Individuals who are employed in a position that is inadequate with respect to their skills and training;**

**• Individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36); and**

* **Individuals who are employed, but whose current job’s earnings are not sufficient compared to their previous job’s earnings from their previous employment.**

**In order to further clarify, the definitions of a dislocated worker, terms such as a “general announcement” of a plant closing, “unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters,” and “unlikely to return to a previous industry or occupation” are defined by the local Board. WDB-83 has a policy on standard operating procedures including determining eligibility of Dislocated Workers (WDB Policy 500-03-03), which provides the definition for “unlikely to return”. WDB has amended said policy to further describe “general announcement” and “general economic conditions”.**

**Individuals who were determined eligible for the Dislocated Worker program and who are determined to be underemployed, may still be considered eligible to receive services under the Dislocated Worker program. WDB-83 will develop a policy and procedures for determining underemployment for the dislocated worker program.**

**Available services for Dislocated Workers include:**

* **Assistance in job search and job placement**
* **Assessment of skills and barriers to employment**
* **Labor market and career information**
* **Skill enhancing workshops**
* **Referrals to community resources/partners**
* **HiSET training.**

**In LWDA-83, these services are provided through the American Job Centers or one-on-one with a WIOA Career Services Team member.**

**Training services may be available to individuals who are determined eligible and do not secure employment. Financial assistance may be provided for tuition, books and other support services depending on eligibility and need. Participation in a training program must lead to a profession determined to be a high-demand occupation.**

**BST members will review and coordinate with employers to produce complete and thorough job orders in HiRE. BSTs will also actively recruit, screen and refer job seekers to job orders, with the priority being on jobs in a demand occupation. BSTs will alert the CSTs about new job orders in demand occupations and assist with referral of job seekers who are workforce ready. BSTs daily review job orders to provide veterans’ priority searches.**

**The BST who made the referral to a demand occupation job, will follow up with the job seeker to determine the outcome of the referral.**

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

**Rapid Response works closely with Region 8 to ensure that dislocated workers receive program information and services.  Rapid Response provides core and intensive Rapid Response services at times and locations determined by LWC, the employer, and the needs of the affected workers. The Rapid Response Unit quickly and efficiently gathers the appropriate state and local resources and works with the employer/management to provide a package of services and activities that will help the affected workers get and keep subsequent jobs.**

**LWDA-83 works closely with the Rapid Response Unit to provide various services and activities which will enable dislocated workers to transition to new employment as quickly as possible following either a permanent closure or mass layoff, a natural or other disaster resulting in mass job dislocation, WARN, and/or other non-WARN events.  Services are typically delivered on-site in partnership with LWDA-83 and according to the needs and schedules of the workers.  These services may include Worker Orientation sessions which provide workers with a comprehensive overview of dislocated worker services including assessment, job search, training, unemployment insurance, and labor market information to name a few. Other customized on-site services may include job search workshops, Worker Transition Centers, and Job Fairs.  These services can range from assessment to career exploration to resume preparation to job search to educational opportunities.**

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

**WDB-83 understands and recognizes Governor Landry’s vision for serving youth. WDB-83 has continually served youth by initiating them to a demand-driven workforce system. WDB-83 makes key investments in serving disconnected youth, as well as other vulnerable populations. WIOA prepares youth for successful employment through increasing the use of proven service models. In accordance with WIOA, LWDA-83 has increased the percentage of youth formula funds used to serve out-of-school youth to 75 percent from 30 percent as was required under the Workforce Investment Act.**

**WDB-83 will spend at least 20 percent of youth formula funds on work experience activities such as summer jobs, pre-apprenticeship, on-the-job training, and internships so that youth are prepared for** **employment. Allowable expenditures that WDB-83 will count toward the work experience expenditure requirement include the following:**

**• Wages/stipends paid for participation in a work experience;**

**• Staff time working to identify and develop a work experience opportunity, including staff time spent working with employers to identify and develop the work experience;**

**• Staff time working with employers to ensure a successful work experience, including staff time spent managing the work experience;**

**• Staff time spent evaluating the work experience;**

**• Participant work experience orientation sessions;**

**• Employer work experience orientation sessions;**

**• Classroom training or the required academic education component directly related to the work experience;**

**• Incentive payments directly tied to the completion of work experience; and**

**• Employability skills/job readiness training to prepare youth for a work experience.**

**Policies supporting and methods of including these efforts are being established.**

**LWDB-83 has decided to directly provide youth services.**

**In order to measure Educational Functioning Level (EFL) gains after program enrollment, WDB-83 will use an NRS approved assessment for both the EFL pre- and post-test. With the introduction of TABE 11/12, LWDB-83 selected to use another assessment to measure EFL, CASAS.**

**LWDA-83’s American Job Centers actively participate in a wide variety of youth career development endeavors. When addressing the youth population considered, or categorized as “Out-of-School Youth” (OSY), we focus on the age group between 16-24 years old, and who are not participating in secondary or post-secondary education at the time of enrollment.**

**The focus of Youth services under WIOA supports the attainment of a secondary school diploma or HiSET which provides out-of-school youth and adults with the best opportunity to demonstrate their high school-level proficiency and their readiness for higher education or the workplace. Attention in the Youth program will provide for entry into post-secondary education and career readiness.**

**In the spirit of WIOA, Workforce Development Board-83 has shifted focus and resources to OSY, to ensure that this cohort of participants is engaged, despite the difficulties in doing so. The main focus for this age group is the offering of adult education and literacy activities through programs such as LDCC CAD, an education program for these specific participants as a mechanism to introduce, or re-introduce them to basic skills advances.**

**The process of recruiting youth to any of the partner programs will involve “casting a very wide net”. LWDA-83 will work within a system of cohorts where there will be a lot of cross-referral. LWDA-83 will identify organizations that work with the targeted youth population and actively communicate with them and make sure they know about the Youth program eligibility, admission dates, etc. and understand how to refer young people to the WIOA Youth program. If it is determined that WIOA is not the best provider for an individual young person, AJC staff will make all effort to be sure the customer receives a “soft landing” to the partner agency.**

**LWDA-83 has varied its Youth recruitment strategies. Utilizing multiple methods to reach out-of-school youth ensures that as many OSY as possible are contacted. One strategy is street recruitment which should demonstrate the highest percentage of enrollments. A Youth staff person will go into neighborhoods where the out-of-school youths can be found. LWDA-83 Youth staff have demonstrated dedication to the success of young people serving as mentors, and the young people see, and feel, that staff are genuine to their success.**

**In addition, many TANF participants may be eligible for the WIOA youth program given the OSY age increased under WIOA. American Job Centers in LWDA-83 partner with TANF in order to reach the TANF population.**

**Another strategy is friend and family referrals. This is generated by participants and family members of participants, past and present, who have seen the success of the program.**

**Prescreened and “vouched-for” referrals are yet another strategy. These come from system partners as well as other community agencies with whom an MOU has been negotiated. The MOU includes the process for an electronic referral (WDB-83 Policy #200-23-03 [revised 01/07/2023]). The referral comes directly to a staff member and that person follows up through phone or outreach to the young person. There is an agreement between agencies to provide feedback on whether or not the individual enrolled into a program or decided not to participate at that time.**

**The last strategy for recruitment is the use of social media. Eventually a Youth advisory group, along with a staff member, will monitor the media outlets to promote activities, events and services. With the use of social networking sites, such as Skype, Twitter, Facebook, etc., youth will be able to keep abreast of services and events offered in the local areas.**

**LWDA-83 will continue to grow its social media community as a way of communicating with young people, attend events specific to young people, as well as promote Youth programs in a variety of venues. However, the “experts” on out-of-school youth are the youth themselves.** **LWDA-83 will make the Youth participants actively involved in designing outreach and recruitment strategies and implementing program design. For example, the Youth will assist in the designing of what they deem appropriate language for prospective enrollees, assist with the way LWDA-83 frames the Youth program making sure it is effective in communicating to out-of-school youth, and they will tell LWDA-83 staff where to find out-of-school youths in our communities.**

**LWDA-83’s Youth programs are designed to provide disconnected youth access to career pathways and sector strategies to increase credential attainment and long-term career success.**

**WIOA affirms LWDA-83’s commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. LWDA-83 will make sure everything the participants do in the program is relevant to them and that they understand the connection between the activity they are in and how it will impact their future.**

**LWDA-83 sees three categories key to the engagement and retention of out-of-school youth. First is immediate immersion in career planning to reinforce the chosen career pathway. Secondly, supportive services. A large percentage of youth that LWDA-83 serves is economically disadvantaged and depends highly on the supportive services payments. Finally, employment opportunities that will go beyond what the Youth would normally have. The concept is not to just get the young person a job, but to identify a career pathway in a demand occupation that the young person will be able to continue on to earn a livable wage. All of LWDA-83’s employment development efforts will be tied to career pathways.**

**LWDA-83’s Youth program design will continue to incorporate assessment tools, such as *the* objective assessments of academic levels (CASAS), skill levels (WorkKeys), and service needs of each participant in order to link their service strategy to career pathways, leading to recognized post-secondary credentials. Career Service Team members who work with employers use the assessment results to develop work experiences. WDB-83 Policy 600-02-09: Youth Workforce Investment Activities Standard Operating Procedures (revised 05/01/2023) assures assessment instruments are valid and appropriate for the youth population, and provide reasonable accommodations in the assessment process, if necessary, for individuals with disabilities.**

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

**LWDA-83 has a strong history of meeting the minimum expenditure rate (75% of program expenditures) for out-of-school youth and is committed to continuing to do so.  Local areas are required to track youth formula-fund expenditures on the Monthly Expenditure Report.  These reports are reviewed and evaluated each month by the Executive Director, WIOA Program Director and the Accounting Supervisor to ensure adequate expenditure levels.  Service strategies are developed with the WIOA Program Director, the Executive Director and the One-Stop Operator to ensure adequate program participation is achieved to reach or exceed the minimum expenditure rate.  Corrective action is taken, when necessary, to increase expenditure levels by evaluating worksites and attendance.**

**Assessment, guidance and counseling, and work-based learning activities are at the forefront of LWDA-83’s high-impact program priorities for Youth, who may also access ITAs for occupational training in accordance with State and local policies.  LWDA-83 recognizes that out-of-school youth represents a large talent pipeline and an opportunity to invest in the future workforce generation. The Board will continue to advocate for programming that promotes workforce development of youth with barriers to employment which will incorporate the following:**

* **Occupational skills training, with a focus on career pathways and stackable credentials to facilitate achievable goals for youth**
* **Support services**
* **Remedial/prevocational training**
* **Work experience/Internships/On-the-Job training**
* **Assisting youth in achieving a Hi-SET**

1. Provide a description of how the local area will provide services to individuals with barriers to employment[8](#_bookmark0) as outlined in the Combined State Plan:
2. Provide information on how priority will be given to recipients of public assistance, other low- income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).

**WIOA emphasizes serving those individuals with barriers to employment and individuals more at-risk of not connecting to the labor market.  LWDB-83 serves individuals with barriers to employment who often need higher levels of service to achieve a positive outcome. WDB-83’s purpose is to provide individuals, including Youth participants with barriers to employment, with workforce investment activities, education, and support services to enter or retain employment.  WIOA’s definition of barriers to employment include:  a) displaced homemakers, b) low–income individuals, c) Indians, Alaska Natives, and Native Hawaiians, d) individuals with disabilities, including youth who are individuals with disabilities, e) older individuals, f) ex-offenders, g) homeless individuals or homeless children and youths, h) youth who are in or have aged out of the foster care system, i) individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, j) eligible migrant and seasonal farm works, k) individuals within two years of exhausting lifetime eligibility for TANF, l) single parents including single pregnant women, m) long-term unemployed individuals, and n) such other groups as the Governor determines to have barriers to employment.**

**Individuals with disabilities are identified as individuals with barriers to employment under WIOA, and receive any and all American Job Center services that would normally be provided to any other job seeker. Staff of LWDA-83 AJCs will advise and inform clients and other individuals with disabilities of all the available services and benefits under the Rehabilitation Act of 1973, as amended by WIOA.  WIOA provides new opportunities for coordination and referrals for the Title I Adult and Dislocated Worker programs to partner and enhance service delivery to individuals with disabilities, including those served under Title IV of WIOA.**

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

* Disaggregating data by race, gender and target population to reveal where disparities and inequities exist in policies and programs.
* Developing equity goals in conjunction with the education system and prepare action plans to achieve them.
* Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.
* Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.
* Providing training to workforce program staff on data-driven approaches to address equity gaps.
* Enduring workforce services are strategically located in relation to the populations in most need.

**WDB-83 will provide quality services to all customers including priority populations listed below that are outlined in the State Combined plan. Policy 100-15-02: Priority of Services for Adults and Dislocated Workers has been approved by the Board, with most recent amendments on April 20, 2021. One-Stop Partners will work cooperatively to serve these and all priority populations. WDB-83 will run reports in HiRE to examine the data related to these special populations recurrently. Priority Populations include:**

* **Low Income Individuals**
* **Basic Skills Deficient**
* **Veterans (WDB-83 Policy 200-10-01: Priority of Services to Veterans)**
* **Persons with Disabilities**

**LWDA-83 will continue to ensure that policies and programs in the local workforce system are accessible, regardless of racial, gender, or socioeconomic background. The One-Stop Operator and or the WIOA Program Director will publish quarterly reports to partners of the local area which will provide a detailed breakdown of clients by residential parish, race/ethnicity, education level, age, gender, basic needs, and job search needs in order to identify gaps in access to workforce and educational services. Where gaps are identified, partners will work to strategize solutions.**

**WDB-83 will review any existing equity goals from the area’s community college (Louisiana Delta Community College) and identify alignment between the institution’s equity goals. WDB-83 will incorporate those aligned goals as its own and develop strategies that will achieve its proposed outcomes.**

**Continual improvement and monitoring will be the responsibility of the Board. LWDB-83 will, in particular, focus on improving technology skills for all workers, but especially for minorities who consistently lag behind the general population in IT skills acquisition and needed workplace skills such as coding and basic computer literacy.**

**WDB-83 will work to explore mentoring programs by convening participants, staff, local board, and employers’ input and come up with a plan on how we can expand mentoring programs to adults. Identifying mentors from those who have successfully completed the program while living with some of these barriers to employment would be an avenue to explore. Utilizing the Board members as mentors or developing a program with the service providers would be another way to ensure success with our adult participants. These are areas to examine and look to expand upon.**

**As part of LMI training that is provided to new staff and as refresher training to existing staff, trainings on the labor equity gaps, customer demographics and program placement outcomes and how efforts can work to bridge those gaps will be included. Quarterly reports from Future Works will provide insight into which populations are being served and their outcomes which will be beneficial to identifying gaps in equity, if applicable. The plan will include providing technical assistance opportunities from LWC to train staff on data-driven approaches to address equity gaps.**

**WDB-83 has an American Job Center located in the parish seat of each of the ten (10) parishes it serves. Most are located near prominent landmarks, such as the parish court house, Walmart, community college campus, hospital, police jury office, etc., that are easily acceptable to customers and participants.**

1. Provide a description of training policies and activities in the local area, including:
2. How local areas will meet the annual Training Expenditure Requirement;

**Workforce Development Board-83 is following current guidance from WIOA Title I for all Adult, Youth and Dislocated Worker funds. LWDA-83 is working to deploy new strategies including enhancing collaboration with the local community college, apprenticeship programs and other initiatives to ensure that we meet the training expenditure requirements. The Executive Director reports to the Strategic Planning Committee of the Board quarterly expenditure benchmarks for budget to actual expenditure to ensure adequate training levels are met.**

**Fiscal staff report to the Board with expenditure benchmarks data, and program staff is notified monthly if adjustments or modifications are required to meet annual benchmark goals. Local emphasis on collaborating more closely with employers and working with other business groups to access the smaller employers that are predominant in our rural area will support informed customer choice in the selection of Individual Training Account-funded occupational training. These activities may also result in the identification of training gaps, which may be addressed through customized training available to LWDA-83 employers. LWDA-83 also looks to increase its investment in On-the-Job Training programs, which reimburses employers for wages during a new employee’s training period and skill upgrades for underemployed workers.**

**Policies, practices and processes that define WDB-83 and the way it conducts business include, the procedure of routinely and periodically evaluating its budget, resource allocations, and expenditures. LWC requires local boards to specifically report on expenditures for career and training services and on the number of participants who received career and training services. This requirement is specifically designed to make planning and funding decisions more transparent, and to provide better opportunities for public oversight. WDB-83 adheres to the uniform administrative requirements set forth in Title 2 CFR Part 200 and Title 29 CFR Parts 95 and 97. WDB-83 consistently meets the federally-mandated responsibilities for more than the required two previous program years, including timely reporting of participant and expenditure data, timely completion and submission of the required annual single audit and not having been placed on cash hold for longer than 30 days. (WIOA Section 106(e)(2)).**

1. 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;

**WDB-83 will maximize work-based training program models as part of its training strategy. Closely tied to the solutions sought by businesses is the expanded use of work-based learning (Registered Apprenticeships, Pre-Apprenticeships, Work Experience, Transitional Jobs, On-the-Job Training, and Incumbent Worker Training). The work-based training model has as its goal to meet job seekers as well as employer needs. Work-based training is beneficial because it’s an “earn while you learn” environment. Employers like this process because it is a plus for their business.**

**WDB-83 will use structured work-based learning, such as paid and unpaid work experiences and career exploration that lead to gainful employment, as a strategy in serving Youth. Work-based learning strategies are essential for young people to acquire work experience. WDB-83, as the local area Youth provider, is required to spend at least twenty (20) percent of its contract funding on work-based learning. Youth customers are being linked to work-based learning opportunities based on employer need and commitment, and interest among job seekers.**

**Work-based training allows employers to train their employees while continuing to be productive members of the workforce. WIOA provides for a workforce system that is job driven.**

**Registered Apprenticeship (RA): RA is an important component of potential training and employment services that WDB-83 provides to its customers. WIOA provides an overall emphasis on registered apprenticeship programs throughout the one-stop delivery system. WDB-83 has partnered with the RA system and uses RA opportunities as a career pathway for job seekers and as a job-driven strategy for employers.**

**Pre-Apprenticeship: Pre-apprenticeship is a program designed to prepare individuals to enter and succeed in a registered apprenticeship program, which includes:**

* **training and curriculum that aligns with the skill needs of employers in the economy of the State or region,**
* **access to educational and career counseling and other supportive services,**
* **hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options, understanding how skills acquired through coursework can be applied to a future career,**
* **opportunities to attain at least one industry-recognized credential, and**
* **a partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship into a registered apprenticeship program.**

**The target populations for pre-apprenticeship are youth and adults with barriers to employment who are identified to need certain skills or credentials in order to successfully enter into a registered apprenticeship program, dislocated workers transitioning to new industries or occupations in need of new skills, other eligible individuals identified by CST members as likely to succeed and have an interest in registered apprenticeship programs.**

**Work Experience (WE): A work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. WDB-83 limits WE activities to sixteen (16)-week intervals and for no more than thirty (30) hours per week. A WE activity can only be extended beyond the original sixteen (16) weeks if justification for such an extension exists and is recorded in the participant’s case notes.**

**Transitional Jobs (TJ): Transitional jobs are a type of work-experience and are considered an individualized career service. Transitional jobs are time-limited and wage-paid work experiences that will be subsidized at 100 percent. WDB-83 may not use more than 10 percent of its allocated funds to provide transitional jobs. Transitional jobs are limited to ninety (90)-days and require not more than 30 hours of work per week. These jobs are in the public, private, or nonprofit sectors. Transitional jobs are designed to help participants establish a work history, demonstrate success in the workplace, and develop the skills that lead to entry into and retention in unsubsidized employment. There is no expectation that the employer providing the transitional job placement will hire the participant permanently. Transitional jobs must be combined with comprehensive career services and/or supportive services.**

**On-the-Job Training (OJT): OJT opportunities provide structured training for participants to gain the knowledge and skills to be competent in the job for which they are hired and lead to stable employment. It is also designed to assist employers with a wage subsidy during the training period, as an incentive to the employer to hire individuals who lack marketable skills for the current job market.**

**Incumbent Worker Training: (WDB-83 Policy 400-05-01) Incumbent Worker training is designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert layoffs. Incumbent Worker training can be used to either:**

* + **Help avert potential layoffs of employees; or**
  + **Obtain the skills necessary to retain employment, such as increasing the skill levels of employees so they can be promoted within the company and create backfill opportunities for new or less-skilled employees.**

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

**Workforce Development Board-83 will continue to support WIOA customer training through Individual Training Accounts in accordance with the law and applicable local policies. Eligible program participants who seek training services may, in consultation with AJC staff, select a training vendor from the list of eligible training providers. (Attachment - WDB-83 Policy #200-26: Standard Operating Procedures for Provision of Performance and Program Cost Information on Eligible Training Provider Services)**

**For the Title I Adult and Dislocated Worker Programs, ITAs are the primary method for funding participants' training services. The Title I Youth Program also uses ITAs to fund training services for Out-of-School Youth. Training funded through an ITA must be selected from Louisiana's Eligible Training Programs List (ETPL). Louisiana's ETPL is published online and provides detailed information about programs eligible for ITAs, including cost information and aggregated performance metrics related to students' program completion and their employment and earnings outcomes.**

1. 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.

**The approved ETPL serves as an important tool for participants seeking training to identify appropriate providers, and relevant information such as cost and program outcomes. Using the ETPL, career coordinators in LWDA-83’s AJCs can assist participants in identifying training and training providers in high-demand industries that result in positive outcomes and recognized credentials. The local Board works with LWC to ensure that there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area and providing the services involved in a manner that maximizes consumer choice and leads to competitive integrated employment for individuals with disabilities.**

**Upon selection, in accordance with local policies and available funding, the AJC staff will refer the participant to the eligible provider and arrange for payment through an ITA.**

1. 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:
2. To transfer funds between the adult and dislocated worker funding streams.

**WIOA sec.133(b)(4) provides the authority for Workforce Development Board-83 to expend up to 100 percent of the Adult activities funds on DW activities, and up to 100 percent of DW activities funds on Adult activities. LWC’s State Combined Plan outlines the policy to evaluate transfer requests from local workforce areas. Expenditures of monies transferred between local DW and Adult programs are reported on the ETA-9130 reports. ETA notes when considering such transfers that career and training services must continue to be made available to both Adult and DW participants in the AJCs. However, State policy will limit the maximum allowable transfer to 75 percent. WDB-83 may send written notice requesting a transfer of funds between adult and dislocated worker funds up to a maximum amount of 50 percent in the first year in which funds are made available. In the second year, the Board may send written notification requesting up to an additional 25 percent.**

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

**One service strategy newly implemented by WDB-83 is that of Incumbent Worker Training (IWT). Sessions with local employers are planned to introduce this training concept. WDB-83 has adopted an upskill/backfill strategy which involves filling jobs vacated by workers who are moving into more advanced positions in a company with other WIOA participants. WDB-83 has developed its IWT contract such that once incumbent workers advance with the employer, the employer then provides an opportunity to fill this now vacant position with a local WIOA participant.**

**Individuals receiving incumbent worker training are not considered to be participants for the purpose of inclusion in WIOA performance indicator calculations. The required participant and performance data elements reported for incumbent worker individuals are limited to basic information and the elements needed to calculate incumbent worker training performance indicators for employment in the 2nd and 4th quarters after exit, Median earnings in the 2nd quarter after exit, Measurable Skill Gains, and Credential Attainment. For the purposes of calculating these metrics, the exit date for an individual who only has received incumbent worker training will be the last date of training, as indicated in the training contract. Unlike other types of training, incumbent worker eligibility is determined at the employer level.**

**WDB-83 may use up to twenty (20) percent of its Adult and Dislocated Worker allocations to provide for the cost of IW training. WDB-83 has identified Louisiana Delta Community College and Training Logic Inc. as potential training providers for procurement by employers.**

**WDB-83 Policy 400-05-01: Guidance on Incumbent Worker Training Program is used to determine an employer’s eligibility for participating in IWT based on:**

* **The relationship of the training to the competitiveness of the individual and employer;**
* **The number of employees participating in the training;**
* **The employee’s advancement opportunities along with wages and benefits;**
* **Skills gained as a result of the training;**
* **Layoffs averted as result of the training;**
* **Utilization as part of a larger sector and/or career pathway strategy; and**
* **Employer size.**

**For an employer to receive WDB-83’s IWT funds, individuals receiving the training must be:**

* **Employed;**
* **Meet the FLS Act requirements;**
* **Have an established history with the employer for six (6) months or longer; and**
* **If the majority of employees being trained meets these requirements, a cohort of employees may participate.**

**WDB has established a policy regarding the non-federal share of the cost of IWT. The employers will pay for a significant cost of the training through either, or both, cash payments and/or in-kind contributions, with the wages paid to the employees while in training used as matching funds.**

**WDB-83 will consider the number of employees participating in the training, the wage and benefit levels of the employees, the relationship of the training to the competitiveness of the employer and employees. Using the chart below, WDB-83 will base the minimum amount of employer share on the size of the company.**

|  |  |
| --- | --- |
| **EMPLOYER SHARE** | **SIZE OF EMPLOYER** |
| At least 10% of the cost | 50 or fewer employees |
| At least 25% of the cost | 51 – 100 employees |
| At least 50% of the cost | More than 100 employees |

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

**WDB-83 may use up to 10 percent of its combined total of adult and dislocated worker funds to provide transitional jobs to local individuals.**

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

**WDB-83, to this point in time, has no plans to use funds to pay for performance contracts.**

# **CHAPTER 5: PERFORMANCE GOALS AND EVALUATION: LOCAL**

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

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

**For this plan, WDB-83’s Title I programs performance measures were negotiated with the Louisiana Workforce Commission on November 22, 2024. The indicators for PY24 and PY25 are the following:**

**• Employment (Second Quarter after Exit);**

**• Employment (Fourth Quarter after Exit);**

**• Median Earnings (Second Quarter after Exit);**

**• Credential Attainment Rate; and**

**• Measurable Skill Gains**

**Workforce Development Board SDA-83, Inc. and LWC negotiated and reached agreement on local levels of performance based on the State negotiated levels of performance for PY24-25 on November 22, 2024. In negotiating the local levels of performance, WDB-83 made adjustments for the expected economic conditions and expected characteristics of participants whom we serve in our area.**

|  |  |  |  |
| --- | --- | --- | --- |
| **PERFORMANCE INDICATORS** | **LWDA-83 Negotiated Local Performance** | **PERFORMANCE INDICATORS** | **LWDA-83 Negotiated Local Performance** |
| **ADULT** | | **DISLOCATED WORKER** | |
| Entered Employment Rate, 2nd Quarter After Exit | **76.44%** | Entered Employment Rate, 2nd Quarter After Exit | **74.87%** |
| Entered Employment Rate, 4th Quarter After Exit | **67.22%** | Entered Employment Rate, 4th Quarter After Exit | **64.91%** |
| Median Earnings | **$6,955** | Median Earnings | **$8,214** |
| Credential Attainment | **74.20%** | Credential Attainment | **86.00%** |
| Measurable Skills Gains | **78.12%** | Measurable Skills Gains | **85.12%** |
| **YOUTH** | |
| Entered Employment Rate, 2nd Quarter After Exit | **76.78%** |
| Entered Employment Rate, 4th Quarter After Exit | **70.22%** |
| Median Earnings | **$4,250** |
| Credential Attainment | **63.81%** |
| Measurable Skills Gains | **50.37%** |

**In addition to the common performance measures described in Section 116(b)(2)(A), WDB-83 asks that LWC track business-focused metrics as USDOL identifies standardized indicators for measuring Effectiveness in Serving Employers (EISE). LWC reports annual count data, housed in the HiRE MIS system, of employer services. Further, LWC chose two EISE pilot performance measures to report to USDOL annually—Employer Penetration and Repeat Business Customers Rate.**

* **Employer Penetration Rate (Percentage of employers using services out of all employers in the State) - This approach tracks the percentage of employers with twenty (20) or more employees who are using the core program services out of all employers represented in LWDA-83.**
* **Repeat Business Customers (Percentage of repeat employers using services within the previous three (3) years) - This approach tracks the percentage of employers who receive services that use core program services more than once. This approach is useful in determining whether employers who receive services from the core programs are satisfied with those services and become repeat customers. This approach also assesses the LWDA-83’s workforce system’s ability to develop and maintain strong relationships with employers over extended periods of time.**

1. Additional State Performance Measures

**Additional performance measures for Adult Education and Wagner Peyser are negotiated, but they are the responsibility of those partners, not the local board.**

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

**Currently, reports on successful strategies occurring within LWDA-83 are reported at each quarterly Board meeting. The primary service delivery strategy for LWDA-83 continues to be the use of ITAs to assist WIOA participants in returning to work, boosting their earning potential, and/or beginning or continuing on an in-demand career pathway. The success and return on investment of this strategy can be seen in WDB-83’s Adult, Dislocated Worker and Youth performance outcomes, where all measures were met or exceeded in PY23.**

**All of WDB-83’s investments must generate an acceptable return on investment. These returns will be measured in terms of outcomes most meaningful to LWDA-83 residents – such as jobs, earnings, and long-term career prospects – not just in dollars spent or number of participants. WDB-83 feels we must be accountable for how we invest our scarce public resources and the initiatives in which we ask our partners to co-invest.**

**LWDA-83 will continue to align new service strategies to address educational and training needs locally by addressing these common barriers:**

**1. Transportation and child care issues**

**2. Basic skills deficiencies**

**3. Identification of the proper agency to isolate the barriers the participants are facing - food, shelter, Healthcare and other basic needs.**

**The One-Stop partners in LWDA-83 have always collectively helped customers with the above barriers, but additional training for front line staff and partner agency staff, will help to develop more knowledge about these services.**

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

**At this time our local area will not eliminate any programs based on no or minimum return on investment. However, we will focus on taking a more data-driven approach in starting new programs. During meetings with staff and partners, discussion will take place on a plan for tracking programs using data. This will in turn allow our local area to ensure we are receiving the best return on our investment.**

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

* What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollments?
* What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?

**The area will work to collect more extensive data on the industries and occupations that are seeing greatest success in job placement, wages at placement, and the specific occupational training programs that are resulting in placement into well-paying jobs. The Board’s Strategic Planning Committee and Business Services Team will leverage improved employer and industry information to target particular trainings as well as insights on major barriers to employment and retention and work to build new solutions.**

**Some key strategies that have shown promise, many with low investment and high ROI, which will be pursued include:**

**• Expanding contextualized basic skills education such as bridge programs delivered in conjunction with industry.**

**• Educating employers on the benefits of apprenticeship programs (whether formally registered or other apprenticeship-like training options that can be implemented).**

**• Promoting to employers a range of work-based learning and training methods in conjunction with education/training, which can incentivize workers and build career pathways.**

**• Expanding technology and basic computer skills training for all customers, given the presence of information technology activities.**

**Another strategy for which the area does not have ready solutions, but recognizes a need and will work to advocate with other local and regional institutions include:**

**• A need for improved access to technology including the presence of major gaps in high-bandwidth internet access within the region and lack of computer skills for many workers. This presents barriers to workers in terms of applying for jobs (almost all job applications are now online) as well as for succeeding workplaces in which technology and computer skills are ever more required.**

# **CHAPTER 6: TECHNICAL REQUIREMENTS & ASSURANCES: LOCAL**

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

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

**By mutual agreement of the duly-elected legislative bodies of the ten (10) parishes of LWDA-83, the Union Parish Police Jury is designated as the local grant recipient and held liable for the grant funds allocated to the local area for Youth, Adult, and Dislocated Worker activities. Chief Elected Official for Workforce Development Board 83 has appointed the Workforce Development Board SDA-83, Inc. Administrative staff as the fiscal agent for LWDB-83 grant funds.**

1. Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub grants and contracts for WIOA Title I activities (§ 679.560(b)(15)).

**All subgrants and contracts will be procured through WDB-83’s formal procurement policy processes, such as Request for Proposal (RFP). WDB-83 has established procurement policies and procedures in compliance with Federal and State laws and regulations and they meet the procurement standards specified in Uniform Guidance and the DOL Exceptions. These policies and procedures are audited by independent CPAs in the conduct of our annual single audit and are monitored by state staff during the conduct of their administrative monitoring process.**

**The competitive process used by LWDA-83 to award subgrants and contracts for WIOA funded activities adheres to the RFP. The competitive process begins with a public notification of interested parties and a legal public notification in order to ensure as many proposals as possible are received. Proposals are received and reviewed by the LWDB staff and the Executive Committee of the Board. Submissions are reviewed, procedure is taken to ensure any responding companies are not on the excluded list or that any conflicts of interest exist. A rating matrix is used to evaluate proposals for responsiveness to the RFP. The committee then makes a recommendation to the full board for discussion and final approval. The contract is drafted between the LWDA-83 and the winning bidder; that includes requirements of federal and state regulations.**

**WIOA does not allow for the "designation" or "certification" of any entity as an Operator without a competitive process. The one-stop operator that coordinates the service delivery of the required one-stop partners and service providers in LWDA-83 was selected by WDB-83 through a competitive process. The selected provider is Alberta Green, ABG Professional Development Solutions. As the Joint WIOA Final Rule requires that a competitive process be conducted at least once every four years, the local Board has decided to follow this timeline pending satisfactory performance review completed annually to ensure accountability and compliance.**

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

**Recognizing the high unemployment rate among individuals with disabilities and the qualified-employee shortage businesses are facing, LWDA-83, as is LWC, is committed to providing reasonable accommodations and access to all programs, services and facilities. With support of the Disability Employment Initiative (DEI) grant (2012 -2015), LWC worked to ensure the physical, communication, and programmatic accessibility of all American Job Centers by conducting specialized training for all center staff on topics including accessibility for all, disability etiquette and awareness, and identifying and assisting job seekers with hidden disabilities.**

**WDB-83’s one-stop certification process assures effective services for individuals with disabilities are present in the comprehensive one-stop center and in its affiliate locations through skills training which enhances the ability to obtain, in particular, “high-demand jobs”. LWDA-83 is committed to complying with Section 188 and the American Disabilities Act (ADA) regarding physical and programmatic accessibility. As part of compliance, LWDA-83 will conduct an annual review of all One-Stop centers throughout the local area, to ensure compliance.**

**LWDA-83 operates WIOA programs and activities in a manner that makes services readily accessible to qualified individuals with disabilities. These efforts include, when appropriate:**

* **Advertising so various target populations become aware of programs and/or activities:**
* **Marketing materials state WDB-83 is an equal opportunity employer/program operator, Universal Access, and auxiliary aids and services are available upon request to individuals with disabilities. Materials also include contact phone number, TRS #711, and email (**[**wib83@bayou.com**](mailto:wib83@bayou.com)**).**
  + **WDB-83 is committed to complying with Section 508 of the National Rehabilitation Act.**
  + **WDB-83 is an Employment Networks in Social Security’s Ticket to Work Program.**

**WDB-83 uses evidenced-based workforce strategies that places individuals with disabilities into sector-based career pathways leading to gainful employment.**

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

**WDB-83 continues to be committed to the development and continued growth of professional staff members. In an effort to meet the current and projected needs for qualified personnel, WDB-83 encourages the hiring of staff members from minority backgrounds and individuals with disabilities.**

**WDB-83 will continue to collaborate with other key workforce partners serving individuals with disabilities to determine improvements that can be achieved through collaboration and partnerships.**

**Title IV of WIOA makes a number of significant changes to the Rehabilitation Act of 1973 in order to improve and align core programs towards the goal of empowering individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion in and integration into society.**

**Effective partnering with the core and mandated programs is essential in order to ensure individuals with disabilities seeking employment and training services receive the services they need for employment. In order to better align the core programs and create additional flexibility for the purposes of achieving WDB-83 goals, funds allocated to LWDA-83 for Adult and Dislocated Worker activities are used to improve coordination between employment and training programs carried out in the local area for individuals with disabilities through the American Job Center network. WDB-83 utilizes this flexibility to ensure a highly coordinated service delivery that ensures individuals with disabilities receive the services they need for their career needs, regardless which partner agency the services are provided by. Additionally, ETA encourages local areas to coordinate with programs carried out by State agencies relating to intellectual and developmental disabilities, as well as local agencies and organizations serving individuals with significant disabilities, including the local network of centers for independent living in each State.**

1. Plan Development and Public Comment
2. 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 (§ 679.560(b)(19)).

**Local Boards must provide the opportunity for public comment and input, which allows interested stakeholders to participate actively, effectively, and transparently in the development of the plan. WDB-83 will submit its approved Regional/Local plan to the Louisiana Workforce Commission on or before March 28, 2025. At that time an electronic copy of the draft plan will be sent to each member of the Workforce Development Board, as well as to all partner agencies.**

**The full membership of LWDB-83 was given a digital copy of the draft plan for review and comment on February 3, 2025 though the time of March 3, 2025. Additionally, a copy of the Draft plan was posted on LWDB-83’s website (**[**www.wdb83.com**](http://www.wdb83.com)**) with directions for submission of public comments and e-mailed to its partners on that same date.**

**To ensure public access for those that may not be familiar with the Workforce Development Board website, LWDB-83 will place the following public notice in the regional paper, Monroe News Star. The comment period to allow public and shareholder feedback will be open for a period of 30 days beginning February 3, 2025.**

*LEGAL NOTICE*

*LWDA-83 is submitting a Four-Year Plan for PY24-PY27*

*Workforce Innovation and Opportunity Act*

*Any comments concerning this Plan should be addressed to the Workforce Development Board SDA-83, Inc., P.O. Box 14269, Monroe, LA 71207. The complete plan is available for review for a period of 30 days beginning February 3, 2025 at the Workforce Development Board SDA-83, Inc. office, located at 3000 Kilpatrick Blvd., Suite 200, Monroe, Louisiana, at* [*www.wdb83.com*](http://www.wdb83.com)*, or your local American Job Center, between the hours of 8:00 A.M. and 4:30 P.M*

1. 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.

Insert text here

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

Insert text here

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**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

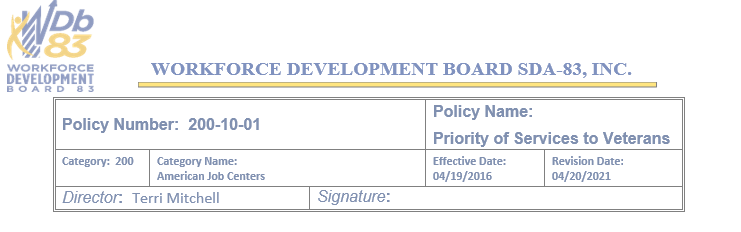
**Name of Local Workforce Development Board Director:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature and Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

****

**Purpose:** To comply with Workforce Innovation and Opportunity Act, the American Job Centers follow the priority of service provisions for veterans in accordance with the requirements of section 4215 of title 38, United States Code.

**Reference:** WIOA Chapter 1—State Provisions; SEC. 102. Unified State Plan. (b) Contents. (2) Operational Planning Elements. (C) State Operating Systems and Policies.

TITLE 38 UNITED STATES CODE-Veterans’ Benefits C**hapter 42-Employment and Training of Veterans;** 4215. Priority of service for Veterans in Department of Labor Job Training Programs.

**Policy:** Career Services Team members will ensure all veteran (and qualifying spouses) customers have a complete HiRE record.

After a customer is identified as a veteran, it is required the following are completed:

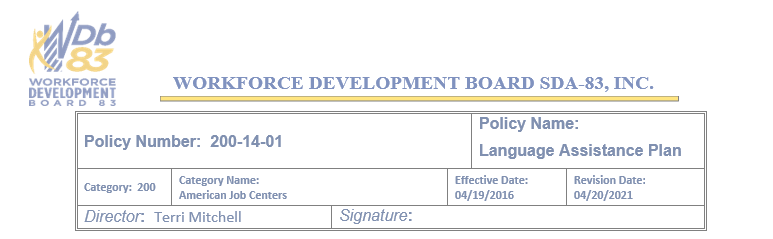
* HiRE WIOA Pre-Application, update customer information, and/or WIOA Application;
* For those identified in need of career development, Background Wizard which includes all of the following: educational history, work/employment history, and skills information; and
* Updated resume with copies given to the Veteran customer.

Record all services offered and provided in HiRE. Provide or refer the veteran to any other needed supportive services. Keep documentation of these referrals via case notes in the customer’s HiRE account.

During future Veteran reviews, each veteran’s record will be looked at for completeness and for compliance to this policy.

In order to provide information on veterans approved for, as well as denied, Workforce Innovation and Opportunity Act services, Career Services Team members will print a copy of the application completed in HiRE on all veterans and qualifying spouses. These applications will be kept in a designated folder at each parish center.

After a decision has been made on the path of service – WIOA funded, referred to other agencies, or denied services – documentation should be attached to the application and returned to the Veteran’s folder.

****

**Purpose:** This instruction is intended to ensure that program goals and objectives address meaningful access for all of the people we serve or encounter, including those who are limited–English proficient (LEP). Although Local Workforce Development Area-83 serves very few LEP persons and has very limited resources, Workforce Development Board SDA-83, Inc. has chosen to develop a written LEP plan. The fundamental Title VI requirement is that Federal-funded programs ensure meaningful access for LEP individuals to the programs and activities.

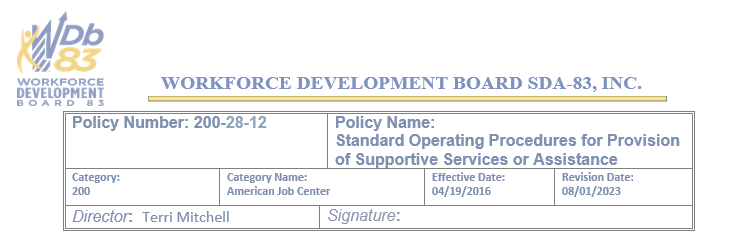
The number or proportion of LEP individuals eligible to be served or encountered in LWDA-83 and the frequency of these encounters is very low. With this number being so low, it will not be required for each American Job Center in the area to post notices in commonly encountered languages notifying LEP persons of language assistance. Instead, LWDA-83 staff will be instructed to contact the Foreign Language Department of the University of Louisiana at Monroe (318-342-1525) for assistance in identifying the language spoken by the customer and to attain interpreter services.

In view of the fact that it is essential for the American Job Center staff to be knowledgeable about the organization’s obligation to provide meaningful access to information and services for LEP persons, this Language Assistance Plan includes training to ensure staff knows the LEP policy. Language Assistance Plan training will be included as part of the orientation.

**Reference:** WIOA SEC. 3. Definitions. (21) English Language Learner

**Policy:** An attempt will be made to notify LEP persons that language services are available and that they are free of charge. LWDA-83 will work with community-based organizations, including our WIOA Partner agencies, to inform LEP persons of the language assistance available. Notices in local papers in languages other than English may be used if a LEP population is identified in an area. During presentations at schools, civic, and religious organizations, our communities will be notified that the LEP Plan has been implemented.

The Language Assistance Plan will be re-evaluated for potential plan modification based on LEP populations in the service area or population encountered or affected in the area. If the frequency of encounters with LEP language groups or availability of resources increases, the plan may be modified. If the existing assistance does not seem to be meeting the needs of LEP persons or identified sources for assistance are no longer available or viable this plan may be revisited to reflect current resources.

****

**Purpose:** President Barack Obama signed WIOA into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The term ‘‘career planning’’ means the provision of a client-centered approach in the delivery of

services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services. The term ‘‘supportive services’’ means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA when such supportive services are unobtainable through other programs providing such services.

**Reference:** WIOA Chapter 3—Adult and Dislocated Worker Employment and Training Activities; SEC. 134. Use of Funds for Employment and Training Activities. (c) Required Local Employment and Training Activities. (2) Career Services. (A) Services Provided.(ix); CFR, Title 20, Chapter V, Part 680, Subpart G, Section 680.940: What are the eligibility requirements for adults to receive needs-related payments?; and, Section 680.950: What are the eligibility requirements for dislocated workers to receive needs-related payments?; Section 181(d) of [WIOA](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=3a905a266cd9dd2d2ddc27af5f21b033&term_occur=999&term_src=Title:20:Chapter:V:Part:683:Subpart:B:683.260); TEGL 09-22 issued 03/02/2023

**Policy:** All support services will be based on the individual need of the participant. Due to funding limitations, WIOA support service funding is to be used as the last resort. All other sources of funding must be sought first.

All participants desiring supportive services must complete an application using the matrix system. Participants, in spite of funding stream, must document all valid barriers on the matrix to be considered for supportive services. As funds dictate, the actual number of barriers needed to be eligible to receive supportive services will be determined bi-annually. Participants whose family income exceeds the Poverty Guidelines or 70 Percent LLSIL (49% participant) are not to receive supportive services unless four (4) or more barriers to employment can be documented using the *WIOA Supportive Service Eligibility Matrix*.

Supportive services may only be provided to individuals who are:

* actively participating in WIOA career and training services; and
* are unable to obtain supportive services through other programs who offer such services.

Additionally, supportive services may only be provided when they are proven necessary to enable individuals to participate in WIOA activities. All justification for provision of supportive services must be documented in case notes in the participant’s file in HiRE.

To ensure successful participation in the appropriate career or training activity, Career Services Team (CST) members will determine the supportive service needs of each individual to be enrolled. Such determination will be based on a comprehensive assessment and is to include documentation of the participant’s need to receive supportive services in order to participate in career and training services.

Through counseling and assessment, the determination of need and the level of assistance to be provided will be made on an individual basis. Basis for determining need:

1. must be actively participating in negotiated activities;

2. must be in compliance with negotiated activities;

3. necessary to alleviate barriers prohibiting job attainment/retention; and

4. resources not available from any other source.

All WIOA program applicants and participants will be informed of paid and unpaid supportive services available through the local American Job Center (AJC) system. This is to include services provided by the American Job Center partners and any applicable community resources.

Approval of supportive services will be justified in the participant’s Individual Employment Plan (IEP) or Individual Service Strategy (ISS). As a prerequisite for applying for supportive services under WIOA, other related resources in the area (including the American Job Center partners) must first be explored. To prevent the duplication of costs and efforts, participants first must exhaust all related available services before WIOA services will be authorized.

A plan of action regarding resolution of barrier(s) must be included in the Individual Employment Plan/ Individual Service Strategy prior to participant enrollment in any WIOA activity (HiRE Code 185 or 485).

Career Service Team members will periodically review (no less than every three (3) months) the need for, and the receipt of, supportive services. Review of supportive service needs are to be reflected in the IEP/ISS and noted in the case notes as appropriate. Sound case management and timely participant follow-up are essential to ensuring completion of activities, and in meeting IEP/ISS goals and objectives.

CST members are responsible for tracking participant attendance, time keeping (90% attendance rate) and related duties. Educational/training institutions receiving ITAs must perform time keeping, participant activity tracking and related duties via the participants’ time and attendance records.

The award of WIOA supportive services to participants is at the discretion of the Career Services Team member. CST members must ensure each individual supportive service cost:

* Is reasonable – both in cost and the item being purchased
* Is necessary to participate in WIOA, or to obtain or maintain employment
* Is the last resort when utilizing WIOA funds:
  + Participant cannot afford to pay for the expense
  + No other resources are available (family, community, other agencies)
* Is a required item when assisting with payment of tools, books, and supplies, etc.
* Is fully documented in the plan or case notes.

Provision of paid WIOA supportive services will be limited to the overall time participation limitation. Two (2) years is the time limit for the provision of services to Adult/DW participants. If additional time is required to complete the IEP/ISS, a request must be submitted to the Program Director for participants that will exceed the 2-year time limitation. The request must be submitted in writing and approved thirty (30) days prior to the actual extension date. The waiver request must include:

* a description of the circumstances justifying the request;
* the certificate/degree/training plan pursued;
* the start date of the two (2) years; and
* the anticipated end date.

All documentation justifying supportive services extensions will be maintained in the participant’s file. On occasion a request is denied, the exception will be noted in the participant’s case notes in HiRE by a Career Services Team member. Supportive services are NOT allowed during the 12-month Follow-up period for Adults and Dislocated Workers.

In addition to services during the course of the WIOA Youth programs, supportive services should be provided for all Youth participants in the post exit period up to twelve (12) months after exit. Supportive Services for WIOA Youth participants may be provided when the service is necessary to retain employment or continue in post-secondary education or training, and there is a financial need documented in the participant’s file (HiRE). There are no specific requirements for when to provide supportive services. They may be provided based on the needs of the participant as identified in the Youth’s ISS. If supportive services are provided as a Follow-up service, they do not extend the date of exit.

Adult and Dislocated Worker participants are not eligible for supportive services when they are no longer participating in career services or training activities. Youth program participants are not eligible for supportive services when they are no longer participating in WIOA activities, including the 14 WIOA Youth Program Elements (Follow-up is one of the 14 Youth Program Elements, thus, Youth can receive supportive services during Follow-up.)

# Each Individual Training Account (ITA) will have an upper *limit of $7,200 per program year.* Participant support costs are included in the ITA limit; an ITA limit may include supportive services, tuition, fees, books and supplies. (Refer to Policy Number: 200-05-08: Limitations on Individual Training Accounts as revised in January of 2023 for costs included in an ITA.) This limit may be reached as a result of the participant selecting one or a combination WIOA-funded services, including tuition payments, fee expenses, book costs, supplies, travel reimbursement, needs-related payments for Adults and/or Dislocated Workers, etc. However, if a participant is determined to be eligible for multiple supportive services simultaneously, to continue to receive supportive services payments uninterruptedly until the training end date or last day of the program year, the $7,200.00 ITA maximum, if not receiving other funds from an ITA, can be prorated over the training period or until June 30. This allows the participant to receive a continuous monthly payment, rather than be left without any payments for a period until the training ends or until a new program year begins. (Retroactive to October 01, 2021)

**Childcare Allowance**

WDB-83 will provide copayments for any participant receiving assistance through Louisiana Childcare Assistance Program (CCAP); in most instances, childcare assistance is available through the Department of Human Services (DHS). This copayment is intended to offset the deficiency or remaining balance due to the provider following the application of the state CCAP payment. This is not a duplicative payment and is intended ONLY to cover a remaining balance not to exceed $125.00 per week per qualifying child. The sum of the state of Louisiana CCAP payment, verified through www.louisianabelieves.com, and the difference assumed by WDB-83 cannot exceed the usual amount charged to the public. The rate of pay will be agreed upon and noted in the Individual Training Account (ITA), a copy of the child(ren)’s official birth certificate(s) must be attached. All payments will be issued directly to the childcare provider on behalf of the participant.

A childcare allowance (copayment) may be provided to a participant for dependent(s) up to and including 12-years of age in instances where the lack of childcare would impose a severe barrier to the participant’s need for training and is documented in the Individual Employment Plan (IEP). The participant is allowed to select the childcare service provider(s).

Situations do arise that do prohibit DHS from providing childcare, such as when the child is ill. WIOA funds may be used to pay for daycare needs when DHS is unable to provide the service. The WIOA participant must be engaged in an activity where supportive services are allowable (e.g., classroom training) in order to receive this benefit.

**Emergency Expenses**

Emergency expenses such as car registration, first month’s insurance fees, or vehicle repairs may be provided if such expenses are in support of a WIOA activity, if other funding sources are not available. The costs of Emergency Expenses, unlike all other supportive services, *is not* included in the limit of the participant’s ITA. Total emergency assistance in a twelve (12)-month period for vehicle repair, car registration, first month’s insurance, emergency or short-term housing assistance, etc. will not exceed $500.00.

Where applicable, documentation regarding the vehicle’s proof of insurance and three (3) vendor quotes when services or items exceed $100.00 should be obtained prior to providing for the service. (Resource: Workforce Development Board 83: Policy 200-13-02)

WIOA funds are permissible for following expenditure within the Emergency Expense budget:

* Vehicle repairs and/or parts
* Vehicle maintenance

WIOA funds are permissible for the following expenditures *one time only* during the course of the program:

* Vehicle registration
* Driver’s license fees (including those necessary to reinstate license)
* Vehicle liability insurance (not more than 6 months)
* Driver’s education
* Defensive driving course
* DUI class
* Other classes necessary to attain/retain a driver’s license

***WIOA funds CANNOT be used to buy cars for participants, provide payments for car loans for participants or pay legal fees or fines.***

**Emergency or Short-term Housing Assistance**

WIOA funds may be used to assist participants with emergency or short-term housing needs when they do not have adequate housing, cannot pay current and/or back rent or house payment, or need to relocate. The costs of Emergency or Short-term Housing Assistance must be within the limit of the participant’s ITA. This type of payment should be limited to one time only unless extreme circumstances require emergency assistance. The need for this additional service must be documented in the IEP explaining the circumstance and justifying the need for assistance.

* WIOA may provide participants with short-term supportive services payment during emergency situations related to housing or rental assistance, one-time utility payments, repairs, moving expenses, etc. (participant must be named on lease or utility bill).
* WIOA will assist participants in contacting appropriate community agencies for assistance by providing phone numbers, contact names, and/or use of a telephone.
* WIOA will maintain adequate documentation to support emergency or short-term housing costs that may include copies of eviction notice, utility bills, repair, etc.
* WIOA will complete all supportive service documentation prior to paying for services to support emergency assistance costs.

**Job Readiness Assistance**

Job readiness assistance is intended to cover and may only be approved when the expenses associated with a participant’s preparation for work, specifically the completion of a job ready curriculum provided digitally or through computer technology, are proven necessary to enable individuals to participate in job readiness training. Job readiness assistance is limited to $250 per participant, per program year (July 1 through June 30). The costs of Job Readiness Assistance must be within the limit of the participant’s ITA.

Job readiness assistance includes the purchase by a WIOA staff member of prepaid data/minute card(s) to ensure the participant has connectivity to the job ready platform. Reimbursement for a card purchased by a participant is not allowed. In the incidence of an unclaimed data card, the card will be securely housed in the AJC where it was requested until the time another participant is in need of such a card and it can be distributed for that use. No data card from the same carrier will be ordered until the unused card has been assigned to a participant.

**Medical**

As with other supportive service costs, CST members should explore alternative funding sources such as Title XIX of Social Security Act (Medicaid), the Lion’s Club or programs of other service organizations before authorizing a supportive service payment to cover minor medical expenses. The costs of medical assistance must be within the limit of the participant’s ITA.

* Medical examinations and/or immunizations for areas of training that require such are reimbursable to service providers and/or participants. A document indicating the need/necessity must be provided by the provider of training or employer.
* WIOA funds cannot be used for treatment of medical problems or illnesses.
* Medical services such as eyeglasses or other minor services that are necessary to enable an individual to participate in WIOA activities are allowed.

**Needs-Related Payments**

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA. Unlike other supportive services, in order *to qualify for needs-related payments a participant must be enrolled in training*. WDB-83 will pay a Needs-Related payment in the amount of $20.00 per day for each day of attendance in the training activity, not to exceed $500.00 in on month. The costs of Needs-Related Payments must be within the limit of the participant’s ITA.

The eligibility requirements for Adults to receive needs-related payments are:

(a) be unemployed;

(b) not qualify for, or have ceased qualifying for, unemployment compensation; and

(c) be enrolled in a program of training services under WIOA.

The eligibility requirements for dislocated workers to receive needs-related payments are:

(a) be unemployed, and:

(1) have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and

(2) be enrolled in a program of training services under WIOA 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

(b) be unemployed and did not qualify for unemployment compensation or trade readjustment

assistance under TAA and be enrolled in a program of training services under WIOA.

Needs-related payments may be paid while a participant is waiting to start training classes, if the participant has been accepted in a training program that will begin within 30 calendar days.

To receive needs-related payments, individuals must be unemployed and must not qualify for (or have ceased to quality for) unemployment compensation. While *underemployed individuals are not eligible for needs-related payments* under WIOA, there is no prohibition on providing supportive services to the underemployed, other than needs-related payments.

**\*Other Occupation Specific Equipment**

The costs of Other Occupation Specific Equipment must be within the limit of the participant’s ITA.

* Uniforms, tools, shoes, and other occupation specific equipment may be provided to participants when such items are required for training (and have not been provided as part of the training cost) or as a condition of employment. Communication indicating the need/necessity must be made available by the provider of training or employer.
* The cost of occupational specific items will be reimbursed or paid on an invoice basis. Reimbursement for supportive service payments and invoices will be made monthly to either the service providers or directly to the participants as per contract requirements.
* Three (3) written quotes must be provided on any items which cost $100 or more and the lowest bid meeting the requirements will be accepted.
* Receipts for all purchases are required.
* CSTs must log delivery of purchased supportive services items and track what has been distributed to the participant. Receipt of the items must be acknowledged with the participant’s signature and dated with the date the items were acquired. The signed receipt will be uploaded, with a case note, to the participant’s HiRE account. These logs are subject to monitoring and file review. Failure to comply with this requirement may result in corrective action.

**Travel Expense**

Reimbursed Travel Allowance:  A reimbursed travel allowance is an allowance which is based on the actual distance travelled for purposes outlined in the participants’ IEP/ISS.  The current mileage rate paid by the State of Louisiana will be paid by WDB-83 to a participant who incurred such travel during their daily commute to and from a training or Work Experience (WE) site. [When the training site is temporarily outside of the classroom (e.g., clinical site, another campus) the reimbursement remains the same as the distance to the original classroom training site. When the training or Work Experience site may have multiple locations over the period of the activity, the distance to the employer’s primary location (where the employer’s original copy of the OJT contract or WE agreement is housed) is used to determine the reimbursable mileage.] **The travel allowance is *not to exceed $500.00 a month* regardless of the number of miles traveled by a participant.** The costs of Travel Expense must be within the limit of the participant’s ITA.

Travel expense reimbursement for the participant aligns with the actual distance traveled to and from the participant’s verified, primary residence to the activity site by the most direct route.  The distance travelled to the site will be established and verified at the beginning of the activity (for verification, a map printed from MapQuest, Yahoo! Maps, etc.) The verification should be attached to the Individual Training Account form.

Documentation regarding the vehicle’s proof of insurance should be obtained prior to providing the supportive service. When the participant is using a vehicle to attend a WIOA approved activity that is not registered in the participant’s name, a written statement by the registered owner of the vehicle approving the use of the vehicle for program related activities is required to be filed in the participant’s HiRE account case notes. Current proof of insurance in the registered owner’s name is also required when the vehicle does not belong to the participant.

Travel Expense payments will follow the accurate and timely submission of *Monthly Time & Attendance Records, On-the-Job Training Agreement Time Sheet/Training Reimbursement/Progress Report* or WDB-83’s Work Experience time sheet, whichever is appropriate for the participant’s attendance tracking.

*Monthly Time & Attendance Records* will be due to the AJC by the 3rd of each month (or the Monday following if the 3rd falls on the weekend). WDB-83 will dispense payment on the 15th of the same month.

**Tutoring**

Having explored all additional resources, supplemental instruction for Adult and Dislocated Workers may be considered as a Supportive Service – Other option. Tutoring is regularly-scheduled, instructor-led study and review sessions, conducted outside of and in addition to normal classroom/lecture time.

Tutoring is available for all Adult and Dislocated Worker participants who are struggling/failing any section of a particular course. Students who attend tutoring sessions tend to have higher course grades and semester GPAs than students who need assistance and do not seek it.

A MOU with a subject-practiced instructor will be created by the Program Director to be approved by the Executive Director. The MOU will include meeting days and time, number of sessions, start and end date of sessions and cost per session. No participant will begin a tutoring activity until this document is signed by all parties and the Career Services Team member has been notified of such.

Tutoring, study skills training, instruction, and dropout prevention services are Youth services that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. Youth in need of this service, will follow the same procedures as procuring a tutor for A/DW participants.

**Utilities Assistance**

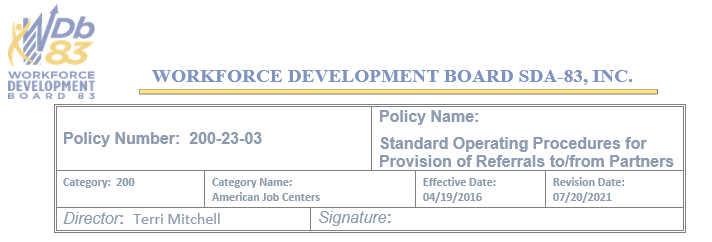
WIOA funds may be used to assist a participant with the payment of utilities and utility deposits (as a form of housing assistance). The costs of Utilities Assistance must be within the limit of the participant’s ITA. This assistance may be necessary to establish, reinstate, or retain services. The Career Services Team member should limit this to one time (per utility company) unless extreme circumstances require emergency assistance.

Supportive Services:

* WIOA funds may pay for services to cover other expenses associated with participating in WIOA-funded activities upon prior written approval.
* Additional supportive service payments may include, but are not limited to, assistance in obtaining a driver’s license, work related licensure or testing, and supplies for work, etc.
* WIOA CST members will maintain adequate documentation to support other supportive service costs.
* All supportive service documentation will be completed prior to paying for such services.
* The costs of all supportive services must be within the limit of the participant’s ITA.

**Exceptions**: Exception requests will be reviewed based on their allowability under WIOA and any other applicable legislation, regulation, and policy/guidance. WDB-83 will also consider funding availability, how an exception will lead to improved outcomes for the customer(s) being served and any other relevant factors. All requests for an exception will be noted in the participant’s case notes in HiRE.

TEGL 21- 16 stated that “supportive services are a separate program element and cannot be counted toward the work experience expenditure requirement even if supportive services assist the youth in participating in the work experience.” However, ETA’s policy on this issue has evolved. ETA recently determined that supportive services that enable WIOA participants to participate in training can count toward training expenditures. Therefore, to be consistent with this policy, supportive services that enable WIOA participants to participate in work experience can now count toward the work experience expenditure requirement.

****

**Purpose:** To describe methods of referral of individuals between the American Job Center (AJC) operator and the AJC partners for appropriate services and activities. The programs and activities referred to may consist of:

(i) programs authorized under title I of WIOA;

(ii) programs authorized under the Wagner-Peyser Act;

(iii) adult education and literacy activities authorized under title II of WIOA;

(iv) programs authorized under the Rehabilitation Act of 1973;

(v) activities authorized under the Older Americans Act of 1965;

(vi) career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006;

(vii) activities authorized under the Trade Act of 1974;

(viii) activities authorized under Veterans Benefits;

(ix) employment and training activities carried out under the Community Services Block Grant Act;

(x) employment and training activities carried out by the Department of Housing and Urban Development;

(xi) programs authorized under State unemployment compensation laws;

(xii) programs authorized under the Second Chance Act of 2007 to assist offenders; and

(xiii) programs authorized under the Social Security Act.

It takes a village to address today’s complex workforce challenges; not one single organization has the resources, knowledge or education and training capacity to align workforce supply with demand. It’s time to engage traditional partners in new ways and engage nontraditional partners to address long-standing challenges and increase the system’s reach and capacity.

**Reference:** WIOA Subtitle B—Workforce Investment Activities and Providers; Chapter 1—Workforce Investment Activities and Providers; SEC. 121. Establishment of One-stop Delivery Systems. (b) One-stop Partners. (1) Required Partners. (B); Workforce Development Area 83 Policy 200-22

**Policy:** A new requirement under WIOA is the provision of referrals to and coordination of activities with other programs and services, including programs and services within the AJC delivery system and, in appropriate cases, other workforce programs. AJC staff will refer participants to various agencies based on intake interviews and as requests are made or barriers to success present themselves. A chief purpose of the referral process among partners is to establish a cooperative and mutually beneficial relationship among agencies.

WDB-83 is committed to the delivery of customer-focused, integrated, and coordinated services and the sharing of relevant customer program information and records, including referrals, assessment results, training plans, progress reports, and job development strategies. That is the reason LWDA-83 partner agencies have selected the Unite Louisiana network as its referral system of choice. AJC staff will strive to promote co-enrollments and to coordinate cohesive and consistent services, which complement and strengthen the services offered by each of our partners. Staff will encourage customers to utilize the full spectrum of each partner’s services to enhance successful program outcomes.

This procedure describes the steps to be taken to facilitate a co-enrollment and/or a referral between any partner agency and WIOA-funded agency. The intent of a co-enrollment or referral activity is to ensure that needed services for a customer are provided through the most appropriate funding stream, and are not duplicated, and to ensure that all individuals seeking services at LWDA-83 AJCs are provided services that are mutual to all partner programs, and to ensure that these individuals are also referred to program services which are unique to the partners’ programs.

This process begins when a partner agency or a WIOA-funded agency has identified a customer who can benefit from the services of another agency, in addition to the services provided by their own agency. This process ends when the customer is enrolled into WIOA services, or is not enrolled for cause.

Co-enrollment is the process used to provide services from multiple funding streams simultaneously, without duplicating services or efforts.

If the referring agency has performed assessments and developed an Individual Employment Plan (IEP) within the past twelve months, the referred-to agency will accept those assessment results and work with the referring agency’s IEP. (Resource: Workforce Development Area 83 Policy 200-22-01) The referred-to agency does not have to accept the client into their program. Partner and AJC staff will work together to determine the appropriateness of co-enrollments.

Agencies who may use this process: Louisiana Rehabilitation Services (LRS), Migrant Seasonal Farm Workers (MET**),** Project Ayuda Senior Employment Programs, LWC Veterans Programs, LDCC Center for Adult Development (CAD), Trade Adjustment Act (TAA), and Community Service Block Grant (CAA). Low income individuals needing further assistance will be referred to CSBG (CAA) staff. Veterans are referred to the Veterans program representative. Career Services Team (CST) will refer veterans to other partners for services when appropriate. The need of each customer is identified during the assessment process and referred to the appropriate service provider.

A referral is the process used to consider for enrolling clients into WIOA when services are not available by the referring agency. The referral system must be more than handing customers a brochure of those AJC partners not located at the AJ Center. The referral system must always be to the advantage of the customer and include a contact with the customer after the referral appointment to ensure the customer was provided service.

After receiving a referral from a partner agency and once accepted into the WIOA program, the AJC system has full ownership of the client. The referring agency may no longer be involved with the client at the point of enrollment into WIOA. There is no formal co-management of a client (no exchange of data or other information) after the referral is accepted. The AJC does not have to accept the client into their program. In other situations, the referring agency may retain secondary case management responsibilities, and the referred-to agency (AJC) has primary case management responsibilities.

The referral process can work reciprocally with the referral being originated from an AJC where services that the customer has been assessed to be in the need of are not available. A referral form will be completed and presented to the referred-to agency in a mutually agreed upon referral format (e.g., Unite Louisiana network [Louisiana.UniteUs.com], e-mail, delivered by the customer, etc.).

If the referral is coming from a Career Services Team member and going to a partner agency, attach any documents to the referral form verifying the reason you are referring the customer to that agency (assessment results, case notes, medical records, etc.). The referring agency (AJC) will report pertinent information regarding the referral, such as:

• other agencies from whom the customer is receiving services;

• other agencies to whom the customer is being referred for services;

• whether or not the customer is facing a time limit in which to find employment (i.e., for child supportive services, probation, etc.); and/or

• whether or not the customer has other restrictions (i.e., no out of state travel, etc.) which would have a bearing on the services provided.

To process a paper or digital referral to Louisiana Rehabilitation Services, specifically, the AJC staff will complete the WIOA *Co-enrollment/Referral Form* and immediately while the customer is still present make a phone call (318-362-3232) to the LRS “Counselor of the Day”. The Counselor of the Day will talk with the customer to complete the *New Referral* form required by LRS on all customers seeking their services. LRS will make an appointment to meet with the customer within seven (7) days of the telephone call.

The purpose of the referral is to assist AJC system partners in the referral of potentially eligible customers for co-enrollment. All customers referred for services will receive either a written referral form with the date, time, and place of the appointment or a verification of a referral through the Unite Louisiana network in the form of an Informed Consent. Informed Consents may be obtained from the client via e-mail or by uploading a signed consent document on the platform. All appointments will be scheduled within three (3) working days, if suitable to the referred-to agency. If it becomes necessary to change the appointment date, AJC staff will inform the staff from the other agencies of the changes in appointment schedules. If a CST is making the appointment, s/he will follow up with the customer within two (2) working days after the scheduled appointment date to determine if the appointment was kept and the results of that appointment.

If the referral is made through the Unite Louisiana network, an e-mail will automatically be created to notify the receiving agency that a referral has been generated. The receiving agency will be given two (2) working days to accept or reject the referral. Results of referrals made through Unite Louisiana are entered in the portal and sent to all involved parties by e-mail.

The goal is to have a quality referral that rewards the customer with what they intended to receive when they arrive. This means a date, time, place and contact person, as well as what information the customer needs to bring with them for further processing must be on the referral form.

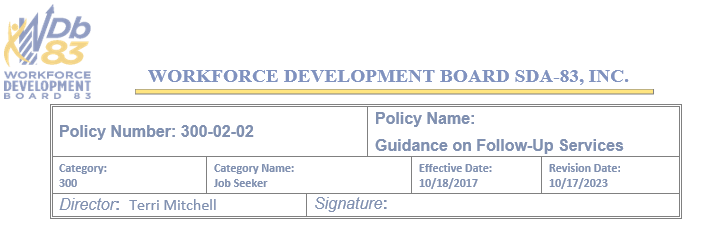
When the form is submitted for services, the form must be returned with the outcome noted. The form can be submitted/returned in person, scanned into an e-mail, or by fax. The customer must sign a release of information (on the referral form) before any information can be shared between the LWDA and the partner agency.

Upon receipt of a referral form from a partner agency, AJC staff will send a letter or a note on Unite Louisiana inviting the customer to the next scheduled orientation session. (Resource: Workforce Development Board 83 Policy 200-22-01) This letter should be sent within five (5) days of the date of receipt of the referral form. A copy of the letter will be sent to the referring agency. This is done mechanically via e-mail using the referral system in Unite Louisiana. AJC staff will complete the “Feedback” section of the referral form and send a copy back to the referring agency within five (5) days after the scheduled orientation date.

Whenever possible, AJC staff will follow up with a phone call to the customer to verify receipt of the orientation letter. When an individual fails to attend a scheduled orientation, AJC staff will make a minimum of two (2) additional attempts to get the person to attend an orientation session. Partner agency staff will be kept informed about the number of remaining contacts to be made.

When participants are co-enrolled it is vital to exchange information between the AJC and the partner agency regarding status in WIOA components, enrollment in training, completion of training, job placement, or other activities that are relevant to case management and/or performance results. It is imperative that both work closely together to meet the goals of each of their respective programs. Both the CST and the partner must agree on the client’s training program before training is approved and training begins. (Resource: Workforce Development Board 83: Policy 200-22-01)

*Attachment A: WIOA Partner Referral Form 08/2015*

****

**Purpose:** A follow-up service provides support and guidance after placement in employment to facilitate: 1) sustained employment and educational achievement; 2) advancement along a job and/or educational ladder; and 3) personal development.

Follow-up service should include more than just a contact attempted or made for securing documentation for the case file in order to report a performance outcome. Regular contact with the participant to ensure successful retention of employment or post-secondary education, is a sufficient follow-up service to ensure the participant has been assessed to whether or not s/he needs additional services.

**Reference:** WIOA Section 129(c)(2)(I); NPRM 681.580; TEGLs 09-00, 30-10, 05-12, 05-14 and 33-12; & WIOA Section 134(c)(2)(xiii)

**Policy:** Workforce Development Board-83 has decided that follow-up services must be made available to all participants who have received staff-assisted employment, basic and individualized career services through WIOA Title I – Adult and Dislocated Worker programs. The intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

Follow-up services do not count as a service that would extend the participation period. Nor do case management services or any other required administrative case load management activities that involve regular contact with the participant or employer to obtain the participant’s employment status, educational progress, or need for additional services.

A minimum of three (3) follow-up attempts are required, including contact at various times of the day. Attempts should be made to contact all Adult and Dislocated Worker WIOA participants. It is mandatory that two (2) methods of contact be attempted (email, phone call, mail, etc.) with the efforts spread out over the quarter the follow-up service is due.

Follow-up services will be reviewed during the WIOA Programmatic Monitoring Reviews. Inadequate or insufficient follow-up services, inconsistent follow-up (i.e., only upon request), and follow-up services for less than a duration of 12 months will be documented as findings unless thoroughly deemed justifiable and documented.

**Adult and Dislocated Workers**

Follow-up services *must* be made available to all Adult and Dislocated Worker WIOA participants. The intensity of appropriate follow-up services may differ among participants and/or programs. Services may include counseling regarding the workplace, for adults or dislocated workers who were enrolled in WIOA, received services, were assessed as needing follow-up services, and then exited WIOA enrollment. This includes those placed in unsubsidized employment, for up to twelve months *after the first day of employment*.

For participants needing follow-up services, follow-up services will be offered once each quarter for a minimum of 12 months after exit from services. There shall be no more than 90 days between follow-up contacts until follow-up services terminate.

Contact for follow-up services are required unless the participant who has been identified as needing follow-up services asks not to be contacted. A request not to be contacted must be entered into a HiRE case note in the participants WIOA account. Contacts must include attempts at various times of the day. It is mandatory that a 2nd attempt be made if initial contact is unsuccessful (e.g. email, phone call, mail, etc.) with efforts spread out over no more than a few days.

Follow-up services for A/DWs could include, but are not limited to:

* Additional career planning and counseling. Career development, assistance securing better paying job.
* Contact with the participant's employer, including assistance with work-related problems that may arise. Tracking progress on the job.
* Peer support groups
* Information about additional educational opportunities, and referral to supportive services available in the community. Assistance with education planning or training-related planning.
* Supportive services within 90 days of last service by re-opening the WIOA application. Additional Career or Training services must be provided that correspond with the need for Supportive Services. Supportive services alone do not make an individual an active WIOA participant or extend participation.
* Other services. Other Follow-up service not otherwise classified.

**Documentation:** All WIOA Title I Adult and Dislocated Worker follow up activities shall be recorded in HiRE as F-Code follow up activities reflecting the services provided. A case note is also required describing the service and the interaction with the exited participant.

**Youth**

Follow-up services for Youth include the following program elements: (1) supportive services; (2) adult mentoring; (3) financial literacy education; (4) services that provide labor market and employment information about in- demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and (5) activities that help youth prepare for and transition to postsecondary education and training.

For Youth participants needing follow-up services, follow-up services will be provided once each quarter for a minimum of 12 months after exit.

It is inappropriate to limit Youth follow-up to actions such as:

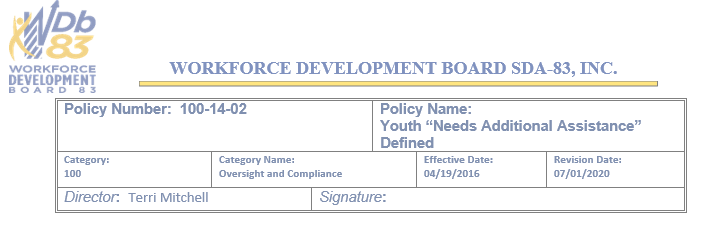
* quarterly phone calls to check if the Youth is still working or still in school;
* mail/e-mail/social media surveys to check if the youth is still working or still in school; or
* letters to inquire about status.

Quarterly follow-up entries in HiRE must be detailed. CST members may contact a Youth participant to discover supplemental employment or education information, this type of contact is not an example of an allowable follow-up activity.

All Youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. As a reminder, if a Career Service Team member learns from communication with the youth that s/he is, at that time, not in need of additional services or assistance, CST members must fully document the details of the conversation in the case file. This would include documenting the questions that led the case manager to assess the youth is not in need of services or assistance, such as those pertaining to whether or not a youth is in need of transportation, child care, appropriate work attire, support or mentoring to retain employment or remain in education, health and/or mental health services, or any other services or assistance that can help a youth achieve the goals outlined in his/her IEP/ISS.

Supportive services may be provided to Youth who are receiving follow-up services. Supportive services during follow-up, like during participation, must be provided based on the Youth’s needs as identified in the Individual Employment Plan/Individual Service Strategy (IEP/ISS) and tied to a goal in the Youth’s IEP/ISS. Youth may receive their documented, due incentives during follow up; e.g., incentive offered for successfully achieving diploma/equivalent, unsubsidized employment/post-secondary education incentive, incentive for remaining employed each quarter of the follow-up period. The incentive must be directly linked to a Youth activity, the activity must be posted in HiRE, and case notes must accompany the IEP/ISS goal and incentive payment. If supportive services are provided as a follow-up service, they do not extend the date of exit.

Participants should be told that their cases are being transitioned to follow-up and for what reason, along with information on the type and frequency of follow-up contacts to expect. Career Service Team members can explain to the youth that they are transitioning to another phase of service where they will become more and more independent, but that you are still there to help them if they need it and will be in contact.

****

**Purpose:** Under the WIOA, the eligible youth definition includes the phrase *“*a low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment*”.* WDB-83 determines eligibility criteria for this sixth barrier; this policy defines “needs additional assistance”.

**Reference:** WIOA Chapter 2—Youth Workforce Investment Activities; SEC. 129. Use of Funds for Youth Workforce Investment Activities. (a) Youth Participant Eligibility. (1) Eligibility. (B) Out-of-School Youth. (iii)(VIII); OWD Policy Number 2-21.2: Youth Program Operations

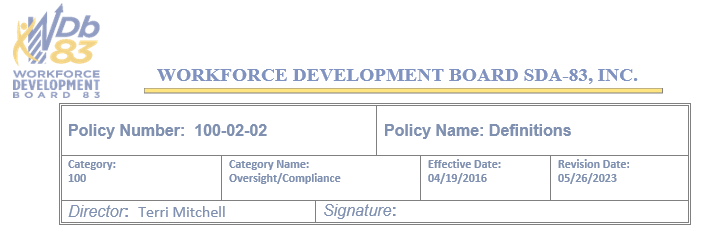
Louisiana Workforce Commission defines “*Requires additional assistance to enter or complete an education program to secure and hold employment”* as: A person who, upon administering an academic or work skills assessment

1. scores lower than the 8th grade level (8.9 or below) for academic ability; or
2. is determined to need additional basic work skills according to local policy before becoming employed in a sustainable occupation.

**Policy:** “Needs additional basic work skills” is defined by WDB-83 as:

1. Has a family history of chronic unemployment (during the two years prior to application, immediate family members living in the household were unemployed longer than employed);
2. Has been referred to or is being treated by an agency for depression or a substance abuse-related problem;
3. Is a youth 16 years of age or older who has not held a job for longer than three months, has sporadic employment (has held three or more jobs within the last 12 months and is no longer employed), or is currently unemployed and was fired from a job within six months of WIOA application;
4. Child of currently incarcerated parent(s);
5. Resides in a non-traditional household setting (single parent, lives with unofficial guardian, grandparent(s), domestic partner);
6. Lives with only one or neither of his/her natural parents; or
7. Lives in public housing.

Where documentation of the claimed barrier is unable to be obtained, self-attestation may be used as verification to the barrier. In the hand written attestation, details of the dates of unemployment, agency referred to for treatment and treatment dates, dates of employment and employer, and name of institution of incarceration and sentence dates, along with any other pertinent information necessary to warrant a verification of the barrier, must be included.



Purpose: To provide a definition of commonly used terms in the Workforce Innovations and Opportunity Act and its programs.

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Acquisition cost** | The net invoice unit price of the property including costs of modifications, attachments, accessories, or auxiliary apparatus necessary to make the property usable for the purpose for which it was acquired. Other charges such as th4e cost of installation, transportation, taxes, duty or protective in-transit insurance shall be included in the unit of acquisition cost. |
| **Act** | Means the Workforce Innovation and Opportunity Act. |
| **Additional Assistance Youth Barrier** | 1. Has a family history of chronic unemployment (during the two years prior to application, immediate family members living in the household were unemployed longer than employed); 2. Has been referred to or is being treated by an agency for depression or a substance abuse-related problem; 3. Is a youth 16 years of age or older who has not held a job for longer than three months, has sporadic employment (has held three or more jobs within the last 12 months and is no longer employed), or is currently unemployed and was fired from a job within six months of WIOA application; 4. Child of currently incarcerated parent(s); 5. Resides in a non-traditional household setting (single parent, lives with unofficial guardian, grandparent(s), domestic partner); 6. Lives with only one or neither of his/her natural parents; or 7. Lives in public housing. |
| **Adult** | An individual who is age 18 or older. |
| **Awarding agency** | (1) with respect to WIOA, the U.S. Department of Labor; and (2) with respect PHOCAS, the Office of Family Assistance; (3) with respect to a sub-grant or contract, the party that awarded the sub-grant or contract. |
| **Basic Skills Deficient**  (Workforce Innovation and Opportunity Act Section 3)  LWCOWDC Adult and Dislocated Worker Eligibility Policy DRAFT | A. A youth, that has English reading, writing,  or computing skills at or below the 8th grade  level on a generally accepted standardized  test; or  B. A youth or adult, that is unable to compute  or solve problems, or read, write or speak  English, at a level necessary to function on  the job, in the individual’s family, or in  society.  An individual who is unable to compute or solve problems, or read, write or speak English, at a level necessary to function on the job, in the individual’s family or in society. This does not imply that individuals that do not meet the low income definition or are not on public assistance must be tested to determine whether the individual is basic skills deficient. |
| **Brand name or equal** | Means a commercial product described by a brand name and make or model number or other nomenclature by which the product is offered to the public by a particular supplier, or another product having all characteristics of the brand name product essential to meet the recipient’s or sub recipient’s needs. |
| **Career Services** | Three Categories of WIOA Career Services:   1. Basic Career Services (Available to All Participants)  * Eligibility for Services * Outreach, intake, orientation * Initial assessment * Labor exchange services * Referrals to programs * Labor market information * Performance and cost information * Supportive services information * Financial aid information   2. Individualized Career Services (Apply Priority of Services)   * Comprehensive assessment * Individual employment plan * Career planning, counseling * Short-term prevocational Services * Internships and work experience * Financial literacy * Out-of-Area job search * English language acquisition   3. Follow-Up Activities |
| **Career Pathway** | A combination of rigorous and high-quality education, training and other services that   1. aligns with the skill needs of industries in the economy of the State or regional economy involved; 2. prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships…; 3. includes counseling to support an individual in achieving the individual's education and career goals; 4. includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster; 5. organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable; 6. enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and 7. helps an individual enter or advance within a specific occupation or occupational cluster. [WIOA, Sec. 3(7)] |

|  |  |
| --- | --- |
| **Customer** | An individual who has self-registered in HIRE and is only utilizing internet-based services. |
| **Diploma** | For WIOA participants, the term diploma means any credential that the state education agency accepts as equivalent to a high school diploma. |
| **Disability** | As defined in section 3 of the American with Disabilities Act of 1990 (42 U.S.C 12102). |
| **Dislocated Worker**  (Workforce Innovation and Opportunity Act (WIOA) Section 3)  LWCOWD Adult and Dislocated Worker Eligibility Policy DRAFT | Dislocated Worker means an individual who has been   1. terminated or laid off, or has received a notice of termination or layoff from employment; is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at the one-stop center, attachment to the workforce, but not eligible for unemployment insurance due to insufficient earnings or having preformed services for an employer that were not covered under a State Unemployment Compensation law; and is unlikely to return to a previous industry or occupation (see definition below of “is unlikely to return to a previous industry or occupation”); 2. has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure of or any substantial layoff at a plant, facility or enterprise; is employed at a facility at which the employer has made a general announcement that such facility will close within a 180 days; 3. was self-employed (including employment as a farmer, a rancher, or a fisherman) but is   unemployed as a result of general economic conditions in the community in which the individual resides or because of a natural disasters;   1. is a displaced homemaker (see definition of Displaced Homemaker), 2. is the spouse of a member of the Armed Forces on active duty; and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is a spouse of a member of the Armed Forces on active duty and who meets the criteria described under the definition of “displaced homemaker” (B).   Dislocated Worker: A “dislocated worker”, for purposes of qualifying for services under WIOA section 134, is defined as an individual who meets one of the following five parts:  Part 1- The individual:   1. Has been terminated or laid off, or has received a notice of termination or layoff, from employment; 2. Is eligible for or has exhausted entitlement to unemployment compensation; or 3. Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a One-Stop Center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and 4. Is unlikely to return to a previous industry or occupation;   Part II –The individual:   1. Has been terminated or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; 2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; 3. For purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;   Part III – The individual was previously self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides, or because of natural disasters;  Part IV- The individual is a displaced homemaker as defined in WIOA 3(16)  Part V –The individual:   1. Is the spouse of a member of the armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or 2. Is the spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment |
| **Displaced Homemaker**  (Workforce Innovation and Opportunity Act (WIOA) Section 3)  LWCOWD Adult and Dislocated Worker Eligibility Policy DRAFT | The term “Displaced Homemaker” means an individual who has been providing unpaid services to family members in the home and who   1. has been dependent on the income of another family member but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member; and 2. is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.   An individual who has been providing unpaid services to family members in the home and who:   1. Has been dependent on the income of another family member but is no longer supported by that income; or Is the dependent spouse of a member of the Armed Forces on active duty, and whose family income is significantly reduced because of a deployment, a permanent change of station, or the service-connected death or disability of the member; and 2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. |
| **Eligible Youth**  (Workforce Innovation and Opportunity Act (WIOA) Section 3) | The term “eligible youth” means an in-school youth (see definition) or out-of-school youth (see definition). |
| **English Language Learner**  (Workforce Innovation and Opportunity Act (WIOA) Section 203) | The term “English Language Learner” when used with respect to an eligible individual, means an eligible individual who has limited ability in reading, writing, speaking or comprehending the English language, and-  A. whose native language is a language other than English; or  B. who lives in a family or community environment where a language other than English is the dominant language. |
| **General Announcement** | An employer public announcement that states a planned closure date (within 180 days) for the facility. |
| **In – School Youth**  (Workforce Innovation and Opportunity Act (WIOA) Section 129) | The term “in-school youth” means an individual who is   1. Attending school (as defined by State law) 2. Not younger that ager 14 or (unless an individual with a disability who is attending school under State law) older than age 21 3. A low-income individual; and 4. One of more of the following: 5. Basic Skills Deficient 6. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement.   c. Pregnant or parenting  d. A youth who is an individual with a disability  e. An individual who requires additional assistance to complete an educational program or to secure or hold employment. |
| **Individual with a barrier to employment**  (Workforce Innovation and Opportunity Act (WIOA) Section 3) | The term “individual with a barrier to employment” means a member of 1 or more of the following populations:   1. Displaced homemakers (see definition) 2. Low-income individuals (see definition) 3. Indians, Alaska Natives, and Native Hawaiians 4. Individual with disabilities, including youth who are individuals with disabilities 5. Older individuals 6. Ex-offenders (see definition) 7. Homeless individuals or homeless children and youths 8. Youth who are in or have aged out of the foster care system 9. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers 10. Eligible migrant and seasonal farmworkers 11. Individuals within 2 years of exhausting lifetime eligibility under part A title IV of the Social Security Act 12. Single parents (including single pregnant women) 13. Long-term unemployed individuals 14. Such other groups as the governor involved determines to have barriers to employment. |
| **Is unlikely to return to a previous industry or occupation** | Individuals may be considered as meeting this requirement provided one or more of the following conditions exist:   1. A “Quick Job Search” in HiRE of job orders in the individual’s occupation of dislocation reveals no job orders in the last 30 days within a 25 miles radius of the individual’s zip code. 2. The individual is a military spouse impacted by a service member’s duty reassignment or discharge; or, 3. The individual has a physical or mental disability that prevents him/her from returning to their previous industry or occupation.   If the individual does not meet at least one of the above conditions, as well as, the other Category-I requirements (see definition for Dislocated Worker), he/she would not be eligible as a Category-I Dislocated Worker and should not be classified as such. |
| **Low Income Individual** | 1. receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance; 2. is in a family with total family income that does not exceed the higher of— (I) the poverty line; or (II) 70 percent of the lower living standard income level; 3. is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 H. R. 803—12 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))); 4. receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.); 5. is a foster child on behalf of whom State or local government payments are made; or 6. F. is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement. |
| **Lower Living Standard Income Level** | Income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living. |
| **Member** | An individual who has completed the full membership application (Wagner-Peyser and Core application) and who is actively engaged in center-based services. |
| **Occupational Skills Attainment** | Attainment of recognized credential related to achievement of an occupational skill. |
| **Offender**  (Workforce Innovation and Opportunity Act (WIOA) Section 3) | The term ‘‘offender’’ means an adult or juvenile—  A. who is or has been subject to any stage of the criminal justice process, and for whom services under WIOA may be beneficial; or  B. who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction. |
| **Out of School Youth**  (Workforce Innovation and Opportunity Act (WIOA) Section 129) | The term “out-of-school youth” means an individual who is   1. An individual who is not attending any school (as defined under state law) 2. Not younger than 16 and not older than 24; and 3. One of more of the following:    1. A school dropout    2. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter    3. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is       1. Basic skills deficient; or       2. An English language learner    4. An individual who is subject to the juvenile or adult justice system    5. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement    6. An individual who is pregnant or parenting    7. A youth who is an individual with a disability    8. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. |
| **Older Individual**  (Workforce Innovation and Opportunity Act (WIOA) Section 3) | An individual age 55 or older. |
| **Poverty Line** | The poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 902(2))) applicable to a family of the size involved. |
| **Priority of Service** | Priority of Service means, with respect to any qualified job training program, that a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. Such priority includes giving access to such services to a covered person before a non-covered person or, if resources are limited, giving access to such services to a covered person instead of a non-covered person. |
| **Public Assistance** | Federal, State, or local government cash payments for which eligibility is determined by a needs or income test. |
| **~~Required additional assistance to complete an educational program or to secure and hold employment~~** | ~~Youth individuals (including those with disabilities) who, after objective assessment meet at least one of the following criteria to meet the definition of “requires additional assistance to complete an educational program or to secure and hold employment” and has been determined as:~~   1. ~~Lacks a sufficiently developed employability goal with set objectives~~ 2. ~~Lacks appropriate employability skills~~ 3. ~~Lacks the ability to secure adequate job placement~~ 4. ~~Lacks job retention skills~~ 5. ~~Lacks the ability to form and implement career advancement strategies~~ 6. ~~F. (After primary resources have been exhausted) lacks physical, medical, psychiatric, psychological or financial resources necessary to achieve integration into employment and economic self-sufficiency.~~ |
| **School dropout**  (Workforce Innovation and Opportunity Act (WIOA) Section 3) | An individual who is no longer attending any school and who have not received a secondary school diploma or its recognized equivalent. |
| **Self-Sufficiency**  (Title 20 Code of Federal Regulations (CFR) §663.705)    **Economic Self Sufficiency** | At a minimum an individual’s and/or family’s wages, annualized, equal 200% of the current federally established poverty level or in the case of a dislocated worker equal 97% of the prior wage of dislocation; and an individual demonstrates a sufficient attachment to the workforce as demonstrated by overcoming the barriers identified in items A - E listed below. These items demonstrate barriers/lack of progress toward a significant/full-time attachment to the labor market.  Individuals who are employed must meet at least one of the following criteria to be considered as **not** meeting the definition of Self-Sufficiency.   1. Individual’s wages, annualized, do not equal 200% of the current federally established poverty level or in the case of a dislocated worker do not equal 97% of the prior wage of dislocation, or 2. Lacks basic skills/language barriers, or 3. Has a work history in an industry or occupation declining or projected to decline, or 4. Has a poor work history with no significant job attachment as documented by:    1. No job within the last 90 days    2. Three or more jobs within the past 12 months    3. Only part time jobs    4. Multiple quits or fires, or 5. Has no health care benefits.   According to U.S. poverty guidelines, to become economically self-sufficient, families must attain 200 percent of the poverty level. |
| **Significant Barriers to Employment for Veterans** | 1. A special disabled or disabled veteran, as those terms are define d in 38 U.S.C. § 4211(1) and (3);   Special disabled or disabled veterans are those:   * 1. Who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or,   2. Were discharged or released from active duty because of a service-connected disability;  1. Homeless, as defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a)) to include any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life – threatening conditions in the individual’s or family’s current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain permanent housing. 2. A recently-separated service member, as defined in 38 U.S.C. § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months, i.e. the term of unemployment over the previous 12 months remains 27 weeks; however, the requirement of 27 consecutive weeks is eliminated; 3. An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration, i.e. the expended definition or SBE includes any eligible veteran or eligible spouse who is currently or was formerly incarcerated by removing the within the last 12 months requirement; 4. Lacking a high school diploma or equivalent certificate; or 5. F. Low-income individual (as defined by WIOA Section 3 (36). |
| **Supportive Services**  (Workforce Innovation and Opportunity Act (WIOA) Section 3) | The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA. |
| **Underemployed** | * Individuals employed less than full-time who are seeking full-time employment;   • Individuals who are employed in a position that is inadequate with respect to their skills and training;  • Individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36); and   * Individuals who are employed, but whose current job’s earnings are not sufficient compared to their previous job’s earnings from their previous employment. |
| **Underemployed Youth** | Any underemployed out-of-school youth between the ages of 16-21 who is currently employed and:   1. The individual’s wages are less or equal to 200% of the poverty level for family size, or 2. The individual is not employed full-time even though earning a wage of self-sufficiency; or 3. The individual is in a position that does not provide any reasonable prospects for upward mobility; or 4. The individual has skill sets which do not match or align with the skills needed for high demand/growing occupations in the local labor market; or 5. The individual has appropriate skill sets for high demand/growing occupations, but lacks work experience or longevity in the labor market to obtain such jobs; or 6. The individual has appropriate skill sets, but jobs requiring those skills are limited or do not exist in the local labor market; or   G. The individual has little or no fringe benefits, such as health care. |
| **Unemployed as a result of general economic conditions** | Job loss as a result of direct or secondary consequences due to a decrease in the demand for products and/or services, adversely affecting the local community and producing a decline in local economic stability. |
| **Veteran** | An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable |

****

**Purpose:** To provide guidance through the intake process of gathering and compiling documentation sources for satisfying eligibility and suitability for prospective enrollment into the Workforce Innovation and Opportunity Act (WIOA).

**Reference:** WIOA Chapter 3—Adult and Dislocated Worker Employment and Training Activities; SEC. 134. Use of Funds for Employment and Training Activities. (c) Required Local Employment and Training Activities. (2) Career Services. (A) Services Provided.(i)

**Policy:** This standard operating procedure is broken down via the following WIOA funding categories:

* Adult-Employed, underemployed and not employed
* Dislocated Worker

Eligibility does not constitute an automatic award of WIOA funding. It only establishes the applicant is eligible for consideration for WDB-83 administered funding. A maximum of two (2) weeks are allowed for LWDA-83 staff to complete enrollment of a new WIOA participant. However, all possible efforts must be made to shorten the enrollment period to less than two (2) weeks.

Eligibility Determination

Adults and dislocated workers who receive services funded under Title I of WIOA other than self-service or informational services must be registered and must be a participant. Participation begins after the registration process of collecting information to support an eligibility determination has been completed and the individual has received a staff-assisted WIOA service.

Eligibility determination must be made prior to enrollment in WIOA and must include an initial determination of need for services to ensure that employment and training opportunities are being provided to those who can benefit from and are in need of such opportunities to obtain or retain employment. To be eligible to receive WIOA services as an adult or dislocated worker an individual must:

* Be a citizen or noncitizen authorized to work in the United States
* Meet Military Selective Service registration requirements (males only)
* Be 18 years of age or older
* Meet the definition of an adult or dislocated worker as defined by WIOA

*Attachment A: Initial Assessment Tool (Triage Form 2-2015)*

Participant Documentation and Data Validation Verification Requirements

Staff will review with the customer required documents they must bring. Manual case notes will be kept of all contact with the customer through this process to include dates and times.

Documentation verifying the eligibility of participants in WIOA is mandatory. Documentation is physical evidence, which is obtained during the verification process and is maintained in participant files. Such evidence would be copies of documents, completed telephone verification/document inspection forms, and signed self-attestation forms. Documents may be stored in hard copy case files or electronic document management systems.

*Attachment B: Dislocated Worker Category Verification*

*Attachment C: Source Documentation Required for Data Validation*

Self-attestation occurs when a participant states his or her status for a particular data element and then signs and dates a form acknowledging this status. The key elements for self-attestation are:

* The participant identifying his or her status for permitted elements; and
* Signing and dating a form attestation to the self-identification.

Self-attestation cannot be used to document the basic WIOA eligibility data elements of right to work, selective service, and age. Documenting with self-attestation is a method of last resort when no other source of documentation can be found or accessed.

*Attachment D: Self Attestation Form*

Staff will scan the documents into HiRE, or at the least make copies of the documents, and immediately return them to the customer during the intake process. In the event the customer has not brought all required documents, staff will provide them with a communication highlighting the outstanding documents. The customer will retain the original while staff will maintain a copy.

**Adult Eligibility**

Priority of Service for Adult Individualized Career and Training Services

Previously, under WIA, priority was required to be given to public assistance recipients and low-income individuals when States and local areas determined that allocated funds were limited. Under WIOA, priority must be provided regardless of the level of funds. WIOA also expanded the priority to include individuals who are basic skills deficient. Funds will be used for receipt of career and training services necessary for an individual to obtain or retain employment.

WIOA establishes a priority of service requirement with respect to funds allocated to a local area for “individualized” career services in addition to training services. Such “individualized” career services may include career counseling and the development of an individual employment plan which involves more dedicated staff time to provide. AJC staff responsible for these funds must give priority to:

1. Recipients of public assistance - receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the supplemental nutrition assistance program (SNAP) established under the Food and Nutrition Act of 2008 (7U.S.C.2011 et seq.), the program of block grants to States for temporary assistance for needy families program (TANF) under part A of title IV of the Social Security Act (42) U. S. C. 601 et seq.) of the supplemental security income (SSI) program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq), or State or local income based public assistance;
2. Other low-income individuals - receives an income or is a member of a family that receives, a total family income that, relative to family size, does not exceed

* The Poverty Line
* 70 percent of the lower living standard income level;

1. A homeless individual as defined in §41403(6) of the Violence Against Women Act of 1994, (42 U.S.C. 14043e-29(6)), or a homeless child or youth as defined in §725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2));
2. Recipient or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
3. Foster child on behalf of whom State or local government payments are made; or
4. Individual with a disability whose own income meets WIOA’s income requirements, even if the individual’s family income does not meet the income requirements.
5. Individuals who are basic skills deficient - An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

This does not imply that individuals that do not meet the low income definition or are not on public assistance must be tested to determine whether the individual is basic skills deficient.

Acceptable methods of basic skills determination:

* Use of previous assessments - an AJC staff member or a partner agency will not be required to conduct a new interview, evaluation, or assessment of a participant if the AJC staff member or partner agency determines that it is appropriate to use a recent interview, evaluation, or assessment of the participant conducted pursuant to another education or training program. Recent assessment will be defined as within 6 months of eligibility determination.
* Adult individuals that are actively enrolled in Title II Adult Education services (LDCC Center for Adult Development).
* Profiled individuals receiving UI benefits that have filed for a minimum of 12 weeks will be considered meeting the definition of basic skills deficient with the logic that the individual may not possess the skills that align with current workforce demand.

Priority does not necessarily mean that these services may only be provided to recipients of public assistance, other low income individuals, and individuals without basic skills. The local Board may establish a process that also gives priority to other individuals eligible to receive such services, provided it is consistent with priority of service for veterans. For the purpose of determining eligibility of adult under WIOA, individualized career or training services will constitute a *minimum**of 51%* of adults served meeting the priority target groups. This minimum threshold will ensure that local AJCs are targeting adults in most need of services beyond “basic career services while developing talent pools that meet the short term as well as long term workforce needs of businesses.”

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which includes WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority described above, priority must be provided in the following order:

1. First, to veterans and eligible spouses who are also included in the groups are given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
2. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3. Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.
4. Last, to non-covered persons outside the groups given priority under WIOA.

Note: When past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority.

**Dislocated Worker Eligibility**

The WIOA dislocated worker program offers employment and training services for eligible workers who are unemployed through no fault of their own or who have received an official layoff notice. WIOA expands the definition of dislocated worker to include the spouse of active military who lost employment as a result of a permanent change in duty location or is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

Priority of Service for Dislocated Workers

Priority of service applies when using Dislocated Worker Funds to serve Separating Service Members and/or Military Spouses.

Service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex-Military members (UCX), generally qualify as dislocated workers. Dislocated Worker funds under Title I can help separating service members to enter or reenter the civilian labor force.

ETA policy generally dictates that a separating service member meets the dislocated worker requirement as that of an individual who is unlikely to return to his or her previous industry or occupation.

A separating service member needs a notice of separation, either a DD-214 from the Department of Defense, or other appropriate documentation that shows a separation or imminent separation from the Armed Forces which qualifies as the notice of termination or layoff, in order to meet the required dislocated worker definition.

It is appropriate to provide career services to separating service members (who may be on a terminal leave from the military) and who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable. In the case of these separating service members it may make sense to begin providing career services while still a part of the Active Duty military, because they have an imminent separation date.

WIOA expands the definition of dislocated workers to include military spouses who have lost employment as a direct result of a relocation to accommodate a permanent change in duty station of the spouse (separation qualifies as a permanent change of duty station).

Military spouses may also qualify if they are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of:

* a deployment;
* a call or order to active duty;
* a permanent change of station; or,
* the service-connected death or disability of the service member.

Military spouses also can qualify if they are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment.

Dislocated Worker Eligibility Criteria for Career Services

A dislocated worker, for purposes of qualifying for services under WIOA section 134, is defined as an individual who meets one of the following five parts:

Part I- The individual:

* + has been terminated or laid off, or has received a notice of termination or layoff, from employment;
  + is eligible for or has exhausted entitlement to unemployment compensation; or
  + has been employed for a duration sufficient to demonstrate, to the appropriate entity at an AJC, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
  + is unlikely to return to a previous industry or occupation;

Part II –The individual:

* + has been terminated or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, or enterprise;
  + is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
  + for purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

Note: A general announcement is any official announcement of the closing from the employer that includes a closing date. Examples include a press release, a memorandum from the employer to all employees, a notice posted in the affected facility, or notification to applicable labor unions/collective bargaining units.

Part III – The individual was previously self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides, or because of natural disasters;

Note: WDB-83 has defined “. . . general economic conditions” as a:

1. decline in local economy;
2. decline in occupational demand in which the self-employed person generated his/her historical revenue;
3. closure/RIF of supplier or consumer occurred; or
4. natural or catastrophic disaster occurred.

Part IV- The individual is a displaced homemaker. A displaced homemaker is an individual who:

* has been providing unpaid services to family members in the home;
* is unemployed or underemployed and experiencing difficulty finding or upgrading employment, and;
* meets one of the following:
  + has been dependent on the income of another family member but is no longer supported by that income, or;
  + is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member.

Part V –The individual:

* is the spouse of a member of the armed Forces on active duty (as defined in section 101 (d) (1) of title 10, U. S. C), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
* is the spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

*Attachment B: Dislocated Worker Category Verification Chart*

In determining “unlikely to return to previous industry or occupation” consider these circumstances:

* Skill Oversupply-State or local supply of person with the specific skills of the applicant exceeds current demand for those skills; or
* Obsolete Skills–Applicants can no longer meet the minimum requirements of jobs available in their occupation (e.g., clerical worker without work processing skills, etc.); or
* Local Layoff Impact-A local plant or business closing or layoff has had a significant negative impact on the availability of jobs in the applicant’s primary occupation and accustomed wage/hour/skill level; or
* Physical Limitations or Disabilities-Newly acquired physical limitations or injuries occurring which limit the individual’s ability to perform the job from which they were dislocated may make an individual unlikely to return to the previous occupation. Such individuals are eligible if they fit one of the categories of the WIOA Dislocated Worker program eligibility, but must have a doctor’s release to work; or
* Other Factors-Factors that can be recorded in the customer’s file from written or verbal sources, including staff judgement, indicating “unlikely to return to the previous industry or occupation”.

*Resource: Workforce Development Board 83 Policy 500-02-01*

USDOL Employment and Training Administration policy generally dictates that a separating service member meets the Dislocated Worker requirement as that of an individual who is unlikely to return to his or her previous industry or occupation.

**Workforce Development Board SDA-83 Additional Eligibility**

Cumulative Grade Point Average

For Local Workforce Development Area (LWDA)-83 students seeking licensure, certificates, degrees, or other post-secondary completion awards, the minimum cumulative grade point average (GPA) accepted as an eligible WIOA participant is 2.00. Students must possess and maintain academic skills and knowledge.

Applicants must first meet the eligibility requirements of the Workforce Innovation and Opportunity Act. Applications will be reviewed. Eligibility for funding will be determined based on the information provided, demonstrated need for training, and that the training is in an in-demand occupational field.

Criminal Background

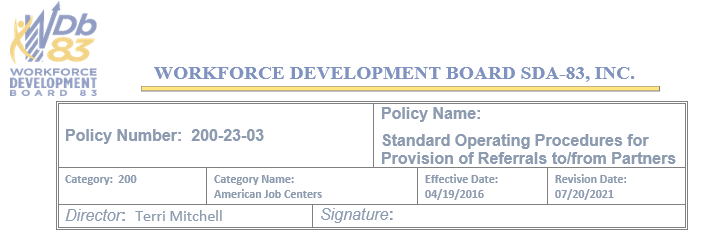
There are careers in which a person with a criminal background will not be hired. WDB-83 will not fund training in any area where a person cannot expect to be employed fulltime. A background check and/or drug screen may be required in certain areas of training prior to training enrollment for individuals enrolling in WIOA training programs.

Two-Year Completion on Training

Training assistance for individuals seeking two- or four-year college degrees will only be approved for funding in areas that are occupational specific, and are in current demand areas. If the program cannot be completed within the two-year time limit, the Program Director must be consulted and, if approved, sign the Individual Training Account (ITA).

General Liberal Arts Degrees

General Liberal Arts (General Studies) degrees will not be approved for funding.

****

**Purpose:** To describe methods of referral of individuals between the American Job Center (AJC) operator and the AJC partners for appropriate services and activities. The programs and activities referred to may consist of:

(i) programs authorized under title I of WIOA;

(ii) programs authorized under the Wagner-Peyser Act;

(iii) adult education and literacy activities authorized under title II of WIOA;

(iv) programs authorized under the Rehabilitation Act of 1973;

(v) activities authorized under the Older Americans Act of 1965;

(vi) career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006;

(vii) activities authorized under the Trade Act of 1974;

(viii) activities authorized under Veterans Benefits;

(ix) employment and training activities carried out under the Community Services Block Grant Act;

(x) employment and training activities carried out by the Department of Housing and Urban Development;

(xi) programs authorized under State unemployment compensation laws;

(xii) programs authorized under the Second Chance Act of 2007 to assist offenders; and

(xiii) programs authorized under the Social Security Act.

It takes a village to address today’s complex workforce challenges; not one single organization has the resources, knowledge or education and training capacity to align workforce supply with demand. It’s time to engage traditional partners in new ways and engage nontraditional partners to address long-standing challenges and increase the system’s reach and capacity.

**Reference:** WIOA Subtitle B—Workforce Investment Activities and Providers; Chapter 1—Workforce Investment Activities and Providers; SEC. 121. Establishment of One-stop Delivery Systems. (b) One-stop Partners. (1) Required Partners. (B); Workforce Development Area 83 Policy 200-22

**Policy:** A new requirement under WIOA is the provision of referrals to and coordination of activities with other programs and services, including programs and services within the AJC delivery system and, in appropriate cases, other workforce programs. AJC staff will refer participants to various agencies based on intake interviews and as requests are made or barriers to success present themselves. A chief purpose of the referral process among partners is to establish a cooperative and mutually beneficial relationship among agencies.

WDB-83 is committed to the delivery of customer-focused, integrated, and coordinated services and the sharing of relevant customer program information and records, including referrals, assessment results, training plans, progress reports, and job development strategies. That is the reason LWDA-83 partner agencies have selected the Unite Louisiana network as its referral system of choice. AJC staff will strive to promote co-enrollments and to coordinate cohesive and consistent services, which complement and strengthen the services offered by each of our partners. Staff will encourage customers to utilize the full spectrum of each partner’s services to enhance successful program outcomes.

This procedure describes the steps to be taken to facilitate a co-enrollment and/or a referral between any partner agency and WIOA-funded agency. The intent of a co-enrollment or referral activity is to ensure that needed services for a customer are provided through the most appropriate funding stream, and are not duplicated, and to ensure that all individuals seeking services at LWDA-83 AJCs are provided services that are mutual to all partner programs, and to ensure that these individuals are also referred to program services which are unique to the partners’ programs.

This process begins when a partner agency or a WIOA-funded agency has identified a customer who can benefit from the services of another agency, in addition to the services provided by their own agency. This process ends when the customer is enrolled into WIOA services, or is not enrolled for cause.

Co-enrollment is the process used to provide services from multiple funding streams simultaneously, without duplicating services or efforts.

If the referring agency has performed assessments and developed an Individual Employment Plan (IEP) within the past twelve months, the referred-to agency will accept those assessment results and work with the referring agency’s IEP. (Resource: Workforce Development Area 83 Policy 200-22-01) The referred-to agency does not have to accept the client into their program. Partner and AJC staff will work together to determine the appropriateness of co-enrollments.

Agencies who may use this process: Louisiana Rehabilitation Services (LRS), Migrant Seasonal Farm Workers (MET**),** Project Ayuda Senior Employment Programs, LWC Veterans Programs, LDCC Center for Adult Development (CAD), Trade Adjustment Act (TAA), and Community Service Block Grant (CAA). Low income individuals needing further assistance will be referred to CSBG (CAA) staff. Veterans are referred to the Veterans program representative. Career Services Team (CST) will refer veterans to other partners for services when appropriate. The need of each customer is identified during the assessment process and referred to the appropriate service provider.

A referral is the process used to consider for enrolling clients into WIOA when services are not available by the referring agency. The referral system must be more than handing customers a brochure of those AJC partners not located at the AJ Center. The referral system must always be to the advantage of the customer and include a contact with the customer after the referral appointment to ensure the customer was provided service.

After receiving a referral from a partner agency and once accepted into the WIOA program, the AJC system has full ownership of the client. The referring agency may no longer be involved with the client at the point of enrollment into WIOA. There is no formal co-management of a client (no exchange of data or other information) after the referral is accepted. The AJC does not have to accept the client into their program. In other situations, the referring agency may retain secondary case management responsibilities, and the referred-to agency (AJC) has primary case management responsibilities.

The referral process can work reciprocally with the referral being originated from an AJC where services that the customer has been assessed to be in the need of are not available. A referral form will be completed and presented to the referred-to agency in a mutually agreed upon referral format (e.g., Unite Louisiana network [Louisiana.UniteUs.com], e-mail, delivered by the customer, etc.).

If the referral is coming from a Career Services Team member and going to a partner agency, attach any documents to the referral form verifying the reason you are referring the customer to that agency (assessment results, case notes, medical records, etc.). The referring agency (AJC) will report pertinent information regarding the referral, such as:

• other agencies from whom the customer is receiving services;

• other agencies to whom the customer is being referred for services;

• whether or not the customer is facing a time limit in which to find employment (i.e., for child supportive services, probation, etc.); and/or

• whether or not the customer has other restrictions (i.e., no out of state travel, etc.) which would have a bearing on the services provided.

To process a paper or digital referral to Louisiana Rehabilitation Services, specifically, the AJC staff will complete the WIOA *Co-enrollment/Referral Form* and immediately while the customer is still present make a phone call (318-362-3232) to the LRS “Counselor of the Day”. The Counselor of the Day will talk with the customer to complete the *New Referral* form required by LRS on all customers seeking their services. LRS will make an appointment to meet with the customer within seven (7) days of the telephone call.

The purpose of the referral is to assist AJC system partners in the referral of potentially eligible customers for co-enrollment. All customers referred for services will receive either a written referral form with the date, time, and place of the appointment or a verification of a referral through the Unite Louisiana network in the form of an Informed Consent. Informed Consents may be obtained from the client via e-mail or by uploading a signed consent document on the platform. All appointments will be scheduled within three (3) working days, if suitable to the referred-to agency. If it becomes necessary to change the appointment date, AJC staff will inform the staff from the other agencies of the changes in appointment schedules. If a CST is making the appointment, s/he will follow up with the customer within two (2) working days after the scheduled appointment date to determine if the appointment was kept and the results of that appointment.

If the referral is made through the Unite Louisiana network, an e-mail will automatically be created to notify the receiving agency that a referral has been generated. The receiving agency will be given two (2) working days to accept or reject the referral. Results of referrals made through Unite Louisiana are entered in the portal and sent to all involved parties by e-mail.

The goal is to have a quality referral that rewards the customer with what they intended to receive when they arrive. This means a date, time, place and contact person, as well as what information the customer needs to bring with them for further processing must be on the referral form.

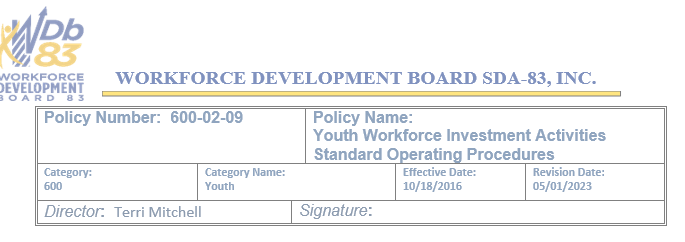
When the form is submitted for services, the form must be returned with the outcome noted. The form can be submitted/returned in person, scanned into an e-mail, or by fax. The customer must sign a release of information (on the referral form) before any information can be shared between the LWDA and the partner agency.

Upon receipt of a referral form from a partner agency, AJC staff will send a letter or a note on Unite Louisiana inviting the customer to the next scheduled orientation session. (Resource: Workforce Development Board 83 Policy 200-22-01) This letter should be sent within five (5) days of the date of receipt of the referral form. A copy of the letter will be sent to the referring agency. This is done mechanically via e-mail using the referral system in Unite Louisiana. AJC staff will complete the “Feedback” section of the referral form and send a copy back to the referring agency within five (5) days after the scheduled orientation date.

Whenever possible, AJC staff will follow up with a phone call to the customer to verify receipt of the orientation letter. When an individual fails to attend a scheduled orientation, AJC staff will make a minimum of two (2) additional attempts to get the person to attend an orientation session. Partner agency staff will be kept informed about the number of remaining contacts to be made.

When participants are co-enrolled it is vital to exchange information between the AJC and the partner agency regarding status in WIOA components, enrollment in training, completion of training, job placement, or other activities that are relevant to case management and/or performance results. It is imperative that both work closely together to meet the goals of each of their respective programs. Both the CST and the partner must agree on the client’s training program before training is approved and training begins. (Resource: Workforce Development Board 83: Policy 200-22-01)

*Attachment A: WIOA Partner Referral Form 08/2015*

****

**Purpose:** To ensure Youth participants meet WIOA income eligibility, documentation, and verification requirements for participants, and provide procedures for assisting youth candidates with services when they are identified with significant barriers to success in completing education, securing jobs, and/or keeping employment.

**Reference:** WIOA Chapter 2—Youth Workforce Investment Activities; WDB-83 Policy 100-14-02: Youth “Needs Additional Assistance” Defined; WDB-83 Policy 200-21-04: Standard Operating Procedures for Initial Assessment of Skill Levels, Aptitudes, Abilities, and Supportive Service Needs; WDB-83 Policy 200-23-03: Standard Operating Procedures for Provision of Referrals to/from Partners; WDB-83 Policy 200-28-10: Standard Operating Procedures for Provision of Supportive Services or Assistance; WDB-83 Policy 200-30: Standard Operating Procedures for Provision of Assistance in Finding Non-WIOA Training Financial Aid; WDB-83 Policy 200-33-04: Guidance on Progressive Discipline of WIOA Participants; WIOA Final Rule Sec. 681.450; TEGL 23-14; TEGL 09-22

**Background:** From WIOASEC. 123. ELIGIBLE PROVIDERS OF YOUTH WORKFORCE INVESTMENT ACTIVITIES: EXCEPTIONS. —A local board may award grants or contracts on a sole-source basis if such board determines there is an insufficient number of eligible providers of youth workforce investment activities in the local area involved (such as a rural area) for grants and contracts to be awarded on a competitive basis under subsection (a).

The most significant change between the Notice of Proposed Rulemaking (NPRM) and the Final Rule occurs in § 681.400. This section clarifies that youth activities may be conducted by the local grant recipient and that when the Local WDB chooses to award grants or contracts to Youth service providers, such awards must be made using a competitive procurement process in accordance with WIOA sec. 123.

From the Final Rules, The Department encourages Local WDBs to continue to award contracts to Youth service providers when local areas have access to experienced and effective youth service providers. The intent of this flexibility is to allow for the local WDB to directly provide the WIOA Youth program elements that they can most efficiently and cost-effectively provide, such as labor market and employment information (HiRE activity/service code 433) and framework services including assessment, intake, supportive services and follow-up services.

Even further refined in TEGL 21-16, Section 6: Competitive Procurement, local WDBs can decide to directly provide youth services. In LWDA-83, WDB-83 is performing multiple roles, acting as fiscal agent and Youth service provider. As required, a written agreement exists between WDB-83 and the Chief Elected Official (CEO) that clarifies how WDB-83 will carry out its responsibilities.

**Policy:** To be eligible to participate in activities carried out under WIOA Youth programs the customer, at the time the eligibility determination is made, must be an out-of-school youth or an in-school youth.

WIOA regulations state, at a minimum, seventy-five (75) percent of funds available for Youth activities must be expended to provide Youth activities to Out-of-School Youth. For all Youth applicants who do not meet the eligibility for Out-of-School Youth or Adult, a file should be kept to confirm the denied applicants are referred to partner agencies providing the services they desire.

Outreach, Recruitment and Orientation

Outreach and recruitment include, but is not limited to, identifying potentially eligible youth, working with parents and guardians to secure necessary documentation, and working closely with other governmental and community organizations and school systems to identify and recruit youth. Reengaging out-of-school youth can take many forms, including information sharing between schools as well as print and electronic media campaigns. Many Temporary Assistance for Needy Families (TANF) participants may be eligible for the WIOA Youth program given the OSY age increased under WIOA to 24-years old. WDB-83 will partner with local TANF agencies in order to reach the TANF population. Utilizing multiple methods to reach out-of-school youth ensures that as many OSY as possible are contacted.

Approaches to recruitment may include:

* information to area newspapers and radio stations announcing services,
* area churches may be notified,
* mail-outs could be designed for graduating high school seniors that contain programs available and eligibility as an out-of-school youth. Include incentives for participating in program activities,
* day of career awareness for young adults might be organized,
* work with local school districts to identify drop-outs,
* “American Job Center (AJC) Career Day” for high school counselors and a “cheat sheet” for high school counselors describing services and an eligibility brief to be handed to students with ease,
* community meetings may be held to notify all interested in services available. Parents and guardians will be asked to attend any information-sharing meetings concerning WIOA Youth services,
* an effort will be made to recruit youth where they gather by the use of flyers and brochures,
* AJC staff could also work with probation/parole officers in order to identify those involved in the Juvenile Justice system, as well as those aging out of foster care,
* state agency partners (Ad Ed, VR, TANF, SNAP, JobCorps, child care provider, foster care)
* Community-based and non-profit partners (housing, faith-based, community foundations, community centers, juvenile justice),
* education (K-12, career and technical education drop-outs, post-secondary),
* youth and/or parents, and
* local governments.

As part of orientation, all youth must receive information on all services available through the WIOA Youth program. Youths who have dropped out of school are expected to have the ability to earn a high school diploma or its equivalent (functioning on at least a 6.0 grade level in both reading and math) within a reasonable amount of time (generally within two years of participation date).

Initial Assessment

Clients must undergo an initial assessment (HiRE activity/service code 404) to determine whether they are WIOA eligible and would benefit from program services. The assessment is used to determine whether WIOA is the most appropriate service for the customer.

Initial assessment is also used to determine if AJC services have the capability to provide the appropriate educational and occupational services to meet the needs of the individual. The initial assessment includes, but is not limited to, a review of skill levels, aptitudes, abilities, and supportive services needs (child care [HiRE activity/service code 480], transportation [HiRE activity/service code 481], etc.) and referral to other services as appropriate. Staff will enter HiRE activity/service code 404-Youth Initial Assessment into the system and print documentation of such action to be placed in the participant’s file.

If it has been determined during the initial assessment (HiRE activity/service code 404) that an individual is not eligible for WIOA services, refer the applicant to appropriate organizations and services. Applicants who are WIOA eligible but do not meet specific program requirements (e.g., minimum of 6th grade reading and math levels) will be referred for further assessment, as necessary, to the most appropriate program to meet basic skills and training needs. Documentation will be maintained on all rejections and referrals.

WIOA Youth Eligibility Requirements

Youth must meet the WIOA Youth eligibility criteria in order to receive WIOA-funded services. Individuals who apply to participate in the WIOA Youth programs must meet the following criteria as described in Section 101 (13) in the Act: Not less than age 14 and not more than age 24 at time of registration; A U.S. citizen or non-citizen who is authorized by the Immigration and Naturalization Service; A resident of one of the ten (10) parishes represented by WDB-83, Inc, is in compliance with the Selective Service System registration requirements **and**:

* Out-of-School means an individual who is—

1. not attending any school (as defined under State law);
2. not younger than age 16 or older than age 24; **and**
3. one or more of the following:
4. A school dropout, or
5. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter, or
6. A recipient of a secondary school diploma or its recognized equivalent who is a *low-income* individual **and** is—
   * basic skills deficient; **or**
   * an English language learner, or
7. An individual who is subject to the juvenile or adult justice system, or
8. A homeless individual, a runaway, in foster care or has aged out of the foster care

system, or in an out- of-home placement, or

1. An individual who is pregnant or parenting, or
2. A youth who is an individual with a disability, or
3. A *low-income* individual who requires additional assistance to enter or complete

an educational program or to secure or hold employment. (Reference WDB-83 Policy 100-14-02: Youth “Needs Additional Assistance” Defined)

* In- School Youth (ISY) means an individual who is—

1. attending school (as defined by State law);
2. not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21;
3. a *low-income* individual; **and**
4. one or more of the following:
5. Basic skills deficient, or
6. An English language learner, or
7. An offender, or
8. A homeless individual, a runaway, in foster care or has aged out of the foster care system, or in an out- of-home placement, or
9. Pregnant or parenting, or
10. A youth who is an individual with a disability, or
11. An individual who requires additional assistance to complete an educational program or to secure or hold employment.

*Determining School Status*

Different eligibility criteria apply to in-school youth (ISY) and out-of-school youth (OSY). School status is determined at the time of program enrollment. Because the process of program enrollment can occur over a period of time, school status must be based on status at the time the eligibility determination portion of program enrollment is made. Once the school status of a youth is determined, that school status remains the same throughout the youth’s participation in the WIOA youth program.

* If a youth is enrolled in the WIOA youth program during the summer and is in between school years, the youth is considered an ISY if they are enrolled to continue school in the fall.
* If a youth is enrolled in the WIOA youth program between high school graduation and post-secondary education, the youth is considered an ISY if they are *registered* for post-secondary education, even if they have not yet begun post-secondary classes at the time of WIOA youth program enrollment. However, if a youth graduates from high school and registers for post-secondary education, but does not ultimately follow through with attending post-secondary education, then such a youth would be considered an OSY if the eligibility determination is made after the point that the youth decided not to attend post-secondary education.

*Non-credit-bearing post-secondary classes*

If the youth participant is enrolled in any credit-bearing post-secondary education classes, including credit-bearing community college classes and credit-bearing continuing education classes, then they are considered attending post-secondary education, and, therefore, an ISY. If the youth is only enrolled in non-credit-bearing post-secondary classes, they would not be considered attending post-secondary school and, therefore, an OSY.

In general, credit courses are designed for students who are interested in earning college credits towards a degree or certificate. These courses are usually a full semester long. Students who take credit courses receive a letter grade (A, B, C, D or F) at the end of the semester. Non-credit courses are short-term classes offered through the continuing education or workforce development department of the school. They are intended for students who want to gain general knowledge, learn a new skill, upgrade existing skills or develop personal interests. Upon completion, students may request a certificate of completion from the school. All non-credit classes are not applicable toward a degree. A certificate of completion can be issued at the completion of the course. An important difference is that Federal Financial Aid is not available for non-credit classes.

*Individuals 22 and older attending post-secondary education*

ISY, including those attending post-secondary education, must be between the ages of 14 through 21. A youth attending post-secondary education who is 22 at time of eligibility determination would not be eligible for the WIOA youth program because they are in school and over the age of 21. That individual could be served through the WIOA adult program.

*Exception for youth with disabilities*

There is one exception to age eligibility for youth attending school. Youth with disabilities who have an Individualized Education Program (IEP) may be enrolled as ISY after the age of 21, since Louisiana allows youth with disabilities to be served by the K-12 public school system beyond the age of 21. Such youth may only be enrolled as ISY up to the age allowed by their state law to receive secondary education services.

*High school equivalency programs and dropout re-engagement programs*

Providers of adult education under Title II of WIOA, YouthBuild programs, the Job Corps program, high school equivalency programs, and dropout re-engagement programs are not considered to be schools for the purposes of determining school status. However, there is one exception. Youth attending high school equivalency (HSE) programs, including those considered to be dropout re-engagement programs, funded by the public K–12 school system that are classified by the school system as still enrolled in school are considered ISY.

A dropout re-engagement program conducts active outreach to encourage out-of-school youth to return to school and assists such youth in resuming their education and/or training to become career ready. A re-engagement program or center may provide case management and other services to support youth in overcoming barriers that prevent them from returning to school or work.

The number of non-low-income Youth cannot exceed 5% of all enrolled Youth in LWDA-83.

A disabled youth whose family does not meet the income eligibility criteria under WIOA may be eligible for services as a “low-income individual” whose own income meets the income requirements of low-income, but who is a member of a family whose income does not meet this requirement.

The focus for the ISY program is developmental services that prepare the youth to stay in school, learn about/choose a career cluster and be ready for further developmental assistance. In-school Youth funds may ***not*** be used for an ITA. However, ISY who are 18 years or older may be provided an ITA, as appropriate, through Adult funds.

The following definitions are applicable to the eligibility for youth services under WIOA:

* Basic Skills Deficient - a youth is deficient in basic skills if he or she computes or solves problems, read, writes or speaks English at or below grade level 8.9 on a generally accepted standardized test or is unable to compute or solve problems, read, write or speak English at a level necessary to function on the job, in the individual’s family or in society.
* Disability - a physical (motion, vision, hearing), emotional/behavior disorder (including substance abuse) or mental (learning or developmental) impairment which substantially limits one or more of the applicant’s major life activities or has a record of such impairment, or is regarded as having such an impairment, but which does not result in substantial impediment to employment. Or, the enrollee may have a disability, which is an impediment to employment.
* Homeless Youth – an individual who lacks a fixed regular, adequate nighttime residence, and any individual who has a primary nighttime residence that is a public or private operated shelter for temporary accommodation, an institution providing a temporary residence for individuals intended to be institutionalized, or a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings.
* Low-income Individual – as one who qualifies under various criteria, including:
  + an individual who received income for a six-month period (annualized) that does not exceed the higher of the Health and Human Services poverty line or seventy (70) percent (70%) of the Lower Living standard Income Level,
  + receives or is a member of a family that receives, or in the past 6 months has received, assistance through the supplemental nutrition assistance (SNAP) program, or State or local income-based public assistance,
  + qualifies as homeless,
  + is a foster child on behalf of whom state and local government payments are made,
  + a disabled individual whose income meets the requirements of a program.
  + A youth who lives in a High Poverty Area
* Offender – an individual who is or has been subject to any stage of the criminal justice process or who requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction.
* Pregnant or Parenting Youth – an individual who is 24 years of age or less and who is pregnant, or a youth (female or male) who is providing custodial care for one or more dependents under age of 18.
* Requires Additional Assistance (Reference Policy 100-02-01)
* Runaway – an individual who is 18 years of age or less who has removed themselves from home or place of legal residence without the permission of parent(s) or legal guardians.
* School Dropout – an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.

Career Service Team members are responsible for gathering and reviewing eligibility documents and making the initial eligibility determination. A maximum of two (2) weeks are allowed for LWDA-83 staff to complete enrollment of a new WIOA participant.

Income Eligibility

All WIOA eligible youth between the ages of 16 - 24 must be registered in HiRE and determined eligible in order to participate in Youth program activities. Registration requires the collection of information to support the determination of eligibility. The determination of Youth eligibility must be correct/valid and adequately documented. All documentation should be placed in the youth’s case file (hard copy or electronic).

WIOA Special Rule found in Sec. 129(a)(2) defines the term ‘‘low-income’’, used with respect to an individual, to also include a youth living in a high-poverty area. High-poverty areas are defined as non-metro areas with a poverty rate of twenty-five (25) percent or more. This definition is consistent with the Census Bureau practice of identifying poverty areas. High-poverty areas are identified by one of two conditions: (1) over half of the poor population in the county is from a minority group or (2) over half of the poor population is non-Hispanic White, but it is the high poverty rate of a minority group that pushes the county’s poverty rate over twenty-five (25) percent.

Poverty areas are census tracts or block numbering areas where at least twenty-five (25) percent of residents are poor. Census tracts are small, statistical subdivisions of a county. They usually have between 2,500 and 8,000 residents and do not cross county boundaries. USDOL concluded that twenty-five (25) percent was the most appropriate threshold. The Census Bureau web site for obtaining American Community Survey Data to determine if an applicant lives in a high poverty tract can be accessed by using either of these web addresses: <https://www.census.gov> or <https://geocoding.geo.census.gov/geocoder/geographies/address?form>.

For Out-of-School Youth, there are only two circumstances when the customer *must* be low income:

* only those youth who are the recipient of a secondary school diploma or its recognized equivalent *and* are either basic skills deficient or an English language learner, and
* youth who require additional assistance (reference WDB-83 Policy No. 100-14-02) to enter or complete an education program or to secure or hold employment must be low income.

All other Out-of-School Youth are not required to be low income.

Cumulative Grade Point Average

For Local Workforce Development Area (LWDA)-83 students seeking licensure, certificates, degrees, or other post-secondary completion awards, the minimum cumulative grade point average (GPA) accepted as an eligible WIOA participant is 2.00. Students must possess and maintain academic skills and knowledge.

Applicants must first meet the eligibility requirements of the Workforce Innovation and Opportunity Act. Applications will be reviewed. Eligibility for funding will be determined based on the information provided, demonstrated need for training, and that the training is in an in-demand occupational field.

Criminal Background

There are careers in which a person with a criminal background will not be hired. WDB-83 will not fund training in any area where a person cannot expect to be employed fulltime. A background check and/or drug screen may be required in certain areas of training prior to training enrollment for individuals enrolling in WIOA training programs.

General Liberal Arts Degrees

General Liberal Arts (General Studies) degrees will not be approved for funding.

5% Window

The Workforce Innovation and Opportunity Act states, “In each local area, not more than five (5) percent of the individuals assisted . . . may be persons who would be covered individuals, except that the persons are **not** low-income individuals.” This process is commonly known as the “5% window”.

Eligibility determination for WIOA Youth identifies Youth participants who are in the most need of services. Up to five (5) percent of Youth participants served by WIOA Youth programs may be individuals who do not meet the income criteria for eligible youth. Eligibility is determined at registration and does not change throughout the participant’s enrollment.

*Note: WIOA Program Director must approve all 5% window exemptions for those youth served under WIOA who do not meet the low-income criteria requirement.*

“Needs Additional Assistance” Barrier

WIOA includes a limitation where only five (5) per cent of In-School Youth in a given program year can be determined eligible using the “youth who require additional assistance to complete an education program or secure or hold employment” barrier. “Needs additional assistance” is defined as:

1. Has a family history of chronic unemployment (during the two years prior to application, immediate family members living in the household were unemployed longer than employed);
2. Has been referred to or is being treated by an agency for depression or a substance abuse-related problem;
3. Is a youth 16 years of age or older who has not held a job for longer than three months, has sporadic employment (has held three or more jobs within the last 12 months and is no longer employed), or is currently unemployed and was fired from a job within six months of WIOA application;
4. Child of currently incarcerated parent(s);
5. Resides in a non-traditional household setting (single parent, lives with unofficial guardian, grandparent(s), domestic partner);
6. Lives with only one or neither of his/her natural parents; or
7. Lives in public housing.

Administration of Basic Skills Assessment

All youth program participants must have an assessment of basic skills (*Basic Skills Screening Tool)* as a part of the objective assessment; however, this type of assessment is less formal than the assessment to determine Basic Skills Deficiency (CASAS). **There is no requirement to test all Youth applicants for basic skills deficiency, only those for whom BSD is being established as an eligibility criterion.**

The requirement to review basic skills as part of the objective assessment process is **not the same** as conducting a basic skills assessment for eligibility determination for the basic skills deficient barrier or as conducting a basic skills assessment for determination of an educational functioning level gain within the Measurable Skill Gains indicator. If using the basic skills deficient component of WIOA Youth eligibility, Career Services Team members (CST) must use CASAS.

WDB-83 has adopted a screening tool to help identify if an individual is basic skills deficient. The *Basic Skills Screening Tool* is required for all WIOA youth applicants. The *Basic Skills Screening Tool* will help assess the youth for the required basic skills section of the Objective Assessment and help determine if additional testing is needed to determine “basic skills deficient”. The *Basic Skills Screening Tool* must not be used to determine a youth’s educational needs. A youth who is unable to complete the screening tool without assistance or answers “No” to one (1) or more questions must automatically be assessed as basic skills deficient using CASAS. A youth who can complete the screening tool without assistance and answers “Yes” to all the questions has satisfied the basic skills requirement of the Objective Assessment. However, for youth entering training services additional assessments may be used to determine the appropriateness of the training program.

All Youth must be administered a basic skills assessment before the WIOA Youth application is entered into HiRE, within thirty (30) days of enrollment.

A basic literacy assessment of In- and Out-of-School Youth is administered for reading and math to determine whether the participant is basic skills deficient (8.9 or below in reading or math) [HiRE activity/service code 486] and/or functioning on at least a 6.0 grade level in both reading and math. A literacy/numeracy record must be created if the Youth is basic skills deficient in reading and or math.

If measuring EFL gains after program enrollment under the Measurable Skill Gains indicator, local programs must use CASAS for both the EFL pre- and post-test to determine an individual’s educational functioning level.

To use basic skills assessment scores acquired from a partner agency (LCTSC, Center for Adult Development [CAD], etc), Youth must have been tested within the past six (6) months prior to the first service date. Computer or paper testing permitted. CSTs must ensure youth with disabilities are provided with reasonable accommodation to complete any assessment. Any accommodations must apply for the pre- and post-test.

Applicants Not Meeting Enrollment Requirements

Career Services Team members will ensure that all applicants who do not meet the enrollment requirements of the WIOA Youth program or who cannot be served will be referred (Reference WDB-83 Policy 200-23-03: Standard Operating Procedures for Provision of Referrals to/from Partners) for further assessment, as necessary, and referred to appropriate programs to meet the basic skills and training needs of the applicant. Documentation of the referral will be scanned into the applicant’s HiRE file and kept in a corresponding file for ineligible/unserviceable applicants.

Comprehensive Objective Assessment (HiRE activity/service code 412)

Assessment involves gathering information, appraising and analyzing it, and using it to assist customers. Assessment identifies skills strengths and deficiencies and attitudes relating to vocational training, basic education, and employment. It may be used for career discovery and specific job applications. It forms the basis for services by measuring academic development, workplace skills, interests, job seeking and retention skills, financial situation, work readiness, employment and family barriers, and ability to learn and to do work tasks.

Assessment relates to achievement of customer goals. Specifically:

• adequate basic education skills and work experience for the choice of services or jobs,

* required occupational tasks and skills customers must develop to achieve their goals,
* realistic job seeking skills and the work maturity to achieve and retain employment/self-sufficiency, and
* sources of additional support needed for success.

An objective assessment of skill levels and service needs of each participant is to be completed. An activity/service code of 412-Objective Assessment will be entered into the HiRE system, printed, and placed in the participant’s file folder. This assessment shall include an examination of basic skills (*Basic Skills Screening Tool)*, occupational skills, educational background, prior work experience, employability, interests, aptitudes, attitudes towards work, motivation, behavioral patterns affecting employment potential, and family situation. The assessment shall also include an evaluation of the participant’s barriers to employment including financial resources and supportive service needs.

The objective assessment (HiRE activity/service code 412) is to be a client-centered, diagnostic approach to evaluate the needs of participants. It should include a full array of options including structured interviews, career guidance instruments, basic skills tests (*Basic Skills Screening Tool)*, and behavioral observations. (Reference WDB-83 Policy 200-21-04: Standard Operating Procedures for Initial Assessment of Skill Levels, Aptitudes, Abilities, and Supportive Service Needs)

The objective assessment (HiRE activity/service code 412) shall include, as appropriate, assisting the participant to establish eligibility for Pell Grants and other forms of financial aid. (Reference WDB-83 Policy 200-30: Standard Operating Procedures for Provision of Assistance in Finding Non-WIOA Training Financial Aid)

This examination of the capabilities, vocational potential, barriers to employment, and supportive service needs of a participant is to be used to develop a realistic employment plan and a service strategy (ISS) [HiRE activity/service code 413].

The objective assessment (HiRE activity/service code 412) is an ongoing process and should not be viewed as a one-time event. The objective assessment is to be revised regularly in HiRE when additional needs are identified or goals achieved and reflected in the participant’s ISS and case notes. A copy of the revision is to be placed in the participant’s file.

Program Elements

Per the Workforce Innovation and Opportunity Act, the following fourteen (14) program elements are to be provided to youth:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies (HiRE activity/service code 406);
2. Alternative secondary school services or dropout recovery services (HiRE activity/service code 415);
3. Paid and unpaid work experiences (HiRE activity/service code 425), which may include:
   1. summer employment opportunities (HiRE activity/service code 400) and other employment opportunities available throughout the school year;
   2. pre-apprenticeship programs (HiRE activity/service code 435);
   3. internships (HiRE activity/service code 427) and job shadowing (HiRE activity/service code 426); and
   4. on-the-job training opportunities (HiRE activity/service code 428);
4. Occupational skills training (HiRE activity/service code 416);
5. Education offered concurrently with and in the same context as workforce preparation activities and training (HiRE activity/service code 450) for a specific occupation or occupational cluster;
6. Leadership development opportunities (HiRE activity/service code 410);
7. Supportive services (HiRE activity/service code 480-Child/Dependent Care), (HiRE activity/service code 481-Transportation Assistance), (HiRE activity/service code 485-Other);
8. Adult mentoring for the period of participation and subsequent period, for a total of not less than 12 months (HiRE activity/service code 411);
9. Follow-up services (HiRE activity/service code F05-Assistance with Education Planning or Training-Related Planning), (HiRE activity/service code F07-Career Development Assistance Securing Better Paying Job), (HiRE activity/service code F08-Adult Mentoring), (HiRE activity/service code F10-Leadership Development), (HiRE activity/service code F11-Other), (HiRE activity/service code F12-Transportation). (HiRE activity/service code F15-Supportive Service-Other), (HiRE activity/service code F17-Dependent Care), (HiRE activity/service code F18-Youth Relocated), (HiRE activity/service code F19-Attempted Contact);
10. Comprehensive guidance and counseling (HiRE activity/service code 417);
11. Financial literacy education (HiRE activity/service code 431);
12. Entrepreneurial skills training (HiRE activity/service code 432);
13. Services that provide labor market and employment information (HiRE activity/service code 433) about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services (HiRE activity/service code 445); and
14. Activities that help youth prepare for and transition to post-secondary education and training.

(Reference WDB-83 Policy 200-33-04: Guidance on Progressive Discipline of WIOA Participants) [HiRE activity/service code 434]

WDB-83 requires each participant who meets the Youth eligibility criteria, be provided information on a full array of applicable and appropriate services that are available, as well as other reliable providers and workforce system partners. It is also expected that referrals of non-WIOA eligible individuals, unable to be served with WIOA funds, will be made to appropriate program to meet the basic skills and training needs of the applicant. (Reference WDB-83 Policy 200-23-03: Standard Operating Procedures for Provision of Referrals to/from Partners)

All of the program elements listed above do not have to be provided with WIOA funds. It is preferred that participants are referred to other community youth programs for services as the assessment indicates and as appropriate to avoid duplication of services. Referrals should be to appropriate programs that have the capacity to serve the participant either on a sequential or concurrent basis. The offering of the fourteen (14) required elements should be based on each individual participant’s needs during program participation and subsequent follow-up.

Career Path

The term ‘‘career pathway’’ means a combination of rigorous and high-quality education, training, and other services that

1. aligns with the skill needs of industries in the economy of the State or region;
2. prepares the Youth to be successful in any of a full range of secondary or post-secondary education options, including apprenticeships (HiRE activity/service code 429);
3. includes counseling to support the Youth in achieving education and career goals (HiRE activity/service code 445).
4. includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training (HiRE activity/service code 450) for a specific occupation or occupational cluster;
5. organizes education, training, and other services to meet the particular needs of the Youth in a manner that accelerates his/her educational and career advancement to the extent practicable;
6. enables the Youth to attain a secondary school diploma or its recognized equivalent, and at least one (1) recognized post-secondary credential; and
7. helps an individual enter or advance within a specific occupation or occupational cluster.

Career pathway programs provide a clear sequence of education courses and credentials that meet the skill needs of high-demand industries. In developing a career pathway, CST members should provide the Youth with a clear sequence of education courses and/or OJT opportunities that lead to credentials and employment.

The design of the career path should accommodate the Youth’s interests, aptitudes, and abilities regardless of their skills level at the point of entry. The pathway should be designed around high demand (targeted) industries and careers that pay self-sufficient wages.

Individual Service Strategy (HiRE activity/service code 413)

The Individual Service Strategy (ISS) has three purposes, to mutually develop, implement & revise:

* a set of employment, education, and/or personal development goals,
* service objectives and a service plan of action(s) needed to achieve the identified goals, and
* document services provided and their results.

The goal of the ISS process is to enable young adults to take responsibility for and actively participate in getting from where they are to where they want to be.

The CST is responsible for completing an ISS in HiRE that clearly defines goals. Upon completion of the ISS, activity/service code 413-Development of Individual Service Strategy is entered into the system and immediately closed (activity has a duration of one (1) day). Every ISS should include the following components:

* brief summary of assessment information – includes assets, as well as any barriers to goal achievement
* long-term goals for careers, employment, training, and/or education that are directly linked to the assessment results and labor market information (training provider score cards, demand occupations, etc.)
* measurable short-term objectives that directly correspond to the long-term goals
* services or activities to accomplish the short-term objectives and other resources needed (including supportive services and referrals)
* time frames: projected starting and ending dates of services, schedule for subsequent contacts between the CST and the Youth, achievement of goals, etc.
* assessment, the ISS, and services received should all relate to each other
* organizations and/or individuals who will provide the services and resources not available through the AJC (referrals)
* identified tasks and responsibilities of the Youth
* identified tasks and responsibilities of the CST, family members, and/or others
* signatures of the CST member and the Youth participant.

An ISS should always be viewed as a living document that changes over time. Ideally, the CST member should review the ISS with the Youth not less than quarterly to record progress and outcomes and note any changes in goals, plans, and timetables. Any changes should be printed from HiRE and placed in the participant’s folder.

The ISS shall be the roadmap of services for each individual participant and should be the document that supports the young person’s referral to a particular program. The ISS should be specific and reflective of individual differences. The participant should be active in the development of the service strategy and should be given sufficient information to make informed decisions about their activities.

Individual Training Account Agreement

The CST and Out-of-School Youth participant together determine a need for training and verify that the requested training is on the Eligible Training Provider list and leads to a demand occupation. The ITA and all statements justifying/supporting the need for training will be maintained in HiRE.

The Youth participant will read and discuss each section of the appropriate document with a CST member. *ITA Agreement* is for OSY participants enrolled in classroom training. The CST member will explain and ensure the Youth fully understands each section.

These forms must be completed and signed with all customers during the completion of the enrollment paperwork. Both the customer and the CST will sign and date the appropriate form verifying everything has been explained satisfactorily and is understood.

The participant keeps a copy of the form, the original will remain in the participant’s file and scanned into HiRE along with the training program’s curriculum, price list for books and supplies, SAR/award letter from FAFSA, and HiRE’s Activity Sheet/WIOA Enrollment Sheet showing service cost and current funded costs.

Work Experience (HiRE activity/service code 425)

Paid and unpaid work experience, as one of the fourteen (14) required Youth elements, must include academic and occupational education. The types of work experiences include the following categories:

* Internship and job shadowing (HiRE activity/service code 427 and 426, respectively, with case note explaining the purpose is an internship or job shadowing activity);
* Summer employment opportunities (HiRE activity/service code 400);
* On-the-Job training (HiRE activity/ service code 428); and
* Pre-apprenticeship programs (HiRE activity/ service code 435).

Work Experience (HiRE activity/service code 425) is a broad term for more than one kind of planned, structured learning activity that takes place in a workplace setting for a limited period of time. Internship (HiRE activity/service code 427) is a system of gaining on-the-job experience by placement in a work environment for a period of time with the goal to build technical and job awareness skills. Internships may be paid or unpaid.  Internship is a structured work experience connected to a participant’s area of career interest.  The internship would involve specific skill development and learning goals with career-related learning standards (i.e., demonstrate appropriate workplace behaviors, apply decision-making and problem-solving techniques in workplace situations, and demonstrate effective teamwork).  All of which would be reflected on the ISS as objectives.  An internship usually lasts one to three months.

Work experience [HiRE activity/service code 425] (in the broad sense of the term) must be made available to all registered youth (as all 14 elements must) and should be offered throughout the program year. Work Experience can be standalone ~~training~~ activity.  It is not required that participants receive more than one element simultaneously. The primary intent of work experience is to help the youth understand proper workplace behavior and what is necessary in order to attain and retain employment. Work experiences should help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. Work experience can serve as a stepping stone to unsubsidized employment and is an important step in the process of developing a career pathway for youth. All work experiences (HiRE activity/service code 425) should expose youth to realistic working conditions and task as much as possible.  Work experience must be based on identified needs of the individual youth. Use of work experience situation must be based on an objective assessment (HiRE activity/service code 412) and identified on the youth's individual service strategy (ISS) [HiRE activity/service code 413].  Employers may also receive some benefit from work experience in the form of work being done or recruiting a potential new employee, the primary goal of work experience is to benefit the participant.

Twenty (20) percent of Youth funds must be allocated to Work Experience (WE) activities (HiRE activity/service codes 400, 425, 426, 427, 428 and 429). Supportive services that enable WIOA participants to participate in training can count toward training expenditures. Therefore, supportive services that enable WIOA participants to participate in Work Experience can count toward the work experience expenditure requirement (HiRE activity/service codes 480, 481 and 485). The Program funds spent on Work Experience can include wages, staff costs and supportive services for the development and management of the WE activity. Sec. 681.450 further provides that local youth programs must provide service to a participant for the amount of time necessary to ensure successful preparation to enter post-secondary education (HiRE activity/service code 434) and/or unsubsidized employment. While there is no minimum or maximum time a youth can participate in the WIOA youth program, programs must link participation to the individual service strategy and not the timing of youth service provider contracts or program years.

In accordance with Louisiana Minor Labor Law, Title 23, Chapter 3 of Revised Statutes of 1950 as Amended: No minor under the age of 18 years shall be employed until the employer has procured and has on file an employment certificate for such minor issued by the city or parish superintendent of schools.” With Work Experience (HiRE activity/service code 425) the Youth is an employee of WDB-83, so all WE Youth participants must have an employment certificate in their file and scanned into HiRE. Also, a copy of said certificate should be in the WE Agreement folder and included with the worksite documents at the location where the activity takes place.

Supportive Services

The term "supportive service(s)" means a service or services which are necessary to enable an individual who cannot pay for such service or services to participate in Youth activities under WIOA. Supportive services may be provided to a participant during program participation and during the 12-month follow-up period after exit.

A CST member may elect to provide supportive services to a needy youth from the point of participation through the 12-month follow-up period to remove barriers to participation in program activities (Reference WDB-83 Policy 200-28-10: Standard Operating Procedures for Provision of Supportive Services or Assistance) designed to result in the attainment of recognized skills and other measurable objectives. Supportive services must be necessary for a given participant consistent with his/her Individual Service Strategy (HiRE activity/service code 413). Supportive services are not entitlements and will be approved by the CST for a given participant on the basis of individual circumstances, the absence of other resources, and funding limits.

Eligibility for and receipt of supportive services must be maintained by the CST in the participant's file and entered into HiRE. Payment records must also be maintained in the Youth’s case file. Case notes must be input into HiRE.

Incentives/Stipends

Incentives are designed to encourage participation in WIOA activities. Incentives are a segment of supportive services which is one of the required elements of Youth services. Incentives are intended to enable the successful completion of the participant’s Individual Service Strategy (ISS) or reasonable and necessary trainings. Staff may only approve incentives that are clearly linked to WIOA activities and to the participant’s positive program outcome, goal attainment and/or workforce related activities. All incentives are contingent upon the participant’s satisfactory performance while participating in and completing activities/training, as well as the availability of funds. Incentives are not an entitlement and are only given as they are earned.

For a customer who is participating in Youth activities, s/he must be in compliance with program requirements, which include active participation (90% or more) and monthly contact with a Career Services Team member. WIOA Program Director may exercise the authority to establish limits including amounts of funding and length of time funding is available to participants.

Appropriate incentives/stipends and their dollar amounts, are as follows:

* “Attendance Incentive” ($50.00) *once monthly*, only if they are present for 90% of classroom time. No exceptions, including doctor’s excuse.
* “Financial Literacy Incentive” - $20.00 for attending the Dollar and Sense Fair; $80.00 per week of Budgeting/Spending and Saving/Bank Accounts ($160.00); $20.00 for one-on-one goal setting session - $200.00 value.
* "Accomplished WE Incentive" - $100.00 value - After successful completion of a sixteen (16)-week work experience activity where they were present no less than 90% of the scheduled work hours. (*After each successful work experience completion*)
* “On-The-Job Training Incentive” - $100.00 can be earned upon completion of the OJT activity.
* “Measurable Skill Gain Incentive” [Secondary or Post-Secondary School] Participants can earn a $40.00 incentive for achieving a 2.0 GPA or higher for each semester/term during their secondary or full-time post-secondary education/training. Participant must submit a copy of their semester/term transcripts/grade report to their CST within thirty (30) days of their issuance. This achievement must be documented as a Measurable Skill Gain in HiRE before the incentive is issued to the Youth participant.
* “Academic Advancement Incentive” annually if being used to capture a Measurable Skill Gain, when s/he has documented achievement of at least one Educational Functional Level (EFL) if the participant is receiving instructions below post-secondary education level or a secondary or post-secondary transcript/report card for sufficient number of credit hours that shows a participant is meeting academic standards - $40.00 value. This achievement must be documented as a Measurable Skill Gain in HiRE before the incentive is issued to the Youth participant. Post-testing requirements will end, as well as the Academic Advancement Incentive, once the student has successfully received a high school diploma or equivalent.
* “Achievement of a Workplace Ready Course Incentive”, authorize a $25.00 incentive payment as each of the seventeen (17) Conover on-line courses are completed - $425.00 value.
* “Earning Diploma/Equivalent Incentive” - $175.00 (*one time*)
* “Attaining a Recognized Post-secondary Credential Incentive” - $175.00 *(one time)*
* “Unsubsidized Employment/Post-secondary Education Incentive” ($350.00), *paid in increments*, will be accessible to those who are in unsubsidized employment or the military or enrolled in post-secondary education and/or advanced training/occupational skills training at the end of training.
* Participants will receive $250.00 at the time unsubsidized employment or post-secondary training is verified.
* For the 2nd and 4th quarters after exit, the participant will be awarded $50.00 if they are working during that quarter and/or in training that quarter.

All incentives will be paid by check issued payable to the participant. Youth will receive payment within 14 days of submission of the *Youth Plan Voucher*.

Students will receive a stipend of $5.00 for every hour actively in class working toward a high school equivalency diploma. Youth participants are required to attend 90% of available class room hours. Stipends may be added at the Program Director’s discretion for additional program activities (for example, $8.00/hr for workshops).

Quality Assurance Reviews

Quality assurance reviews will be conducted to ensure program and contract compliance by staff. It is the responsibility of a member of the Monitor/Quality Assurance Officer to conduct reviews of the participant’s folder before being released for participant enrollment in the following areas: eligibility, assessment, individual service strategy, service activities, case notes, supportive services, and entry into HiRE.

Certificate/Credential Attainment

A certificate may be awarded in recognition of an individual’s attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Awarding entities include state educational agencies; college, tribal college, or proprietary schools; professional, industry, employer organizations; public regulatory agencies; and/or registered apprenticeship programs (HiRE activity/service code 429).

A credential is a nationally recognized degree or certificate or state/locally recognized diploma. Credentials include, but are not limited to a high school diploma, HiSET, or other recognized equivalents; post-secondary degrees; and/or recognized skills standards, licensure, apprenticeship (HiRE activity/service code 429), or industry recognized certificates.

CST members will encourage and offer all Youth participants training programs that lead to credentialing in industries that offer opportunities for growth and career advancement. At a minimum, all youth will be encouraged to attain at least one credential that will assist with employment or employment retention or offers opportunities for growth and career advancement. Credential information will be entered into HiRE and then placed in the participant’s file.

Employment Verification

Record information about the participant’s employment into HiRE’s employment outcomes (performance data) section. Close the participant’s case as “Entered Employment”. Add the employment information in a case note, include the method of verification and any documents obtained such as paystubs, employer statements, etc. Print the closure page from HiRE and place in the participant’s file folder. Scan documents supporting the case closure into HiRE.

The CST will give copies of each case closure’s documents to the Monitor/Quality Assurance Officer for performance tracking. Include the printout of the “Entered Employment” screen, and a copy of the case note.

Planned Break in Service

If a participant has a planned break in service of greater than 90 days due to either of the following:

* a delay before the beginning of or during training, or
* is receiving medical treatment or providing care for a family member with a health/medical condition that precludes entry into unsubsidized employment or continued participation in the program (does not include temporary conditions or situations expected to last for less than 90 days).

The gap in service may last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation. However, CSTs may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve the issues that prevent the participant from completing program services that lead to employment.

This activity code (444-Youth-Individual Counseling and Career Planning) does not extend the exit clock and must be used in conjunction with an existing open activity, or with an activity scheduled to start in the future. If it is not used with an open activity, the participant will be automatically soft-exited by the system. CST must enter a case note that includes the reason for the planned break in service, the open activity being used in conjunction with this planned break, and the timeframe and description of the plan for continued services.

Data Tracking and Follow-Up

Tracking of Youth requires contact every other week, and may be performed through use of personal contact, telephone, e-mail, mail, or family or third-party contact. The contact must be noted and maintained in the participant’s record in HiRE.

Follow-up services must be made available to all WIOA participants, including Youth, for not less than 12 months after the completion of participation, as appropriate. The types of services provided and the duration of services must be determined based on the needs of the individual. The goal of follow-up services for Youth is to enable participants to continue lifelong learning and achieve a level of self-sufficiency to ensure job retention, wage gains, and career progress. In order to attain desired follow-up services, staff will need to go beyond phone calls and other periodic contacts. It may be beneficial to follow-up with both customers and their employers.

The emphasis of follow-up services is job retention and advancement, lifelong learning, and self-sufficiency. Follow-up services must be conducted frequently enough (not less than quarterly) to address any issues the participant is facing. Follow-up is critical to ensure successful, long-term employment which will ensure that the performance indicators of “Employment or Placement Rate 2nd Quarter After Exit”, “Employment or Placement Rate 4th Quarter After Exit”, and “Median Earnings 2nd Quarter After Exit” is met or exceeded. The follow-up provided must be based upon individual participant’s needs. Follow-up services are recorded in HiRE and in case notes. Follow-up services should be discussed with the participant during all stages of participation, beginning with eligibility and continuously throughout participation.

If the participant cannot be located, utilize additional contacts listed in the participant’s file or HiRE and/or school/employer contacts. If a participant refuses follow-up services, staff is *required* to continue offering follow-up services for the 12-month duration. The refusal of services must be documented in case notes.

Performance Indicators

A WIOA program Youth is not considered a ‘‘participant’’, and subsequently included in performance calculations, until the youth has been determined eligible, received an objective assessment (HiRE activity/service code 412), developed an individual service strategy (HiRE activity/service code 413), and received one (1) of the fourteen (14) Youth program elements. The Youth participant must have satisfied the pertinent program requirement for provision of services, including eligibility determination, objective assessment, and the development of an individual service strategy.

For the Youth program authorized under WIOA Title I, the primary performance indicators are:

1. Percentage of participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program;
2. Percentage of participants in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program;
3. Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;
4. Percentage of participants who obtain a recognized post-secondary credential, secondary school diploma or equivalent during participation or within 1 year after program exit;
5. Percentage of participants who during a program year are in education that leads to a recognized post-secondary credential or employment and who are achieving measurable gains toward those goals; and
6. Effectiveness in serving employers.

Measurable Skill Gain (MSG)

The percentage of program participants who, during a program year, are in education or training programs that lead to a recognized post-secondary credential or employment and who are achieving Measurable Skill Gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. MSG should be based on the participants Individual Service Plan.

MSG Categories:

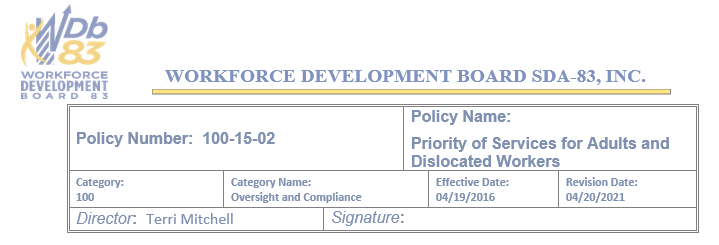
1. Documented achievement of at least one Educational Functional Level (EFL) of a participant who is receiving instructions below post-secondary education level. If measuring EFL gains after program enrollment, CSTs must use CASAS for both the EFL pre- and post-test to determine an individual’s educational functioning level.; or
2. Documented attainment of a secondary school diploma or its recognized equivalent (must be attained before program exit); or
3. Secondary or post-secondary transcript/report card for sufficient number of credit hours that shows a participant is meeting academic standards; or
4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
5. Successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams.

MSG Documentation

* + 1. Completed Literacy Numeracy Records in HiRE for both pre- and post-tests and original CASAS results printout kept in the participant’s file,
    2. Measurable Skill Gain entered into HiRE and a copy of the secondary school diploma or equivalent dated before program exit,
    3. Measurable Skill Gain entered into HiRE and a copy of the secondary or post-secondary transcript/report card indicating the number of credit hours, applicable dates, and passing grades/credits,
    4. Measurable Skill Gain entered into HiRE and progress report from Work Experience or On-the-Job Training time sheet with employer’s rating,
    5. Measurable Skill Gain entered into HiRE and a copy of the passed occupational exam.

MSG Limitations:

Certificates/credentials used for Credential Attainment may not be used to document a MSG, except for attainment of a secondary school diploma or its recognized equivalent. A WIOA subsidized work experience cannot be used to document an MSG.

****

**Purpose:** To establish Priority of Services for Adults and Dislocated Workers at the American Job Centers in Local Workforce Development Area-83 and to design an Outreach and Recruitment Plan for identified target populations.

**Reference:** WIOA SEC. 3. Definitions. (24)

WIOA Chapter 3—Adult and Dislocated Worker Employment and Training Activities; SEC. 134. Use of Funds for Employment and Training Activities. (c) Required Local Employment and Training Activities (3) Training Services (E) Priority

Training and Employment Guidance Letter No. 03-15-July 01, 2015

Training and Employment Guidance Letter No. 10-09-November 10, 2009

Louisiana Combined State Plan, Revised January 2019

**Policy:** It shall be the policy of the Workforce Development Board 83 that priority of service shall be given as follows:

* Veterans and eligible spouses (Priority of Service)
* Recipients of public assistance
* Other low income individuals
* Individuals who are basic skills deficient
* Individuals with disabilities that are recipients of public assistance and/or low income

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA, priority must be provided in the following order:

1. First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority of services provided with WIOA adult formula funds.

2. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.

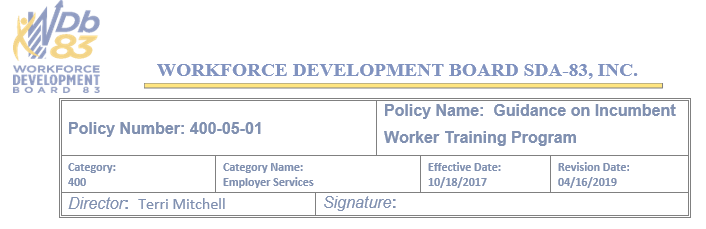
3. Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.

4. Last, to non-covered persons outside the groups given priority under WIOA.

Note: When past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority.

Not only must WDB-83 identify specific strategies for coordinating programs and services in general, but must also identify target populations. WDB-83 has developed strategies that look beyond strategies for the general population and have developed approaches that also address the needs of target populations. WDB-83 identifies target populations as those that include individuals with barriers to employment, as defined in WIOA Sec. 3, as well as veterans, unemployed workers, and youth.

LWDA-83 will conduct outreach to priority populations. For example, LWDA-83 will do outreach to areas of a community that are likely to have priority populations and inform them of the services available. (Reference Policy Number 200-20: Standard Operating Procedures for WIOA Outreach, Intake, and Orientation)

****

**Purpose:** Employers value workers who keep their skills sharp and up-to-date, and who pursue new skills and certifications. WIOA incumbent worker training can help an employee to upgrade his/her skills or obtain a professional certification.

OJT is primarily designed to first hire the participant and provide them with the knowledge and skills necessary for the full performance of the job. Incumbent worker training is designed to ensure that employees of a company are able to acquire the skills necessary to retain employment and advance within the company or to provide the skills necessary to avert a layoff.

**Reference:** WIOA Section 134(d)(4); 20 CFR 680.780, 680.790, 680.800, 680.810, and 680.820; Fair Labor Standards Act

**Policy:** WIOA introduces incumbent worker training as an allowable training. Incumbent worker training is designed to either assist workers in obtaining the skills necessary to retain employment or to avert layoffs and must increase both a participant’s and a company’s competitiveness through expansion, new technology, retooling, new services/product lines and/or new organizational structuring. Local areas may use up to twenty (20) percent of their local adult and dislocated worker funds for incumbent worker training.

The training should allow the participant to gain industry-recognized training experience and ultimately should lead to an increase in wages. For an employer to receive incumbent worker funding under WIOA, an incumbent worker must have an employer-employee relationship, and an established employment history of at least six (6) months, with the employer. Incumbent workers are employed at the time of their participation. Incumbent worker training may be used for upskilling apprentices who already have an established working/training relationship with a registered apprenticeship program.

Incumbent Worker Training Contract (Attachment 1) ensures employers share in the cost of training their incumbent workers with minimum contributions:

* 10 percent of the costs for a business location with no more than 50 employees
* 25 percent of the costs for a business location with more than 50 employees, but no more than 100 employees
* 50 percent of the costs for a business location with more than 100 employees

The employer share must not come out of any other Federal funds. The employer share may include the wages the employer pays to the incumbent worker trainee while the worker is attending training.

Reimbursable Training expenses may include:

* Tuition
* Instructor/Trainer salaries
* Textbooks/Manuals
* Consumable materials and supplies

WIOA Incumbent Worker Training Program Applications (Attachment 2) are open to all employers within Workforce Development Area-83. Additionally, third parties or consortia may apply on behalf of a group of LWDA-83 employers. Employers applying for IWT funding must have at least one (1) full-time employee, have a current worker’s compensation insurance policy and be current on all state tax obligations.

IWT funds are not available to a business that has relocated to LWDA-83, if that relocation resulted in the loss of jobs at the original location, until the company has operated at that new location for 120 days.

IWT funds are awarded on a competitive basis. The following applications will be given priority:

* Applications that represent an upgrade in employee skills and/or employee wage increases as a result of the training
* Applications with training plans that emphasize occupational skills training
* Applications that represent a layoff avoidance strategy and provide retention opportunities
* Applications for businesses that have not already received an IWT agreement during the prior or current program year.

There is no application period; applications are accepted uninterruptedly. Applications are available through the Business Services Team (BST), WDB-83 Leadership Team, and/or WDB-83 website. The contact person for employer questions is the appropriate BST member. The BST may provide assistance in completing the application to any company requesting such assistance.

It is recommended that applications are submitted at least thirty (30) days prior to the Projected Start Date of training. Applicants must submit their completed application to WDB-83. As applications are received, the date and time received should be marked in in the top right corner of the application. The appropriate BST will assign a grant number to the application as follows:

* The first three (3) digits will be the letters IWT
* The fourth and fifth digits are the ending number of the current program year (e.g., if the program year is 2018 [July 01, 2018 – June 30, 2019] the digits will be 18.)
* Then two letters that are derived from the employer’s name (e.g., FF = Foster Farms, Ri = Rimcor).
* All applications will end with the first letter of the parish (Mhse for Morehouse) where the employer is located (e.g., IWT18RiMhse).

All applications are to be delivered to WDB-83 Executive Director within three (3) days of being received in the field. All submitted applications will be reviewed within fifteen (15) business days of the date the application was received at WDB-83 and evaluated by WDB-83 Leadership staff.

Each IWT application is evaluated under nine (9) components:

* Years in Business
* Current on Tax Obligations
* Previous IWT Funding
* Layoff in the Past Twelve (12) Months
* Training Will Save Jobs
* Training Will Result in Wage Increases
* Training Will Prevent Relocation
* Relocated Into Local Workforce Development Area-83
* Use of LWC and/or WDB-83 Services

All applications will be measured using a rating system as an evaluation tool that will enable WDB-83 Leadership staff to determine which applications should receive approval. An application must score at least fifty (50) to be eligible for funding. The maximum individual component score and overall score are outlined below.

|  |  |  |
| --- | --- | --- |
| **Component** | **Maximum Score** | **SCORE** |
| Years in Business   |  |  |  | | --- | --- | --- | | *<1 yr = 5* | *1 – 3 yrs = 7* | *>3 yrs = 10* | | ***10*** |  |
| Current on Tax Obligations   |  |  | | --- | --- | | *No = 0* | *Yes = 10* | | ***10*** |  |
| Previous IWT Funding   |  |  | | --- | --- | | *Yes = 0* | *No = 10* | | ***10*** |  |
| Layoff in the Past 12 Months   |  |  |  |  | | --- | --- | --- | --- | | *Yes*   |  |  | | --- | --- | | *Temporary = -5* | *Permanent = -10* | | *No = 10* | | ***10*** |  |
| Training Will Save Jobs   |  |  | | --- | --- | | *No = 0* | *Yes = 10* | | ***10*** |  |
| Training Will Result in Wage Increases   |  |  | | --- | --- | | *No = 0* | *Yes = 10* | | ***10*** |  |
| Training Will Prevent Relocation   |  |  | | --- | --- | | *No = 0* | *Yes = 10* | | ***10*** |  |
| Relocated in Past 12 months   |  |  |  | | --- | --- | --- | | *Out of LWDA = -5* | *No = 0* | *Into LWDA-83 = 10* | | ***10*** |  |
| Use of LWC and/or WDB-83 Services   |  |  |  | | --- | --- | --- | | *Job Openings = 4* | *Job Fairs = 2* | *Assessment = 4* | | *Candidate Search = 2* | *OJT = 4* | *WE = 4* | | ***20*** |  |
|  | ***100*** |  |

Various scores are possible under each of the nine (9) components. Under each component, there are a number of possible scores based on the selection of the most appropriate option.

The evaluation criteria used to assess proposals consist of the factors and sub-factors that reflect the areas of importance to WDB-83 in its selection decision. Through the evaluation factors, WDB-83 is able to assess the similarities and differences and strengths and weaknesses of competing proposals and, ultimately, use that assessment in making a sound source selection decision. Proposals are to be evaluated solely on the factors and sub-factors stated in the application.

The awarding of an incumbent worker training grant by WDB-83 will be acknowledged on the WDB-83 website and other appropriate social media outlets. The award may also be recognized by public relations efforts of Louisiana Workforce Commission (LWC), including website, Twitter, Face Book, etc.

Once the application has been approved, one (1) original contract will be printed. The contract will be routed as follows to ensure all signatures are received:

* The original contract will be signed by the Executive Director
* The BST will obtain authorized signatures from the employer and training provider. Authorized signatories must be executive-level company representative (representative with the authority to sign a legally-binding document.)
* Once all signatures are obtained, the distribution of the document will be as follows:
* Original application to remain on file at WDB-83
* Copy of the application will be given to both the employer and training provider
* One (1) original contract (with the original W-9 form) will remain on file at WDB-83
* A copy of the contract will be left with the training provider (with a copy of the W-9 form) and one will be left with the employer
* The BST will keep a copy of the contract on file in the Franklin Parish Business & Career Solutions Center workroom in the appropriate parish filing cabinet.

The training provider will submit invoices to WDB-83 at a minimum of once a month with appropriate supporting documentation, in a form approved by WDB-83, indicating the amount and purposes of the payments made on behalf of the training program not to exceed the approved line-item budget-cost categories.

The training provider is required to submit to WDB-83 monthly program reports, including the trainee information and cumulative expenditures forms, and a final program report. The BST member will be responsible for providing training on the IWT forms to all company and trainer representatives who will be assisting in executing the requirements of the contract. All forms will be available in electronic format. The Quarterly Report Packet (Attachment 3) will consist of:

* *Trainee Information Form-*to be completed by the business no later than the first day of training and again within five (5) days of the end of training. The *Trainee Information Form* must have been received before reimbursement can be processed. Scanned copies **without social security numbers** are allowable.
* *Cumulative Expenditure Form-*to be completed by the employer at the conclusion of training. All back-up documentation related to the training should be provided with the form and can include cancelled checks, paid invoices, paid registration information, and other documents, such as, invoices from the trainer, sign-in sheets, etc. Originals are required by the 5th of each month, regardless of whether expenses have been incurred. Scanned copies **without social security numbers** are allowable.

To eliminate the need for the business to provide the employee’s full SSN to WDB-83, employees should register in HiRE (www.laworks.net) using their full SSN once identified as an IWT participant but no later than the first day of training.

Additionally, the business/consortium must provide a list of employees who will participate in training, *Trainee Information Form,* with sufficient documentation to identify the correct employee in HiRE for completion of the WIOA application and entering relevant activities by the Career Service Team, including:

|  |  |
| --- | --- |
| * Participant’s name * Date of birth * Gender * Ethnicity * Veteran status * Highest grade completed * Training course name * Actual training start date | * Last four of participant’s SSN, or HiRE User ID * Disability status * Race * Limited English Proficiency * Current hourly wage * ONET code for training * Projected training end date |

* Date of Employment

The BST will manage each IWT contract during the contract period. BST members should review each statement of work and be knowledgeable of all company and training provider requirements.

Should changes occur during the life of the contract that requires a modification, a *Modification Request* form should be use. Changes, other than requests for reduced or increased funding may be approved by the WDB-83 Program Director. These changes can include, but are not limited to the following:

* changes to the end date (as long as the training can be completed by the end of the contract period), and
* number of trainees.

It is the responsibility of the BST to provide the Program Director with a detailed explanation of the requested changes as needed.

Once the modification has been approved, the BST member will print two (2) original copies. The originals are then forwarded to the Program Director for signature. The BST will then forward both originals to the trainer for signature and the employer will be instructed to keep an original for their records and the other original should be returned to the BST to be filed in the WDB office. A copy of the *Modification Request* form will be shared with the employer.

No amendment will be allowed during the last ninety (90) calendar days prior to the contract ending date. No changes to the performance objectives in the contract will be allowed during the last one hundred eighty (180) calendar days prior to the original contract ending date. For changes in the total obligation amount and/or substantial changes to services provided, WDB-83 may require an updated application form to be submitted.

The Final Report Packet (Attachment 4) is to be completed once all funds have been expended or the contract period has expired. At the end of the contract period, the training provider will submit a closeout package, which includes an invoice marked “FINAL”, reflecting all costs related to the contract. The closeout package must be received by WDB-83 within thirty (30) calendar days after the Actual End Date of the contract. Failure to submit a closeout package may result in suspension of payments due under the contract and/or denial of any future contracts. WDB-83 will not be liable for any invoices submitted after such time.

Final payment may not be requested until all required documentation is received including the Final Report Packet. The signed *Cumulative Expenditure Form* and back-up documentation should be sent to the WDB-83 Fiscal Department for verification of expenditures, prior to forwarding to the Executive Director for signature. Once signed, the payment will be submitted for reimbursement. Once the employer has expended the funds in their respective contract or the contract date has expired, the contract should be closed.

If upon review, the eligibility for Incumbent Worker Training funds has not been met, the application will be marked as such, dated and an explanatory letter will be sent to the employer. A copy of the letter will be attached to the original application and the applicant will remain filed in the WDB office.

A ‘‘model’’ incumbent worker training would be one where a participant acquires new skills allowing him or her to move into a higher skilled and higher paid job within the company, thus permitting the company to hire a job seeker to backfill the incumbent worker’s pre-training position. This would be the perfect opportunity to offer an On-the-Job Training contract for the new hire.

No employer should negatively change or drop a participant’s wage at end of training when they are no longer receiving the reimbursement for the training costs.

To qualify as an incumbent worker, the incumbent worker needs to:

* be employed;
* meet the Fair Labor Standards Act requirements for an employer-employee relationship; and
* have an established employment history with the employer for six (6) months or more, unless the training is being provided to a group/cohort of employees and the majority of employees have been employed with the business for six (6) months or more.

Temporary employees that do not have an employer-employee relationship with the business are not considered incumbent workers. However, periods of temporary employment may count towards an employee’s time with the company for the purposes of meeting the six (6) month minimum requirement above.

*An incumbent worker does not have to meet WIOA eligibility requirements unless they are enrolled as a participant in the WIOA Adult or Dislocated Worker program.* Even though the individual receiving the incumbent worker training is not a participant for inclusion in WIOA performance, WDB-83 is still required to report certain participant and performance data on all individuals who receive only incumbent worker training.  To calculate the metrics needed to compute IWT performance, the IWT program start and program exit date are needed. To determine employment matches for Employment Rate and Median Earning, social security numbers are needed.  Measurable Skill Gains and, when applicable, date enrolled in education or training are also reported in HiRE.

To get these metrics, an IWT code (240) on the incumbent worker is needed. When entering the 240-activity code, staff will select the customer group and also need to select the grant. By selecting IWT, the system will bypass verification pieces and allow for a condensed application – unless you attempt to establish Adult and/or DW eligibility at the same time.

****

**Purpose:** On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) comprehensive legislation that reforms and modernizes the public workforce system. The state’s Eligible Training Provider List (ETPL) and the related eligibility procedures ensure the accountability, quality, and labor-market relevance of programs of training services that receive funds through WIOA Title 1-B. The list and accompanying information should maximize informed consumer choice and serve all significant population groups. WIOA requires that each State must maintain a list of Eligible Training Providers.

The performance report for an eligible provider of training services includes:

(A) information specifying the levels of performance achieved with respect to all individuals engaging in the program of study;

(B) the total number of individuals exiting from the program of study;

(C) the total number of participants who received training services through each of the adult and dislocated worker programs during the most recent program year and the three (3) preceding program years;

(D) the total number of participants who exited from training services during the most recent program year and the three (3) preceding program years;

(E) the average cost per participant for the participants who received training services during the most recent program year and the three (3) preceding program years; and

(F) the number of individuals with barriers to employment served by each of the adult and dislocated worker programs.

**Reference:** WIOA Chapter 3—Adult and Dislocated Worker Employment and Training Activities; SEC. 134. Use of Funds for Employment and Training Activities. (c) Required Local Employment and Training Activities. (2) Career Services. (A) Services Provided.(vii)

**Policy:** Louisiana Workforce Commission (LWC) will identify and certify training providers whose performance qualifies them to receive Workforce Innovation and Opportunity Act (WIOA) funds to train Adults and Dislocated Workers. Training providers will be determined to be eligible, initially as well as subsequently, by LWC.

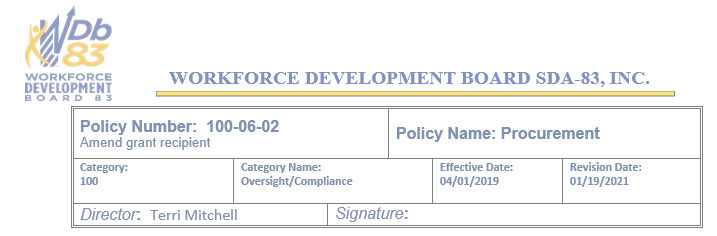
An application for each program must be submitted to the region in which the training provider desires its program to be certified. Each program of training services must be described, including appropriate performance and cost information. AJC staff will use the cost information provided on the ETPL to determine training costs issued through an Individual Training Account (ITA).

Training providers who are eligible to receive Individual Training Accounts (ITAs) through WIOA Title I-B funds are listed on the ETPL. Louisiana’s statewide list of qualified training providers offers a wide range of educational programs, including classroom, correspondence, online and apprenticeship programs.

All Registered Apprenticeship programs that request to be included on the state’s Eligible Training Provider List will be automatically eligible to receive federal workforce funding as pre-approved training providers. This is one of the most important changes in WIOA, as it expands opportunities for job seekers and for the workforce system to use WIOA funds for related instruction and other apprenticeship costs.

The American Job Center (AJC) can issue an Individual Training Account to an Adult or Dislocated Worker participant after determination is made that career services are insufficient to meet the customer’s needs. The customer will then compare the offerings on the ETPL, and with the advice of AJC staff, select the most appropriate training program. In this way, the ETPL helps to provide consumer choice, while also supporting quality training programs. Training will be limited to those occupations that have been determined to be in-demand by LWC’s Star Jobs system (3 – 5 star jobs).

Providers of OJT and/or customized training are not subject to the requirements of the submission and certification of an application to the state’s ETPL.

****

**Purpose**: To set standards for procuring quality products and services by methods which ensure fiscal accountability and prevent waste, fraud, and abuse in programs administered under the Workforce Innovation and Opportunity Act (WIOA).

**Policy:**

**Procurement Authority**:

In accordance with Section 184 of the WIOA and of 20 Code of Federal Regulations (CFR) Parts 95 and 97, the procurement policies, procedures and requirements set forth herein are authorized by and in compliance with all applicable federal, state, and local laws, rules and regulations.

Union Parish Police Jury is the designated Grant Recipient for the Workforce Consortium of Louisiana Local Area #83 and the Workforce Development Board SDA-83, Inc. (WDB-83) serves as the fiscal agent for programs administered under the WIOA. The WDB-83 Executive Director is duly authorized to receive federal, state, and local funds on behalf of the WDB-83 in the administration of WIOA programs and other discretionary grant programs. The Executive Director is authorized to enter into and administer contracts. Delegation of authority by the Executive Director may be approved only if circumstances warrant the delegation.

**Responsibility:**

The WDB-83 assumes full responsibility for establishing and maintaining its own procurement, which shall be accomplished in accordance with the Louisiana Procurement Policies and Procedures, as applicable, all rules published in Title IV of the Louisiana Administrative Code, and with the policies and procedures set forth herein.,

Subrecipients including, but not limited to WIOA grant recipients, sub-state grantees and administrative entities shall assume full responsibilities for establishing and maintaining their own procurement under WIOA. All procurement shall be accomplished in accordance with LSA-R.S. 38, LSA-R.S. 39, and Title IV of the Louisiana Administrative Code, as applicable, the policies and procedures set forth herein, and any other applicable state and local laws and regulations. The more restrictive provisions of the aforementioned applicable statutes, rules, policies and procedures, as well as any more restrictive contract provisions, shall prevail.

**Definitions**

**Acquisition cost** - of an item of purchased equipment means the net invoice unit price of the property including the cost of modifications, attachments, accessories, or auxiliary apparatus necessary to make the property usable for the purpose for which it was acquired. Other charges such as the cost of installation, transportation, taxes, duty or protective in-transit insurance, shall be included in the unit of acquisition cost.

**Act** - means the Workforce Innovation and Opportunity Act.

**Awarding agency** - (1) with respect to a grant, the U.S. Department of Labor; and (2) with respect to a subgrant or contract, the party that awarded the subgrant or contract.

**Brand name or equal** - means a commercial product described by a brand name and make or model number or other nomenclature by which the product is offered to the public by a particular supplier, or another product having all characteristics of the brand name product essential to meet the recipient's or subrecipient's needs.

**Consulting service** - means work, other than professional, personal or social service, rendered by either individuals or firms who possess specialized knowledge, experience, and expertise to investigate assigned problems or projects and to provide counsel, review, design, development, analysis, or advice in formulating or implementing programs or services including, but not limited to, such areas as management, personnel, finance, accounting, planning, data processing, and advertising contracts, except for printing associated therewith.

**Contract** - means every type of agreement, including orders and documents purporting to represent grants, which are for the purchase or disposal of supplies, services, construction, or any other item. It includes awards and notices of award; contracts of a fixed price, cost, cost-plus-a-fixed-fee, or incentive type; contracts providing for the issuance of job or task orders, and letter contracts. It also includes contract modifications with respect to any of the foregoing.

**Contractor** - means the organization, entity, or individual that is awarded a contract under the recipient's or subrecipient's procurement standards and procedures.

**Cost** - means accrued expenditure.

**Cost analysis** - means the review and analysis of a contractor's or prospective contractors submitted cost data to form an opinion as to whether the contractor's proposed costs represent what the contract should cost to perform. It includes the verification of cost data, the necessity for specific costs, the allow-ability of contingencies, the reasonableness of estimated amounts, and the basis used for allocation of and appropriateness of particular items of overhead costs.

**Cost-reimbursement contract** - means a contract which establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at contractor risk) unless the awarding party agrees in advance to amend the contract to provide additional funds. This kind of contract may also provide for a fixed dollar profit which may not be increased unless the contract is amended to increase the scope of work. The contract provides for payment of all allowable costs to the extent prescribed in the contract.

**Debarment** - an action taken by a debarring official in accordance with federal regulations to exclude a person from participating in covered transactions. A person so excluded is debarred.

**Equipment** - means tangible, nonexpendable, personal property having a useful life of more than one year and an acquisition cost per unit in an amount equivalent to that established by the WDB-83 purchasing policies. All purchases of equipment with a unit cost of $5,000 or more must have prior approval of the Louisiana Workforce Commission, unless otherwise specified in a grant award.

**Expenditures** - are amounts payable or accrued for goods received, work performed, or services rendered, regardless of when paid.

**Formal advertising** - is a competitive procurement method which is normally used when the nature of the product or service permits development of a precise description or adequate specifications so that prospective suppliers will be enabled to have an identical understanding of the requirement. Bids/proposals are solicited publicly through advertising and by issuing "Invitations for Bids" or "Request for Proposals".

**Governor** - means, in addition to the chief executive of the state, the recipient of WIOA funds awarded to the state under Title I.

**Grant** - means an award of WIOA financial assistance by the U.S. Department of Labor to an eligible WIOA recipient.

**Grant recipient**- means the entity that receives WIOA funds for a local workforce investment area directly from the recipient.

**Grantee** - means the recipient.

**Immediate family** - as the term relates to a public servant means his children, the spouses of his children, brothers, sisters, parents, spouse, and the parents of his spouse.

**Invitation for bids** - (IFB) is a set of documents which includes a description of the product or service desired and all other information needed to enable a prospective contractor to submit a bid. The invitation for bids is the specific term applied to the solicitation used in Government contracts when the formal advertising procurement method is used.

**LWDA**- means local workforce development area as designated by the Governor pursuant to Section 116 of the Act.

**Modification** - with respect to contracts means any written alteration in the specifications, delivery point, rate of delivery, contract period, price, quantity, or other contract provisions of any existing contract, whether accomplished by unilateral action in accordance with a contract provision, or by mutual action of the parties to the contract. It includes bilateral actions, such as supplemental agreements, and unilateral actions, such as administrative changes, notices of termination, and notices of the exercise of a contract option.

**Participant**- means an individual who has been determined to be eligible to participate in and who is receiving services (except follow-up services authorized under this title) under a program authorized by this title.

**Personal property** - means property of any kind, except real property. It may be tangible, having physical existence, or intangible, having no physical existence, such as copyrights, patents or securities. Each item of property having an acquisition cost or having an appraised value in an amount equivalent to that established by the WDB-83 purchasing policies must be placed on inventory. All purchases of property with a unit cost of $5,000 or more must have prior approval of the Louisiana Workforce Commission, unless otherwise specified in a grant award.

**Personal service** - means work rendered by individuals which requires use of creative or artistic skills, such as, but not limited to, graphic artists, sculptors, musicians, photographers, and writers, or which requires use of highly technical or unique individual skills or talents, such as, but not limited to, paramedics, therapists, handwriting analysts, foreign representatives, and expert witnesses for adjudications or other court proceedings.

**Price Analysis** - the process of examining and evaluating a price without looking at the estimated cost elements and proposed profit of the offeror whose price is being evaluated.

**Prior Approval** - means documentation evidencing consent prior to incurring specific cost.

**Procurement** - means the process which leads to any award of WIOA funds.

**Professional service** - means work rendered by an independent contractor who has a professed knowledge of some department of learning or science used by its practical application to the affairs of others or in the practice of an art founded on it, which independent contractor shall include but not be limited to lawyers, doctors, dentists, veterinarians, architects, engineers, landscape architects, accountants, and claims adjusters. A profession is a vocation founded upon prolonged and specialized intellectual training which enables a particular service to be rendered. The word "professional" implies professed attainments in special knowledge as distinguished from mere skill. For contracts with a total amount of compensation of fifty thousand dollars ($50,000) or more, the definition of "professional service" shall be limited to the above professions and any other profession that may be added by regulations adopted by the Office of Contractual Review of the Division of Administration.

**Public employee** - means anyone, whether compensated or not, who is (a) an administrative officer or official of a governmental entity who is not filling an elective office, (b) appointed by any elected official when acting in an official capacity, and the appointment is to a post or position wherein the appointee is to serve the governmental entity or an agency thereof, either as a member of an agency, or as an employee thereof, (c) engaged in the performance of a governmental function, (d) under the supervision or authority of an elected official or another employee of the governmental entity. A public employee shall be in such status on days on which he performs no services as well as days on which he performs services. The termination of any particular term of employment of a public employee shall take effect on the day the termination is clearly evidenced.

**Public servant** - means a public employee or a public official.

**Quasi-public organization** - means an organization which has many of the characteristics of a public organization, but which is not actually a public organization (e.g., community action agencies, educational associations).

**Real property** - means land, including land improvements, structures and appurtenances thereto, excluding movable machinery and equipment.

**Reasonable costs** - a cost is reasonable if, in its nature or amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the costs. The question of the reasonableness of specific costs must be scrutinized with particular care in connection with organizations or separate divisions thereof which receive the preponderance of their support from awards made by Federal agencies. In determining the reasonableness of a given cost, consideration shall be given to:

a. Whether the cost is a type generally recognized as ordinary and necessary for the operation of the organization or the performance of the award.

b. The restraints or requirements imposed by such factors as generally accepted sound business practices, arms-length bargaining, Federal and state laws and regulations, and terms and conditions of the award.

c. Whether the individual concerned acted with prudence in the circumstances, considering their responsibilities to the organization, its members, employees, and clients, the public at large, and the Government.

d. Significant deviations from the established practices of the organization which may unjustifiably increase the award costs.

**Recipient** - means the entity to which a WIOA grant is awarded directly from the U.S. Department of Labor to carry out the WIOA program. The recipient is the entire legal entity that received the award and is legally responsible for carrying out the WIOA program, even if only a particular component of the entity is designated in the grant award document. For WIOA grants under Title I the state is the recipient.

**Records** - are documents of actions taken with respect to the grant or agreement including financial records, statistical records, and supporting documents.

**Request for proposal** - (RFP) is a set of documents which includes a description of the product or service desired to enable a prospective contractor to submit a proposal which includes information that procurement and technical personnel need to evaluate proposals submitted. The request for proposals is the specific term applied to the solicitation used in Government contracts when negotiated procurement procedures are used.

**Responsible contractor** - (responsible bidder) means a contractor or prospective contractor who appears to possess the ability to perform successfully under the terms and conditions of a proposed procurement based on a review of such factors as a satisfactory record of past performance, integrity, and business ethics; and financial and technical resources or access to such resources.

**Responsive** - means that a bid or proposal complies, with respect to method and timeliness of submission and to substance of the bid or proposal, in all material respects, with the requirements of the invitation for bids or request for proposals. A minor irregularity in a bid or proposal, which is deemed to be a matter of form rather than substance, the correction of which would not be prejudicial to other bidders, does not render a bid or proposal non-responsive.

**Secretary** - means the Secretary of the U.S. Department of Labor.

**Service provider** - means a public agency, private non-profit organization, or private-for-profit entity that delivers educational, training, employment or supportive services to WIOA participants. Awards to service providers may be made by subgrant, contract, subcontract, or other legal agreement.

**Social Services** – means services in furtherance of the general welfare of the citizens of Louisiana. Examples of social services are rehabilitation and health support, habitation and socialization, protection for adults and children, and improvement of living conditions and health.

**State** - is defined at Section 101(42) of the Act.

**Subgrant** - means an award of WIOA financial assistance in the form of money, or property in lieu of money, made under a grant by a recipient to an eligible subrecipient. It also means a subgrant award of WIOA financial assistance by a subrecipient to a lower tier subrecipient. The term includes financial assistance when provided by any legal agreement, even if the agreement is called a contract, but does not include procurement purchases from vendors nor does it include any form of assistance received by program participants.

**Subrecipient** - means the legal entity to which a subgrant is awarded and which is accountable to the recipient (or higher tier subrecipient) for the use of the funds provided. For WIOA purposes, distinguishing characteristics of a subrecipient include items such as determining eligibility of applicants, enrollment of participants, performance measured against meeting the objectives of the program, responsibility for programmatic decision making, responsibility for compliance with program requirements, and use of the funds awarded to carry out a WIOA program or project, as compared to providing goods or services for a WIOA program or project (vendor).

**Substate grantee** - means that agency or organization selected to administer programs pursuant to Section 312(b) of the Act. The substate grantee is the entity that receives WIOA Title funds for a substate area directly from the Governor.

**Supplies** - means all tangible personal property other than "equipment" as defined in this part.

**Vendor** - means an entity responsible for providing generally required goods or services to be used in the WIOA program. These goods or services may be for the recipient's or subrecipient's own use or for the use of participants in the program. Distinguishing characteristics of a vendor include items such as: Providing the goods and services within normal business operations; providing similar goods or services to many different purchasers, including purchasers outside the WIOA program; and operating in a competitive environment. A vendor is not a subrecipient and does not exhibit the distinguishing characteristics attributable to a subrecipient as defined above. Any entity directly involved in the delivery of program services not available to the general public, with the exception of an employer providing on-the-job training, shall be considered a subrecipient rather than a vendor.

**General Policies:**

**Duplication**

The WDB-83 and its subrecipients shall not use funds provided under WIOA or other federally awarded grants, to duplicate facilities or services available in the area (with or without reimbursement) from federal, state, or local sources, unless it is demonstrated that the WIOA-funded alternative services or facilities are more likely to achieve performance goals [Sections 136 and 212 of the Workforce Innovation and Opportunity Act and other relevant funding sources].

**Competition**

1. The WDB-83 and its subrecipients shall conduct procurement in a manner which provides

full and open competition. Some of the situations considered to be restrictive of

competition include, but are not limited to:

1.1. Placing unreasonable requirements on firms or organizations in order for them

to qualify to do business;

1.2. Requiring unnecessary experience and excessive bonding;

1.3. Noncompetitive pricing practices between firms or organizations or between

affiliated companies or organizations;

1.4. Noncompetitive awards to consultants that are on retainer contracts;

1.5. Organizational conflicts of interest;

1.6. Specifying only a "brand name" product instead of allowing "an equal" product

to be offered and describing the performance of other relevant requirements of

the procurement;

1.7. Overly restrictive specifications; and

1.8. Any arbitrary action in the procurement process.

2. The WDB-83, for all procurement transactions will ensure that all solicitations contain the

following elements:

2.1. a clear and accurate description of technical requirements for the material,

product, or service to be procured (including quantities). Such description shall

not, in competitive procurement, contain features which unduly restrict competition; and

2.2. all requirements which the offerors must fulfill and all other factors to be used in evaluating bids or proposals.

3. The WDB-83 and its subrecipients shall ensure that all prequalified lists of persons, firms, or other organizations which are used in acquiring goods and services are current and include sufficient numbers of qualified sources to ensure maximum open and free competition.

4. Awards are to be made to responsible organizations possessing the demonstrated ability to perform successfully under the terms and conditions of a proposed subgrant or contract.

**Conflict of Interest**

1. The WDB-83 and its subrecipients shall adhere to the following written code of conduct governing the performance of persons engaged in the award and administration of WIOA contracts and subgrants:

To the extent permitted by state or local law or regulation, such standards of conduct will provide for penalties, sanctions, or other disciplinary actions for violations of such standards by the awarding agency's officers, employees, or agents, or by awardees or their agents.

2. Staff conflict of interest. No individual in a decision-making capacity shall engage in any activity, including participation in the selection, award, or administration of a subgrant or contract supported by WIOA funds if a conflict of interest, real or apparent, would be involved.

3. WDB Conflict of Interest

3.1 WDB-83 member shall not cast a vote on, nor participate in any decision making

capacity, on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any

direct financial benefit to that member.

3.2 Neither membership on the WDB nor the receipt of WIOA funds to provide

training and related services shall be construed, by itself, to violate provisions of

Section 117(g) of the Act or the Code of Federal Regulations.

4. A conflict of interest under subsection 1(A)(B) and 2 would arise when:

(1) The individual,

(2) Any member of the individual's immediate family,

(3) The individual's partner, or

(4) An organization which employs, or is about to employ, any of the above,

has a financial or other interest in the firm or organization selected for award.

5. The officers, employees, or agents of the agency and WDB-83 members making the award will neither solicit nor accept gratuities, favors, or anything of monetary value from awardees, potential awardees or parties of sub-agreements.

**Code of Conduct**

The WDB-83, nor any subrecipient of the WDB, shall select, reject, or promote a participant based on that individual's political affiliation or beliefs.

No subrecipient shall be selected based on political patronage or affiliation.

No WIOA funds shall be used for the payment of a fee charged to an individual for the placement or referral of that individual in any WIOA program.

Neither, the recipient, grant recipient, subrecipient, nor individual shall pay funds under the Act to any institution or organization to conduct an evaluation of any program under the Act if such individual institution or organization is associated with that program as a consultant or technical advisor.

**Methods of Procurement**

The WDB-83 and its subrecipient shall use one of the following methods of procurement, as appropriate for each procurement action:

1. **Small Purchases**

Small purchase procedures are simple and informal procurement methods for securing services, supplies, or other property. Purchases shall not be broken down into several purchases merely to be able to use small purchase procedures.

Any procurement of $25,000 or less shall be made in accordance with the following small purchase procedures:

1.1 **PURCHASES UP TO AND INCLUDING $1,000.00**. No competitive bidding or

quotes are required.

1.2 **PURCHASES OVER $1,000.00 UP TO AND INCLUDING $5,000.00** –Bids may be

made by telephone, email, or facsimile quotations solicited from at least (3) bona fide, prospective bidders and purchases made on the basis of the lowest responsive quotation received. Files must be documented listing persons contacted, and the terms and delivery of each bidder solicited and any special comments. Written confirmation of Price should be obtained from successful bidder.

1.3 **PURCHASES OVER $5,000.00 UP TO AND INCLUDING $25,000.00** – Bids shall be

made by sending facsimile, email, or written solicitation to at least five (5) bona

fide, qualified bidders. Written solicitations for bids should be obtained in a

timely fashion; however, if time does not allow for written solicitations, facsimile or email solicitations to at least five (5) bona fide, qualified bidders may be

obtained by allowing bids to be accepted for a five (5) calendar day minimum period.

Written solicitations or facsimile solicitations are to contain complete, competitive specifications, the quantity required, terms and conditions, delivery point and other information sufficient for a supplier to make an acceptable bid. Necessary precaution is to be implemented to keep both written and facsimile solicitations confidential until the closing time for receipt of bids. Files must be documented listing persons contracted and the terms and delivery of each bidder solicited and any special comments.

1.4 Any moveable property having an acquisition cost or appraised value of

$1,000.00 or more will be placed on inventory in accordance with state rules

and regulations.

1.5 Exceptions to minimum competitive requirements:

No competitive bidding required on the following:

1.5.1. Parts for repairs to equipment from authorized dealer (not stocking of parts).

1.5.2. Repairs to equipment from authorized dealer.

1.5.3. Repairs to vehicles in the following order:

[1] Utilize fleet management statewide maintenance and repair contract if

available, or if not available;

[2] Authorized dealer.

1.5.4. Vehicle body repairs covered by insurance recovery and in accordance with

insurance requirements.

1.5.5. Purchasing or selling transactions between state budget units and other

government agencies.

1.5.6. Publications and copyrighted materials when purchased directly from the

publisher; or state library and libraries at colleges and universities when using

subscription services.

1.5.7. All public utilities and services provided by local government.

1.5.8. Educational and related resources (except equipment) and membership in

professional organizations.

1.5.9. Purchases for clients of Blind and Vocational Rehabilitation programs which are

federally funded at a rate of at least eighty percent, regulated by Title 34 of the

Federal Rules and Regulations, Code of Federal Regulations Part 361, 365, 370

and 395 and in accordance with OMB Circular A-102; not covered by competitive contract.

1.5.10. Wire, related equipment, time and material charges to accomplish adds, moves,

and/or changes to telecommunications systems up to $2,000.

1.5.11. Food, materials and supplies for home economic courses, other teaching and

training where purchasing, preparing, and serving is part of the regularly

prescribed course.

1.5.12. STATE CONTRACT – procurement from State Contract shall be deemed to have

satisfied requirements of competitive bidding.

1.5.13. Gasoline and fuel purchases unless covered by a competitive contract. Gasoline

and fuel purchases in excess of $5,000 unless covered by a competitive contract, require prior approval of the WDB Executive Director.

**2. Sealed Bids (Formal Advertising)** - for purchases over $25,000:

Bids are publicly solicited procurement for which a firm fixed-price contract (lump sum or

unit price) or other fixed-price arrangement is awarded to the responsible bidder whose

bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. Additional requirements follow:

2.1. Contracts for $25,000 and over shall be awarded by competitive sealed bidding,

except as otherwise provided in these policies and procedures.

2.2. Competitive sealed bidding shall be initiated by the issuance of an invitation for

bids containing a description of the supplies, services, or major repairs to be

procured and all contractual terms and conditions applicable to the

procurement.

2.3. Adequate public notice of the invitation for bids shall be given at least ten (10)

days prior to the date set forth therein for the opening of bids. Notice shall be in writing and to persons in a position to furnish the supplies, services, or major

repairs required as shown by records and by advertising, if the amount of the

purchase is more than twenty-five thousand dollars ($25,000). An exception to

public advertising will be made for the purchase of specialized equipment. In

which case, formal bids will be solicited from five (5) vendors or a reasonable

number to ensure an equitable and reasonable competitive price. Due to the

specialized nature of the equipment, public advertising would not result in

receipt of timely nor adequate bids. The same requirements will apply to these

bids as set forth in this policy.

2.4. The advertisements or written notices shall contain general descriptions of the

supplies, services, or major repairs for which bids are wanted and shall state:

2.4.1. Names and locations of the departments or institutions for which the

purchases are to be made,

2.4.2. Where and how specifications and quotation forms may be obtained, and

2.4.3. Date and time no later than which bids must be received and will be

opened.

2.5. Each advertisement shall be published in the official journal of the ten (10)

parish newspapers as appropriate, or if there is no newspaper printed in the

parish, in a newspaper printed in the nearest parish that has a general circulation in the parish in which the agency is situated.

2.6. Bid Opening - Bids shall be opened publicly in the presence of one or more

witnesses at the time and place designated in the invitation for bids. Each bid,

together with the name of the bidder, shall be recorded and open to public

inspection.

2.7. Bid Evaluation - Bids shall be evaluated based on the requirements set forth in

the invitation for bids, which may include criteria to determine acceptability such as inspection, testing, quality, workmanship, delivery, and suitability for a

particular purpose, and criteria affecting price such as life cycle or total

ownership costs. The invitation for bids shall set forth the evaluation criteria to

be used. No criteria may be used in bid evaluations that are not set forth in the

invitation for bids.

2.8. Correction or withdrawal of bids - patent errors in bids or errors in bids

supported by clear and convincing evidence may be corrected, or bids may be

withdrawn if such correction or withdrawal does not prejudice other bidders,

and such actions may be taken only to the extent permitted under regulations.

2.9. Award - the contract shall be awarded with reasonable promptness by written

notice to the lowest responsive and responsible bidder whose bid meets the

requirements and criteria set forth in the invitation for bids. Award shall be

made by unconditional acceptance of a bid without alteration or correction

except as authorized in this part.

2.10. Resident business preference - in contracts awarded by competitive sealed

bidding, resident businesses shall be preferred to nonresident businesses where

there is a tie bid and where there will be no sacrifice or loss in quality.

2.11. Exemption - (1) purchases of goods manufactured by or services performed by

handicapped individuals in state-operated and state-supported sheltered

workshops as defined in R.S. 39:1595.4 shall be exempt from the provisions of

this section. (2) Purchases of testing and/or assessment instruments for $5,000

and over may be procured through the competitive proposal process.

2.12. State Contracts – Subrecipients may purchase from state contracts if they qualify and are approved by the Office of State Purchasing within the Division of

Administration. Procurement from state contracts shall be deemed to have

satisfied requirements of competitive bidding.

2.13. Acquisition of Space

Every lease for the use of 5,000 square feet or more of space shall be awarded

pursuant to the sealed bid process of this section. No such lease shall extend

beyond a period of ten years.

No competitive bidding or competitive proposals are required for the leasing of

space under 5,000 square feet.

In the event alterations or modifications of space currently under lease are required to meet changed operating requirements, a lease may be amended.

Such lease amendment may, with approval of the division of administration for

state agencies, or other authorized individual, provide an adjustment in monthly

lease payments not to exceed twenty-five percent of the original annual lease

price per square foot, sufficient to reimburse the lessor for paying for the

leasehold improvements.

**3. Competitive Proposals**

Competitive proposals are normally conducted with more than one source submitting

an offer and either a fixed price or cost-reimbursement type award is made. A

documented methodology for technical evaluation and award to responsible offeror

whose proposals are most advantageous to the program with price, technical, and other factors considered is established below.

3.1 The WDB-83 will determine the need for training and/or intensive services and will advertise for Request- For- Proposals (RFP) to serve those needs.

3.2 An RFP will be developed by WDB-83 for solicitation of competitive proposals to procure services to provide training and placement programs.

The RFP process includes:

3.2.1 Development of Request for Proposal Document

Staff develops and finalizes the request for proposal for the specific procurement involved. The document provides a clear and accurate description of the services to be purchased and includes all the requirements the offeror must fulfill for the proposal to be evaluated.

3.2.2. Advertisement/solicitation

The WDB-83 shall advertise for proposals by placing an advertisement in local newspapers once a week for two (2) weeks in the geographic area where training is to be delivered, and announcements to all known potential contractors.

Based upon receipt of expressions of interest in the Request for Proposal, the document is sent to all potential Bidders requesting the package and to those on the Bidder's list.

3.2.3. Receipt of Offers

Approximately 30-45 days is provided potential offerors to respond to the Request for Proposal by submitting a completed proposal package. The proposal must be submitted according to the time frames stated in the Request for Proposal instructions. The proposals are stamp dated upon receipt in the WDB-83 office. All persons submitting proposals shall be notified, in writing, of the WDB's recommendation concerning funding.

3.2.4. Rating of Offerors/Evaluation

In rating an offer, competition is the first objective when one or more offerors have proposed services in the same training and geographic area. Proposals will be evaluated through an evaluation with a total of 100 possible points.

The Evaluation will be performed by staff by reviewing: (1) program design, (2) demonstrated ability, and (3) budget. An oral interview may also be completed if proposal has met first three requirements satisfactorily.

Extra Credit. Agencies that propose to train women in non-traditional employment and/or agencies that qualify as "community-based organizations" will receive 10 extra points.

The score of the evaluation will be submitted to the WDB-83 Executive Committee for consideration and final recommendation to the entire WDB. After evaluation, the proposals are either recommended for: 1)

approval based on negotiations or 2) rejection because they did not meet all criteria.

3.2.5. Approval of Proposals.

All proposals received on a timely basis shall be submitted to the WDB for their consideration at either the first or second scheduled meeting after the proposal deadline. The WDB votes to accept or reject those proposals presented, taking into consideration the recommendations of the WDB Executive Committee. After WDB approval, staff may begin negotiations.

3.2.6. Negotiations.

Negotiation may be conducted to complete the procurement process. Staff and the potential contractor enter into negotiations to complete the contract requirements. If an agreement cannot be made during negotiations then the proposal is sent back to the WDB Executive Committee to be acted upon.

3.2.7. Contract Award/Finalization.

The WDB-83 notifies all offerors by mail of the outcome of their proposals. Contract agreements are finalized and entered into prior to the beginning of the program.

3.2.8. Basis for Award Selection

Awards shall be made only to responsible contractors who possess the potential ability to perform successfully under the terms and conditions of a proposed procurement. Such determination shall be in writing, and take into consideration such matters as whether the organization has:

(1) adequate financial resources or the ability to obtain them; (2) the ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals; (3) a satisfactory record of past performance (in job training, basic skills training, or related activities), including demonstrated quality of training; reasonable drop-out rates from past programs; the ability to provide or arrange for appropriate supportive services; (4) the ability to provide services that can lead to the achievement of competency standards for participants with identified deficiencies; (5) a satisfactory record of integrity, business ethics, and fiscal accountability; (6) the necessary organization, experience, accounting and operational controls; and (7) the technical skills to perform the work.

3.2.9. Pre-Award Determination

The WDB-83 reserves the right to review and approve the accounting system, purchasing procedures, travel regulations, personnel policies, and property inventory procedures to verify their conformity with both state and federal regulations prior to contractual commitment. The contractor will also comply with all terms and conditions of procurement, maintain all required insurance, taxes, and comply with all other provisions of the WIOA, Public Law 105-220. Maintenance of documentation to support compliance is required.

3.2.10. Award, Protests, Disputes and Claims

The WDB-83 shall submit any protests, disputes or claims involving contract awards to arbitration. Protests, disputes or claims shall be submitted in writing within 14 days after such aggrieved person knows or should have known of the facts giving rise thereto. The Grant Officer shall have the authority to settle and resolve protests, disputes or claims. If the matter cannot be resolved, it will be submitted to the WDB Committee for recommendation and subsequent action of the WDB.

3.2.11. Profit

Private-for-profit Service providers will be allowed to earn a profit.

However, WDB-83 shall not permit excess profits. If profit is

included in the price, the WDB-83 shall negotiate profit as a

separate element of the price for each procurement in which there is no

price competition and in all cases where cost analysis is performed.

3.2.12. Program Income

The WDB-83 shall adhere to 29CFR97.26 of July 1, 1998 CRT regarding

program income. Program income generated under any program shall be identified and shall be made available to the WIOA's Administrative Entity at the end of the contract for continued WIOA program objectives. Proper accounting records will be maintained to determine amount of

income received and the purposes for which such income is expended.

3.2.13. Anti-Lobbying

For any contract in excess of $100,000, the Contractor shall execute the

form entitled "Certification Regarding Lobbying" which states, that no Federal appropriated funds have been paid or will be paid to any person

for influencing or attempting to influence an officer or employee of

Congress, or an employee of a Member of Congress in connection with

the awarding of any Federal contract, the making of any Federal grant,

the making of any Federal loan, the entering into of any cooperative

agreement, and the extension, continuation, renewal, amendment, or

modification of any Federal contract, grant, loan, or cooperative

agreement.

**4. Noncompetitive Proposals (Sole Source)**

Sole Source Procurement is through solicitation of a proposal from only one source, the

funding of an unsolicited proposal, or after solicitation of a number of sources, when

competition is determined inadequate. The WDB-83 shall minimize the use of sole source

procurement to the extent practicable, but in every case, the use of sole source procurement shall be justified and documented in writing. Except for limited internship,

tryout, customized training, work experience, on-the-job training and individual classroom

training placements, procurement by non-competitive proposals may be used only when

the award of a contract is infeasible under small purchase procedures, sealed bids, or

competitive proposals and one of the following circumstances apply:

4.1. The item or service is available only from a single source;

4.2. The public exigency or emergency need for the item or service does not permit a

delay resulting from competitive solicitation;

4.3. After solicitation of a number of sources, competition is determined inadequate;

4.4. On-the-job training (OJT) contracts; or

4.5. Enrollment of individual participants in classroom training.

4.6. Contracts for Consulting/Professional services which have a total maximum

amount of compensation of fifty thousand dollars ($50,000) or less may be awarded without the necessity of competitive bidding or competitive proposals.

4.7. Contracts for social services may be awarded without competitive bidding or

competitive proposal **only** if an authorized individual of the subrecipient, as applicable, determines that any one of the conditions listed below is present:

4.7.1. The services are available only from a single source (sole source). Sole source procurement shall be determined by the WDB 83 Executive Director or other authorized individual of the subrecipient, as applicable. A contract shall also be considered as sole source if a request for proposals is issued and only one or no proposals are received.

4.7.2. The state legislature has made an appropriation for that particular contractor or contractors via the appropriation bill or other statutes.

4.7.3. A quasi-public and/or nonprofit corporation, such as a parish voluntary council on aging, an area agency on aging, or an association of retarded children or equivalent, has been established in coordination with the state to provide the particular service involved in the contract.

4.7.4. The nature of the services being provided necessitates that a continuity of contractors be maintained as in but not limited to therapeutic and crisis support to clients and employment and training programs.

4.7.5. An emergency exists which will not permit the delay in procurement necessitated by the request for proposal procedure. Such emergency shall be determined by the authorized individual of the subrecipient, as applicable.

4.7.6. The total amount is less than one hundred fifty thousand dollars per twelve-month period. Service requirements shall not be artificially divided so as to exempt contracts from the request for proposal process.

4.7.7. The contract is with a governmental body.

4.7.8. Funds are specifically designated by the federal government for a particular private or public contractor or political subdivision.

**If none of the conditions above are determined to be present in a contract for**

**social service, then the contract shall be awarded through a request for proposal**

**process.**

4.8. **Customized Training** - Customized training agreements which include a

commitment to hire may be purchased without quotations from competing

sources, but require a cost analysis and documentation that costs are reasonable.

All customized training proposals will be reviewed by the WDB-83 Executive

Director prior to staff negotiations. Contracts for this type of service will be on a

cost reimbursement basis only. Actual cost will be reimbursed upon satisfactory

documentation received by the WDB-83 Office.

4.9. **Work Experience Contracts** - means a short-term or part-time work assignment

with a public, private, or nonprofit employing agency for a participant who needs

assistance in becoming accustomed to basic work requirements.

4.10. **Internship** - Internship is designed to provide on-site private sector exposure to work and the requirements for successful job retention. Internships will be at

private for-profit worksites, with the length of any assignment not to exceed 500

hours. Assignments shall be designed to enhance the long-term employability of

the individual participant.

**Contracts/Agreement**

After contract documents for the purchase of job training and/or other required services has been developed, the WDB-83 shall ascertain that funds are available prior to the execution of the contract documents and forward contract documents to the proper authority for execution.

1. Consulting Service Contracts – Contracts for consulting services which have a total maximum amount of compensation of more than fifty thousand dollars ($50,000) shall be

awarded through a request for proposal process described in this policy (3) above.

1.1 Contracts for consulting services which have a total maximum amount of

Compensation of $50,000.00 or less for a twelve-month period may be awarded

without the necessity of competitive bidding or competitive negotiation and must

have WDB-83 approval.

2. Professional Service Contracts – Contracts for professional services may be awarded

without the necessity of competitive bidding or competitive negotiation, including legal

counsel.

**Cost or Price Analysis**

1. The WDB-83 and its subrecipients shall perform a cost or price analysis in connection with procurement action, including modifications (except for modifications where a determination has been made that they do not have a monetary impact). The method and degree of analysis depends on the facts surrounding the particular procurement and pricing situation. At a minimum, the awarding agency shall make independent estimates before receiving bids or proposals.

2. A cost analysis is necessary when the offeror is required to submit the elements of the estimated cost (e.g., as in the case of subrecipient relationships), when adequate price competition is lacking, and for sole source procurement, including modifications or change orders. A price analysis shall be used when reasonableness can be established on the basis of a catalog or market price of a commercial product sold in substantial quantities to the general public or based on prices set by law or regulation (including situations involving inadequate price competition and sole source procurement where a price analysis may be used in lieu of a cost analysis).

When a cost analysis is necessary and there is inadequate price competition, the offeror shall certify that to the best of its knowledge and belief, the cost data are accurate, complete, and current at the time of agreement on price. Awards or modifications negotiated in reliance on such data should provide the awarding agency a right to a price adjustment to exclude any significant sum by which the price was increased because the awardee had knowingly submitted data that was not accurate, complete, or current as certified.

3. WIOA procurement shall not permit excess program income (for nonprofit and governmental entities) or excess profit (for private-for-profit entities). If profit or program income is included in the price, the awarding agency shall negotiate profit or program income as a separate element of the price for each procurement in which there is no price competition and, in all cases, where cost analysis is performed.

To establish a fair and reasonable profit or program income, consideration shall be given

to:

(a) The complexity of the work to be performed;

(b) The risk borne by the awardee;

(c) The offeror’s investment;

(d) The amount of subcontracting/subgranting;

(e) The quality of the offeror's record of past performance;

(f) Industry profit rates in the surrounding geographical area for similar work; and

(g) Market conditions in the surrounding geographical area.

4. The WDB-83 and its subrecipients may charge to the agreement only those costs which are consistent with the allowable cost provisions of 20CFR 667(B), including the guidelines issued by the Governor, as required at 20CFR 667(B).

5. The cost-plus-a-percentage-of-cost method shall not be used.

**Oversight**

1. The WDB-83 and its subrecipients shall conduct and document oversight to ensure compliance with the procurement standards, in accordance with the requirements of 20CFR667.410, oversight and monitoring.

2. The WDB-83 and its subrecipients shall maintain a contract administration system which ensures that vendors and subrecipients perform in accordance with the terms, conditions, and specifications of their awards.

**Award Provisions** - The WDB-83 and subrecipient agreement shall:

1. Clearly specify deliverables and the basis for payment; and

2. In the case of awards to subrecipients, contain clauses that provide for:

a. Compliance with the WIOA regulations;

b. Assurance of nondiscrimination and equal opportunity as found in 29 CFR Parts 31 and 32, Assurance required; duration of obligation; covenants.

c. Access by the recipient, the subrecipient, the U. S. Department of Labor, the

Comptroller General of the United States, or any of their duly authorized

representatives to any books, documents, papers, and records (including

computer records) of the contractor or subcontractor which are directly

pertinent to charges to the program, in order to conduct audits and examinations

and to make excerpts, transcripts, and photocopies; this right also includes timely

and reasonable access to contractor's and subcontractor's personnel for the

purpose of interviews and discussions related to such documents;

d. Administrative, contractual, or legal remedies in instances where contractors/subgrantees violate or breach agreement terms, which shall provide for such sanctions and penalties as may be appropriate;

e. Notice of 29 CFR 97.34 requirements pertaining to copyrights (agreements which involve the use of copyrighted materials or the development of copyrightable materials);

f. Notice of requirements pertaining to rights to data. Specifically, the awarding

agency and the U. S. Department of Labor shall have unlimited rights to any data

first produced or delivered under the agreement (agreements which involve the

use/development of computer programs/applications, or the maintenance of

databases or other computer data processing program, including the inputting of

data);

g. Termination for cause and for convenience by the awarding agency, including the manner by which the termination will be affected and the basis for settlement;

h. Notice of awarding agency requirements and regulations pertaining to reporting;

i. Audit rights and requirements;

j. Payment conditions and delivery terms;

k. Process and authority for agreement changes; and

l. Provision against assignment;

3. Additional clauses, as deemed appropriate, for state and subrecipient contracts include:

a. Price reduction for defective cost or pricing data;

1. Prohibition against awards to debarred or suspended parties
2. Requirement of organizations to self-certify that they are neither

debarred nor suspended.

4. Violations of law will be referred to the U.S. Department of Labor, Office of Inspector General, and other appropriate local and state authorities having proper jurisdiction.

**Significant History of Procurement**

The WDB-83 shall maintain records sufficient to detail the significant history of procurement. These records shall include, but are not necessarily limited to, the following: rationale for the method of procurement, the selection of agreement type, awardees selection or rejection, and the basis for the agreement price.

**Selection of Service Providers**

1. Service providers selected under Title I of the Act shall be selected in accordance with the provisions of Sections 122 and 123 of the Act.

2. Determinations of demonstrated performance shall be made in writing and completed prior to the award of all agreements under Title I.

3. The WDB-83 shall select service providers on a competitive basis, in accordance with the standards established in 20 CFR 663(E), Procurement. When the state, service delivery area, substate grantee, or administrative entity determines that services will be provided by its own staff, a determination shall be made of the demonstrated performance of the entity to provide the services. This determination shall be in writing and take into consideration the matters listed in paragraph 4 of this section.

4. Awards are to be made to organizations possessing the demonstrated ability to perform successfully under the terms and conditions of a proposed subgrant or contract. Where comparable proposals have been received from an offeror which has demonstrated performance and a high-risk recipient/subrecipient, and a determination has been made that both proposals are fundable, the award should be made to the offeror which has demonstrated performance, unless other factors dictate a contrary result. Determinations of demonstrated performance shall be in writing, and take into consideration such matters as whether the organization has:

1. Adequate financial resources or the ability to obtain them;
2. The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
3. A satisfactory record of past performance (in job training, basic skills training, or related activities), including demonstrated quality of training; reasonable drop-out rates from past programs; the ability to provide or arrange for appropriate supportive services as specified in the Individual Service Strategy, including child care; retention in employment; and earning rates of participants; retention in training; training completion; job placement; and rates of licensure;
4. The ability to provide services that can lead to the achievement of competency standards for participants with identified deficiencies;
5. A satisfactory record of integrity, business ethics, and fiscal accountability;
6. The necessary organization, experience, accounting and operational controls; and
7. The technical skills to perform the work.

5. In selecting service providers to deliver services, proper consideration shall be given to community-based organizations (Section 121 of the Act). These community-based organizations, including women's organizations with knowledge about or experience in nontraditional training for women, shall be organizations which are recognized in the community in which they are to provide services. Where proposals are evenly rated, and one of these proposals has been submitted by a CBO, the tie breaker may go to the CBO.

6. Appropriate education agencies shall be provided the opportunity to provide educational services, unless the administrative entity demonstrates that alternative agency(ies) or organization(s) would be more effective or would have greater potential to enhance the participant's continued educational and career growth. Where proposals are evenly rated, and one of these proposals has been submitted by an educational institution, the tie breaker shall go the educational institution.

**Prohibition of Subawards to Debarred and Suspended Parties**

Neither the WDB-83 nor its subrecipients shall make any awards or permit any awards at any tier to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs in accordance with the U.S. Department of Labor regulations at 29 CFR part 98.

**Maintenance of Effort**

To ensure maintenance of effort under all programs the WDB-83 ensures that such programs:

1. Result in an increase in employment and training opportunities.

2. Do not result in the displacement of currently employed workers.

3. Do not impair existing contracts for services or result in the substitution of Federal funds for other funds in connection with work that would otherwise be performed, including services normally provided by temporary or seasonal workers or through contracting such services out.

4. Result in the creation of jobs that are in addition to those that would be funded in the absence of assistance under the Act. Funds under this Act shall supplement, and not supplant, the level of funds that would otherwise be made available from non-Federal sources for the planning and administration of programs.

**Pell Grant Policy**

Federal Regulations require that there be no duplication of services/funding on behalf of participants by WIOA funds, Pell Grants, Carl Perkins, Veterans Educational Benefits or any other sources of Federal funding.

Application for a Pell Grant shall be a pre-requisite for all WIOA applicants/participants wishing to qualify for WIOA Pell-Eligible training.

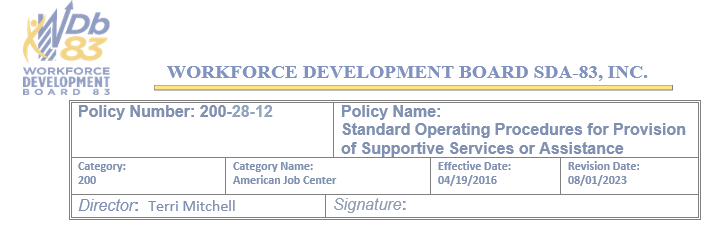
If an individual is receiving any form of financial assistance from Pell Grants, etc., the institution shall report the assistance to WIOA; and, a copy of the Student Award Report shall be provided. After the amount of assistance has been determined, an Individual Training Account shall be prepared. The Individual Training Account shall outline the participant's estimated training costs.

The Institution shall keep WIOA informed on a continuing basis regarding any WIOA participants who, at any time during training, are determined to be eligible for Pell Grants, etc. The Institution shall provide WIOA with a copy of the Student Aid Report as soon as it is received from the U.S. Department of Education.

When the actual amounts of the Pell Grant and/or other Federal Grant Funds are known, adjustments to the Individual Training Account will be made. In no case shall a participant be funded for more than 100% of actual training costs.

**Modification/Amendments to Procurement Policies**

The procurement policies contained herein may be unilaterally modified by the WDB Executive Director in order to comply with any Federal, State or local change in procurement requirements without prior approval of the WDB. However, any change in policy shall be in writing and reported to the WDB at the next regularly scheduled meeting. Revised procurement policies shall become effective immediately upon official notification by the respective authority.

****

**Purpose:** President Barack Obama signed WIOA into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The term ‘‘career planning’’ means the provision of a client-centered approach in the delivery of

services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services. The term ‘‘supportive services’’ means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA when such supportive services are unobtainable through other programs providing such services.

**Reference:** WIOA Chapter 3—Adult and Dislocated Worker Employment and Training Activities; SEC. 134. Use of Funds for Employment and Training Activities. (c) Required Local Employment and Training Activities. (2) Career Services. (A) Services Provided.(ix); CFR, Title 20, Chapter V, Part 680, Subpart G, Section 680.940: What are the eligibility requirements for adults to receive needs-related payments?; and, Section 680.950: What are the eligibility requirements for dislocated workers to receive needs-related payments?; Section 181(d) of [WIOA](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=3a905a266cd9dd2d2ddc27af5f21b033&term_occur=999&term_src=Title:20:Chapter:V:Part:683:Subpart:B:683.260); TEGL 09-22 issued 03/02/2023

**Policy:** All support services will be based on the individual need of the participant. Due to funding limitations, WIOA support service funding is to be used as the last resort. All other sources of funding must be sought first.

All participants desiring supportive services must complete an application using the matrix system. Participants, in spite of funding stream, must document all valid barriers on the matrix to be considered for supportive services. As funds dictate, the actual number of barriers needed to be eligible to receive supportive services will be determined bi-annually. Participants whose family income exceeds the Poverty Guidelines or 70 Percent LLSIL (49% participant) are not to receive supportive services unless four (4) or more barriers to employment can be documented using the *WIOA Supportive Service Eligibility Matrix*.

Supportive services may only be provided to individuals who are:

* actively participating in WIOA career and training services; and
* are unable to obtain supportive services through other programs who offer such services.

Additionally, supportive services may only be provided when they are proven necessary to enable individuals to participate in WIOA activities. All justification for provision of supportive services must be documented in case notes in the participant’s file in HiRE.

To ensure successful participation in the appropriate career or training activity, Career Services Team (CST) members will determine the supportive service needs of each individual to be enrolled. Such determination will be based on a comprehensive assessment and is to include documentation of the participant’s need to receive supportive services in order to participate in career and training services.

Through counseling and assessment, the determination of need and the level of assistance to be provided will be made on an individual basis. Basis for determining need:

1. must be actively participating in negotiated activities;

2. must be in compliance with negotiated activities;

3. necessary to alleviate barriers prohibiting job attainment/retention; and

4. resources not available from any other source.

All WIOA program applicants and participants will be informed of paid and unpaid supportive services available through the local American Job Center (AJC) system. This is to include services provided by the American Job Center partners and any applicable community resources.

Approval of supportive services will be justified in the participant’s Individual Employment Plan (IEP) or Individual Service Strategy (ISS). As a prerequisite for applying for supportive services under WIOA, other related resources in the area (including the American Job Center partners) must first be explored. To prevent the duplication of costs and efforts, participants first must exhaust all related available services before WIOA services will be authorized.

A plan of action regarding resolution of barrier(s) must be included in the Individual Employment Plan/ Individual Service Strategy prior to participant enrollment in any WIOA activity (HiRE Code 185 or 485).

Career Service Team members will periodically review (no less than every three (3) months) the need for, and the receipt of, supportive services. Review of supportive service needs are to be reflected in the IEP/ISS and noted in the case notes as appropriate. Sound case management and timely participant follow-up are essential to ensuring completion of activities, and in meeting IEP/ISS goals and objectives.

CST members are responsible for tracking participant attendance, time keeping (90% attendance rate) and related duties. Educational/training institutions receiving ITAs must perform time keeping, participant activity tracking and related duties via the participants’ time and attendance records.

The award of WIOA supportive services to participants is at the discretion of the Career Services Team member. CST members must ensure each individual supportive service cost:

* Is reasonable – both in cost and the item being purchased
* Is necessary to participate in WIOA, or to obtain or maintain employment
* Is the last resort when utilizing WIOA funds:
  + Participant cannot afford to pay for the expense
  + No other resources are available (family, community, other agencies)
* Is a required item when assisting with payment of tools, books, and supplies, etc.
* Is fully documented in the plan or case notes.

Provision of paid WIOA supportive services will be limited to the overall time participation limitation. Two (2) years is the time limit for the provision of services to Adult/DW participants. If additional time is required to complete the IEP/ISS, a request must be submitted to the Program Director for participants that will exceed the 2-year time limitation. The request must be submitted in writing and approved thirty (30) days prior to the actual extension date. The waiver request must include:

* a description of the circumstances justifying the request;
* the certificate/degree/training plan pursued;
* the start date of the two (2) years; and
* the anticipated end date.

All documentation justifying supportive services extensions will be maintained in the participant’s file. On occasion a request is denied, the exception will be noted in the participant’s case notes in HiRE by a Career Services Team member. Supportive services are NOT allowed during the 12-month Follow-up period for Adults and Dislocated Workers.

In addition to services during the course of the WIOA Youth programs, supportive services should be provided for all Youth participants in the post exit period up to twelve (12) months after exit. Supportive Services for WIOA Youth participants may be provided when the service is necessary to retain employment or continue in post-secondary education or training, and there is a financial need documented in the participant’s file (HiRE). There are no specific requirements for when to provide supportive services. They may be provided based on the needs of the participant as identified in the Youth’s ISS. If supportive services are provided as a Follow-up service, they do not extend the date of exit.

Adult and Dislocated Worker participants are not eligible for supportive services when they are no longer participating in career services or training activities. Youth program participants are not eligible for supportive services when they are no longer participating in WIOA activities, including the 14 WIOA Youth Program Elements (Follow-up is one of the 14 Youth Program Elements, thus, Youth can receive supportive services during Follow-up.)

# Each Individual Training Account (ITA) will have an upper *limit of $7,200 per program year.* Participant support costs are included in the ITA limit; an ITA limit may include supportive services, tuition, fees, books and supplies. (Refer to Policy Number: 200-05-08: Limitations on Individual Training Accounts as revised in January of 2023 for costs included in an ITA.) This limit may be reached as a result of the participant selecting one or a combination WIOA-funded services, including tuition payments, fee expenses, book costs, supplies, travel reimbursement, needs-related payments for Adults and/or Dislocated Workers, etc. However, if a participant is determined to be eligible for multiple supportive services simultaneously, to continue to receive supportive services payments uninterruptedly until the training end date or last day of the program year, the $7,200.00 ITA maximum, if not receiving other funds from an ITA, can be prorated over the training period or until June 30. This allows the participant to receive a continuous monthly payment, rather than be left without any payments for a period until the training ends or until a new program year begins. (Retroactive to October 01, 2021)

**Childcare Allowance**

WDB-83 will provide copayments for any participant receiving assistance through Louisiana Childcare Assistance Program (CCAP); in most instances, childcare assistance is available through the Department of Human Services (DHS). This copayment is intended to offset the deficiency or remaining balance due to the provider following the application of the state CCAP payment. This is not a duplicative payment and is intended ONLY to cover a remaining balance not to exceed $125.00 per week per qualifying child. The sum of the state of Louisiana CCAP payment, verified through www.louisianabelieves.com, and the difference assumed by WDB-83 cannot exceed the usual amount charged to the public. The rate of pay will be agreed upon and noted in the Individual Training Account (ITA), a copy of the child(ren)’s official birth certificate(s) must be attached. All payments will be issued directly to the childcare provider on behalf of the participant.

A childcare allowance (copayment) may be provided to a participant for dependent(s) up to and including 12-years of age in instances where the lack of childcare would impose a severe barrier to the participant’s need for training and is documented in the Individual Employment Plan (IEP). The participant is allowed to select the childcare service provider(s).

Situations do arise that do prohibit DHS from providing childcare, such as when the child is ill. WIOA funds may be used to pay for daycare needs when DHS is unable to provide the service. The WIOA participant must be engaged in an activity where supportive services are allowable (e.g., classroom training) in order to receive this benefit.

**Emergency Expenses**

Emergency expenses such as car registration, first month’s insurance fees, or vehicle repairs may be provided if such expenses are in support of a WIOA activity, if other funding sources are not available. The costs of Emergency Expenses, unlike all other supportive services, *is not* included in the limit of the participant’s ITA. Total emergency assistance in a twelve (12)-month period for vehicle repair, car registration, first month’s insurance, emergency or short-term housing assistance, etc. will not exceed $500.00.

Where applicable, documentation regarding the vehicle’s proof of insurance and three (3) vendor quotes when services or items exceed $100.00 should be obtained prior to providing for the service. (Resource: Workforce Development Board 83: Policy 200-13-02)

WIOA funds are permissible for following expenditure within the Emergency Expense budget:

* Vehicle repairs and/or parts
* Vehicle maintenance

WIOA funds are permissible for the following expenditures *one time only* during the course of the program:

* Vehicle registration
* Driver’s license fees (including those necessary to reinstate license)
* Vehicle liability insurance (not more than 6 months)
* Driver’s education
* Defensive driving course
* DUI class
* Other classes necessary to attain/retain a driver’s license

***WIOA funds CANNOT be used to buy cars for participants, provide payments for car loans for participants or pay legal fees or fines.***

**Emergency or Short-term Housing Assistance**

WIOA funds may be used to assist participants with emergency or short-term housing needs when they do not have adequate housing, cannot pay current and/or back rent or house payment, or need to relocate. The costs of Emergency or Short-term Housing Assistance must be within the limit of the participant’s ITA. This type of payment should be limited to one time only unless extreme circumstances require emergency assistance. The need for this additional service must be documented in the IEP explaining the circumstance and justifying the need for assistance.

* WIOA may provide participants with short-term supportive services payment during emergency situations related to housing or rental assistance, one-time utility payments, repairs, moving expenses, etc. (participant must be named on lease or utility bill).
* WIOA will assist participants in contacting appropriate community agencies for assistance by providing phone numbers, contact names, and/or use of a telephone.
* WIOA will maintain adequate documentation to support emergency or short-term housing costs that may include copies of eviction notice, utility bills, repair, etc.
* WIOA will complete all supportive service documentation prior to paying for services to support emergency assistance costs.

**Job Readiness Assistance**

Job readiness assistance is intended to cover and may only be approved when the expenses associated with a participant’s preparation for work, specifically the completion of a job ready curriculum provided digitally or through computer technology, are proven necessary to enable individuals to participate in job readiness training. Job readiness assistance is limited to $250 per participant, per program year (July 1 through June 30). The costs of Job Readiness Assistance must be within the limit of the participant’s ITA.

Job readiness assistance includes the purchase by a WIOA staff member of prepaid data/minute card(s) to ensure the participant has connectivity to the job ready platform. Reimbursement for a card purchased by a participant is not allowed. In the incidence of an unclaimed data card, the card will be securely housed in the AJC where it was requested until the time another participant is in need of such a card and it can be distributed for that use. No data card from the same carrier will be ordered until the unused card has been assigned to a participant.

**Medical**

As with other supportive service costs, CST members should explore alternative funding sources such as Title XIX of Social Security Act (Medicaid), the Lion’s Club or programs of other service organizations before authorizing a supportive service payment to cover minor medical expenses. The costs of medical assistance must be within the limit of the participant’s ITA.

* Medical examinations and/or immunizations for areas of training that require such are reimbursable to service providers and/or participants. A document indicating the need/necessity must be provided by the provider of training or employer.
* WIOA funds cannot be used for treatment of medical problems or illnesses.
* Medical services such as eyeglasses or other minor services that are necessary to enable an individual to participate in WIOA activities are allowed.

**Needs-Related Payments**

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA. Unlike other supportive services, in order *to qualify for needs-related payments a participant must be enrolled in training*. WDB-83 will pay a Needs-Related payment in the amount of $20.00 per day for each day of attendance in the training activity, not to exceed $500.00 in on month. The costs of Needs-Related Payments must be within the limit of the participant’s ITA.

The eligibility requirements for Adults to receive needs-related payments are:

(a) be unemployed;

(b) not qualify for, or have ceased qualifying for, unemployment compensation; and

(c) be enrolled in a program of training services under WIOA.

The eligibility requirements for dislocated workers to receive needs-related payments are:

(a) be unemployed, and:

(1) have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and

(2) be enrolled in a program of training services under WIOA 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

(b) be unemployed and did not qualify for unemployment compensation or trade readjustment

assistance under TAA and be enrolled in a program of training services under WIOA.

Needs-related payments may be paid while a participant is waiting to start training classes, if the participant has been accepted in a training program that will begin within 30 calendar days.

To receive needs-related payments, individuals must be unemployed and must not qualify for (or have ceased to quality for) unemployment compensation. While *underemployed individuals are not eligible for needs-related payments* under WIOA, there is no prohibition on providing supportive services to the underemployed, other than needs-related payments.

**\*Other Occupation Specific Equipment**

The costs of Other Occupation Specific Equipment must be within the limit of the participant’s ITA.

* Uniforms, tools, shoes, and other occupation specific equipment may be provided to participants when such items are required for training (and have not been provided as part of the training cost) or as a condition of employment. Communication indicating the need/necessity must be made available by the provider of training or employer.
* The cost of occupational specific items will be reimbursed or paid on an invoice basis. Reimbursement for supportive service payments and invoices will be made monthly to either the service providers or directly to the participants as per contract requirements.
* Three (3) written quotes must be provided on any items which cost $100 or more and the lowest bid meeting the requirements will be accepted.
* Receipts for all purchases are required.
* CSTs must log delivery of purchased supportive services items and track what has been distributed to the participant. Receipt of the items must be acknowledged with the participant’s signature and dated with the date the items were acquired. The signed receipt will be uploaded, with a case note, to the participant’s HiRE account. These logs are subject to monitoring and file review. Failure to comply with this requirement may result in corrective action.

**Travel Expense**

Reimbursed Travel Allowance:  A reimbursed travel allowance is an allowance which is based on the actual distance travelled for purposes outlined in the participants’ IEP/ISS.  The current mileage rate paid by the State of Louisiana will be paid by WDB-83 to a participant who incurred such travel during their daily commute to and from a training or Work Experience (WE) site. [When the training site is temporarily outside of the classroom (e.g., clinical site, another campus) the reimbursement remains the same as the distance to the original classroom training site. When the training or Work Experience site may have multiple locations over the period of the activity, the distance to the employer’s primary location (where the employer’s original copy of the OJT contract or WE agreement is housed) is used to determine the reimbursable mileage.] **The travel allowance is *not to exceed $500.00 a month* regardless of the number of miles traveled by a participant.** The costs of Travel Expense must be within the limit of the participant’s ITA.

Travel expense reimbursement for the participant aligns with the actual distance traveled to and from the participant’s verified, primary residence to the activity site by the most direct route.  The distance travelled to the site will be established and verified at the beginning of the activity (for verification, a map printed from MapQuest, Yahoo! Maps, etc.) The verification should be attached to the Individual Training Account form.

Documentation regarding the vehicle’s proof of insurance should be obtained prior to providing the supportive service. When the participant is using a vehicle to attend a WIOA approved activity that is not registered in the participant’s name, a written statement by the registered owner of the vehicle approving the use of the vehicle for program related activities is required to be filed in the participant’s HiRE account case notes. Current proof of insurance in the registered owner’s name is also required when the vehicle does not belong to the participant.

Travel Expense payments will follow the accurate and timely submission of *Monthly Time & Attendance Records, On-the-Job Training Agreement Time Sheet/Training Reimbursement/Progress Report* or WDB-83’s Work Experience time sheet, whichever is appropriate for the participant’s attendance tracking.

*Monthly Time & Attendance Records* will be due to the AJC by the 3rd of each month (or the Monday following if the 3rd falls on the weekend). WDB-83 will dispense payment on the 15th of the same month.

**Tutoring**

Having explored all additional resources, supplemental instruction for Adult and Dislocated Workers may be considered as a Supportive Service – Other option. Tutoring is regularly-scheduled, instructor-led study and review sessions, conducted outside of and in addition to normal classroom/lecture time.

Tutoring is available for all Adult and Dislocated Worker participants who are struggling/failing any section of a particular course. Students who attend tutoring sessions tend to have higher course grades and semester GPAs than students who need assistance and do not seek it.

A MOU with a subject-practiced instructor will be created by the Program Director to be approved by the Executive Director. The MOU will include meeting days and time, number of sessions, start and end date of sessions and cost per session. No participant will begin a tutoring activity until this document is signed by all parties and the Career Services Team member has been notified of such.

Tutoring, study skills training, instruction, and dropout prevention services are Youth services that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. Youth in need of this service, will follow the same procedures as procuring a tutor for A/DW participants.

**Utilities Assistance**

WIOA funds may be used to assist a participant with the payment of utilities and utility deposits (as a form of housing assistance). The costs of Utilities Assistance must be within the limit of the participant’s ITA. This assistance may be necessary to establish, reinstate, or retain services. The Career Services Team member should limit this to one time (per utility company) unless extreme circumstances require emergency assistance.

Supportive Services:

* WIOA funds may pay for services to cover other expenses associated with participating in WIOA-funded activities upon prior written approval.
* Additional supportive service payments may include, but are not limited to, assistance in obtaining a driver’s license, work related licensure or testing, and supplies for work, etc.
* WIOA CST members will maintain adequate documentation to support other supportive service costs.
* All supportive service documentation will be completed prior to paying for such services.
* The costs of all supportive services must be within the limit of the participant’s ITA.

**Exceptions**: Exception requests will be reviewed based on their allowability under WIOA and any other applicable legislation, regulation, and policy/guidance. WDB-83 will also consider funding availability, how an exception will lead to improved outcomes for the customer(s) being served and any other relevant factors. All requests for an exception will be noted in the participant’s case notes in HiRE.

TEGL 21- 16 stated that “supportive services are a separate program element and cannot be counted toward the work experience expenditure requirement even if supportive services assist the youth in participating in the work experience.” However, ETA’s policy on this issue has evolved. ETA recently determined that supportive services that enable WIOA participants to participate in training can count toward training expenditures. Therefore, to be consistent with this policy, supportive services that enable WIOA participants to participate in work experience can now count toward the work experience expenditure requirement.

MEMORANDUM OF UNDERSTANDING

Partner Agreement - Local Workforce Area 83



Equal Opportunity Employer/Program

Auxiliary Aids and Services Are Available upon Request to Individuals with Disabilities 1-800-259-5154 (TDD)

WORKFORCE DEVELOPMENT BOARD OF WORKFORCE AREA 83 MEMORANDUM OF UNDERSTANDING BETWEEN

THE CHIEF ELECTED OFFICIAL OF CALDWELL, EAST CARROLL, FRANKLIN, JACKSON, MADISON, MOREHOUSE, RICHLAND, TENSAS, UNION, AND WEST CARROLL PARISHES

THE WORKFORCE DEVELOPMENT BOARD SDA 83, INC. AND

THE CONSORTIUM OF SERVICE DELIVERY AREA 83 ONE-STOP PARTNERS

BACKGROUND: The Workforce Innovations Opportunity Act July 22, 2014, established the creation of Workforce Areas and the State of Louisiana certified 15 LocaEWori<foroe Development Boards around the state. These boards were given oversight for the state's One-Stop Job Center System, hereafter referred to as Center. LocaEly, the Workforce DeveEopment Board SDA-83, Inc. and the Chief Elected Official of Area 83 Consortium have selected Union Parish as the primary Grant Recipient. The Workforce Development Board SDA-83, Inc. serves as the administrative and fiscal agent and staff support to the Workforce Development Board. The Workforce Development Board SDA„83, Inc. has a strong history of successfully serving as the fiscal agent and administrative entity for employment and training programs. The Workforce Development Board (WDB83), in accordance with the Workforce Innovation Opportunity Act and its stated purpose, has established a one-stop delivery system through which core employment-related services are provided and through which a central One-Stop American Job Center network is established. The Centers are fully operational with multiple partners providing services from the centers, either physically or electronically. Every local workforce development area is required to have at least one (1) comprehensive American Job Center (AJC) that provides universal access to the full range of employment, training, and education services. The Comprehensive Center located in Morehouse is a full-service center as defined by the Workforce Innovations Opportunity Act (WIOA). Nine satellite or affiliate centers are operated in the following parishes; Caldwell, East Carroll, Franklin, Jackson, Madison, Richland, Tensas, Union, and West Carroll Parishes.

|  |  |  |
| --- | --- | --- |
| American Job Center | Address | # of Staff Present \* |
| Morehouse Parish American Job  Center  (Comprehensive Center) | 250 Holt Street, Bastrop, LA | Wagner Peyser -2  WIOA — 1 full time LRS— I part-time |
| Caldwell Parish American Job Center (Affiliate Center) | 6563 Hwy 165, Columbia, LA | WIOA — 1 partwtime |
| East Carroll Parish American Job  Center  (Affiliate Center) | 409 2nd Street, Lake Providence, | WIOA — 1 part-time |
| Franklin Parish American Job Center (Affiliate Center) | 3290 Front Street, Winnsboro, LA | Wagner Peyser — 2  WIOA \* 3 |
| Jackson Parish American Job Center (Affiliate Center) | 236 Industrial Drive, Jonesboro, | WIOA — 1 full time |
| Madison Parish American Job Center (Affiliate Center) | 132 Old Hwy 65 south, Tallulah,  LA | WIOA — 1 full-time |
| Richland Parish American Job Center (Affiliate Center) | 146 Christian Drive, Rayville, LA | Wagner Peyser— 1  WIOA — 1 part-time |
| Tensas Parish American Job Center (Affiliate Center) | 107 Arts Drive, Office 120, St,  Joseph, LA | WIOA — 1 part-time |
| Union Parish American Job Center (Affiliate Center) | 303-B East Water Street,  Farmerville, LA | WIOA— 1 full time |
| West Carroll Parish American Job  Center  (Affiliate Center) | 310 Skinner Lane, Oak Grove, LA | WfOA — 1 Part-time |

* The staffing levee column may increase or decrease as a result of funding avaiEabilit\b

The Centers are facilitated by a collaborative of partners and administered by the Workforce Development Board in partnership with a One-Stop Operator (competitively procured in compliance with WIOA). The Local Board is appointed by the Chief Elected Official in accordance with the rules and regulations of the WIOA. The Board identifies core services required in the center(s), and partners will develop, as an extension of this agreement, their vision and mission statements for center operations and marketing as described in the attachments to this agreement.

The One-Stop Operator role is equivalent to a managing partner. In this role, the Operator will be responsible for ensuring a seamless delivery of services from all required partners. The Operator will also make sure the integrated service delivery system at the Center(s) support policies related to oversight and implementation of the one-stop delivery system as stated in this MOL].

The One Stop System shall be committed to the total customer satisfaction and develop a system of continuous improvement of all services to employers, job seekers, education, and employment professionals.

* REFERENCES:
* WIOA (Public Law 113-128) Section 121(c)
* Americans with Disability Act Amendment Act of 2008 (Public Law 110-325)
* Title 34 Code of Federal Regulations (CFR) "WIOA, Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions:

NPRM, Sections

and 678.505

* Title 2 Code of Federal Regulations (CFR) Part 200

Ill. PURPOSE: The purpose of this Memorandum of Understanding is to identify and coordinate a variety of workforce development resources to create a seamless, customer-friendly system that addresses the needs of employers and job seekers, The One-Stop system will offer a variety of job placement, education, job training, human services, and other workforce development services to residents of the various Parishes. This Memorandum of Understanding establishes commitments, joint processes, and procedures that enabEe partners to integrate core, intensive, training and career services according to the Cost Allocation Pla n/lnfrastructure Sharing Agreement that define services that are financial and non-financial commitments, and are a part of this Memorandum by reference. {Ref Louisiana OWD Policy 2-30)

PARTIES TO THIS MEMORANDUM OF UNDERSTANDING: Parties to this Memorandum of Understanding includes the partners listed below as mandated by WIOA, but are not limited to-

* WIOA Title I Adult, Dislocated Worker, DDWG and Youth
* WIOA Title Il Adult Education and Literacy
* WIOA Title Ill Wagner-Peyser Employment Services
* WIOA Title IV Vocational Rehabilitation Services  Career and Technical Education (Perkins Act)
* Title V Older American Act
* National Farmworker Jobs Program - Migrant Seasonal Farmworkers (MET)
* Veterans' Employment Representative and Disabled Veterans' Outreach
* Louisiana Department of Children and Family Services - Temporary Assistance for Needy Families

Program (TANF) and SNAP Empioyment and Training

* Trade Adjustment Assistance Programs

 Unemployment Compensation Programs

Note: Mandated partners not available in service deliver area LWDA 83:

* Native American e Youthbuild
* Community Service Block Grant — Employment and Training activities (None)
* HUD Employment and Training Programs (Employment and Training activities) (None)
* Second Chance
* Job Corps

The Chief Elected Official of the units of government, appoints and oversees the local workforce development system and represents the local governing authorities. In partnership with WDB-83 and other applicable Partners in the planning region, will develop and submit a regional/local plan. The CEO witl approve the selection of the One-Stop Operator, the WDB Comprehensive Budget and center cost allocation plan stated herein. The CEO wilt coordinate with WDB-83 to oversee the operations of the LWDA 83 American Job Center network.

The Louisiana Local Workforce Development Area 83 - Workforce Development Board SDA-83, Inc., the Board designated by the Governor of the State of Louisiana to establish policy, oversee, and work in partnership with the Chief Elected Official of the member units of government for Louisiana Area 83. WDB83 will ensure the workforce-related needs of employers, workers, and job seekers in the LWDA 83 are met, to the maximum extent possible with available resources. The WDB-83 staff will assist the CEO and WDB„83 in the development and submission of the regional/local plan, support WDB-83 with the implementation and execution of the regional vision, goals, objectives and workforcerelated policies, provide operational and grant-specific guidance to the One-Stop Operator, investigate and resolve elevated customer complaints and grievance issues, prepa re regular reports and recommendations to WDB-83 and oversee negotiations and maintenance of MOUs with OneStop Partners.

c. Office of Workforce Development, a state agency responsible for the delivery of Wagner-Peyser Programs, Veterans Employment Programs, Job corps recruitment, Trade Adjustment Assistance, and other applicable programs administered by the Louisiana Workforce Commission.

1. Unemployment Insurance Administration, (UI) programs under the State of Louisiana unemployment compensation laws.
2. Louisiana Rehabilitation Services, (W'OA Title IV) serving individuals with disabilities and providing services to employers relative to job seekers determined eligible under the Vocational Rehabilitation rules and regulations. Louisiana Rehabilitation Services (LRS), as a mandated partner, provides diversified services to eligible individuals with disabilities and is administered by the Louisiana Workforce Commission.
3. Motivation, Education, and Training, Inc. (MET) is a private non-profit organization designated as the grantee under the Workforce Investment Act, Section 167 for the State of Louisiana — National Farmworker Jobs Program (NFJP). MET, as a mandated partner, provides a diversified program of workforce investment activities and related activities for eligible migrant and seasonal farm workers.
4. Department of Children and Family Services, a state agency responsible for Temporary Assistance for Needy Families Program (TANF), A-83), providing cash assistance and supportive services to needy families meeting specific financial criteria and to provide services necessary to accomplish the goal and purposes in Section 4601 of the Social Security Act (42 USC 601).
5. The Adult Education {WIOA Title Il) systems in the region are represented by Louisiana Delta Community College Center for Adult Development. For individuals that have never completed high school education and need a high school equivalency, LDCC-CAD offers HiSET preparation classes in both face-to-face and online optioris. For those who already have a high school diploma or high school equivalency but lack the skills to move forward in either a job or a college career, Adult Education offers skills' upgrade opportunities to help get students back on track. In our program a

student will find experienced instructors willing to go the extra mile to make sure they receive what is needed to be successful.

The One-Stop Operator responsibie for providing a seamless system of WIOA services built on a customer-focused service delivery network as selected through the competitive process, will be provided by ABG Professional Development Solutions - One-Stop Operator. This partner will serve as the primary coordinator of all partners involved in the One- Stop activities for Workforce Development Area

# 83,

1. Title V of the Older Americans Act grantees is represented by ANPPM-National Association of Hispanic Elderly (Caldwell, Tensas, and Franklin Parishes). ANPPM provides a variety of programs for Older Workers in the Northeast Louisiana area and will serve as the partner for Older Workers under the Workforce Innovations and Opportunity Act.
2. Carl D Perkins Programs provide workshops on the programs of study that lead to jobs in high demand, high wage, high growth industry sectors. Workshops will be offered periodically on programs, career planning, and transition to college. Career pathway maps and other tools will be used as resources to help increase participants' knowledge of the training and career opportunities available in the region. Carl D. Perkins programs aiso provide career counseling, transition to the workforce. and juggling college and work. These services can be offered in small group settings or workshops with 15 or more pa rticipants. Services will be available on a periodic basis or as needed at the One-Stop.
3. The provision of the Title I Adult, Youth, DDWG, and Dislocated Worker WIOA services will be provided by the Workforce Development Board SDA-83, Inc. which received a waiver from the Governor of Louisiana effective July 1, 2020 to be the provider of these services.

Although the following program partners do not have employment and training programs that require them to participate in the Infrastructure Funding agreement, they do partner with us in providing wrap-around services through the referral process for our common customers.

Community Action Agencies within Louisiana Area 83, representing the various communities parishes, and neighborhoods, and providing services to the economically disadvantaged through various Educational, Housing, Child Care, Healthb and Emergency Food and Medical Support S ervices. There are no employment and training activities in the comprehensive center parish currently. These services are available in East Carroll and Jackson Parishes. Referrals are made to these agencies when appropriate.

ii. Employment and Training Activities carried out by the Department of Housing and Urban Development (HUD). Although, there are HUD agencies in Morehouse Parish, they do not offer employment and training activities currently.

v. GOALS: Jointly, the parties to this Memorandum of Understanding agree to work together to:

A. Eliminate the unwarranted duplication of services, reduce administrative costs, and enhance the participation and performance of customers served through the system.

 Establish guidelines for creating and maintaining a cooperative working relationship, to facilitate joint planning and evaluation of services, and to develop more efficient management of limited financial and human resources.

1. Build a workforce development system that upgrades Louisiana's workplace skills and enhances the economic development of the Northeast Region of Louisiana.
2. All job seekers, students and employers will be served comprehensively in a seamless system which

addresses their needs and coordinates services across programs.

1. Services will be customer focused by providing the means for customers to make informed choices about which services will meet their unique and individual needs.

VI. GENERAL PROVISIONS: Parties to this Memorandum of Understanding agree jointly to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and Accessibility to the services provided by the American Job Centers and all Partner agencies is essential to meeting the requirements and goals of the LWDA 83 American Job Center Network. Job seeker and businesses must be able to access all 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's status, or based on any other classification protected under state or federat law,

The term "access" refers to providing services through one of the following methods:

* Co-location — Program staff from each partner are physically present at the One Stop Center (American Job Center (AJC) Cross-training - Staff physically present at the A-JC are properly trained to provide information about ali programs, services, and activities that may be available to the customer through other parties.  Direct access through real-time technology - Access through two-way communication and interaction between customers and BCSC partners that result in services being provided. Examples may include the following: o Email or instant messages o Facilitating phone calls between partner agency staff and clients o Live Chat Via Skype, Zoom, or Facetime o Identification of a single point of contact for service delivery at each partner program.

The One-Stop Operator, in coordination with the WIOA Program Director will be responsible for providing a seamless system of WIOA services built on a customer-focused service delivery network.

All parties agree to:

* All partners agree to participate and work closely with the One-Stop Operator and WIOA Program Director in joint planning, local plan development, and modification of activities as they participate in the operation of the One-Stop system consistent with the terms of the MOU and required authorized
* Provide core services in the region's OneStop Centers, as appropriate and needed by the community served. Each agency will be responsible for providing those core services in which they speciaEize or for which they receive funding and to the extent determined by the program's authorizing statute. At a minimum, Partners will make the services detailed in Attachment Il available, as applicable to the program, consistent with and coordinated via the Business and Career Solutions One-Stop network system.
* Participate in the One-Stop collaboratives and the Workforce Development Board, and actively contribute to the quality of the local workforce development system.

 Participate in the development of One-Stop Center Cost Allocation and Infrastructure Sharing Agreement that describe how services will be provided and how the cost ofthe services and operating cost of the system will be funded, and abide by those plans.

* Comply with One-Stop policies and procedures regarding customer confidentiality, data security, and referrals between partners.
* Participate in and provide training and cross-training, as deemed appropriate, to ensure that One-Stop staff are familiar with all programs contained in the One„Stop, in order to integrate services, reduce duplication, and improve overall service delivery,
* Participate in the development of an integrated case management system, client tracking system, and referral procedures between parties as appropriate and feasible.
* Assign staff, and contribute furnishings, telecommunications equipment, and other material resources necessary for staff to support the overall operations of the Comprehensive Center.
* Maintain operational control and responsibility for staff assigned to the One-Stop Centers while ensuring that staff adheres to the One wStop policies and procedures, as developed by the Federal government, State of Louisiana, and the Workforce Development Board, and the One-Stop partners and Administrators.
* Subject to availability and funding agency approval, partner will contribute a fair share of funds proportionate to the use of services by individuals attributable to the partner's programs. Cash or In-kind services consistent with usage of One Stop Centers, including a relative portion of the reoccurring costs associated with the computer system used to track customers and services, as outlined in the One-Stop Centers cost aFlocation plan.
* Connect with and use the State of Louisiana online reporting system, for all One-Stop communications (as appropriate), case management and client tracking. Parties may maintain and use existing agency specific internal systems independent of the One-Stop network, but must use the One-Stop network for documenting services provided through the One-Stop Centers.
* Assist with the development of a coordinated employer services marketing package.
* Data Sharing — Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.
* Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PI') is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PI', coiEected, used, and disclosed by Partners will be subject to the following:

 Customer PI! will be properly secured in accordance with the WDB-83's policies and procedures regarding the safeguarding of Pll.

* The collection, use, and disclosure of customer education records, and the Pll contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy
* All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR 361.38.

 Customer data may be shared with other programs, for those programs' purposes, within the AJC network only after the informed written consent of the individual has been obtained, where required.

 Customer Data will be kept confidential, consistent with Federal and State privacy laws and regulations.

 All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 5794(d)).

 All one-stop Center and Partner staff will be trained in the protection, use and disclosure requirements governing PI} and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

* Confidentiality — All Parties expressly agree to abide by all applicable Federal, State, and local

laws and regulations regarding confidential information, including Pll from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out the respective responsibilities, each Partner shall respect and abide by the confidentiality polices and legal requirements of all the other Parties.  Each Party will ensure that the collection and use of any information, systems, or records that contain Pll and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

* Each Party will ensure that access to software systems and files under its control that contain Pll or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law, Each Party expressly agrees to take measures to ensure that no Pll or other personal or confidential information is accessible by unauthorized individuals.
* Develop and maintain additional participating partners germane to the needs of the communities served.
* Maintain flexible operating hours in the One-Stops to include Monday through Friday 8:00 a.m. through 4:30 p.m., plus evening, flexible, and weekend hours as appropriate needed to serve the job seeker and the employer community.
* Review and revise, annually, the terms of this Memorandum of Understanding.

Assume liabilityfor its actions and the actions of its agents and hold harmless, defend and indemnify all other parties to this Memorandum from any and all claims for damages, including cost and attorneysl fees resulting, in whole or part, from the Partner or its agents l activities under this Memorandum.

* Provide effective communication, information sharing, and collaboration with the One-Stop Operator and WIOA Program Director.

Vil. METHODS OF REFERRAL: Parties to this Memorandum of Understanding will work together to develop referral procedures that assure quality and convenient services for customers. The partners have agreed to utilize the Unite Louisiana digital platform as its referral tool. Link: https://louisiana.uniteus.com

Vill. TERM OF MEMORANDUM OF UNDERSTANDING: This Memorandum of Understanding/lFA Is entered into on July 1, 2023. The term of this MOU shall be three years, commencing on the date of execution by all parties. This MOU will be considered fully executed once all signatories have reviewed and signed. The MOU is on-going, unless terminated earlier upon ninety-day written notice to all parties via certified U.S. Mail or other equivalent means. The MOU will be reviewed not less than once every three years to identify any substantial changes that may have occurred.

DISPUTE RESOLUTION: The One-Stop Centers will function by consensus under the direction of Workforce Board and collaboratives. When consensus cannot be reached for the MOU/IFA and the functioning of one or more centers is impaired, those who are parties to the dispute will adhere to the following dispute resolution procedure:

All parties to the dispute will meet with the One-Stop Operator, American Job Center (AJC) WIOA Program Director, and/or the Workforce Board Executive Director. If the One-Stop Operator, WIOA Program Director and Executive Director is/are unable to resolve the dispute, the dispute will be referred to the WDB83 Executive Committee.

B. The Executive Committee of the Workforce Development Board will evaluate the merit of the dispute, consult with the One-Stop Operator and designated representatives of the parties in dispute and may attempt to resolve the dispute through mediation. The Executive Committee shall have thirty working days from first

hearing the dispute to issue a written decision.

c. If any party to the dispute is not satisfied with the decision of the Executive Committee, the dispute wili be referred to an independent council appointed by the Chair of the Board and the Chief Elected Official.

1. The action of the independent council shall have thirty work days to hear and make a decision on the dispute and the action of the council shall be final.
2. For disputes regarding IFA costs, the following procedure will apply:

Partners will communicate any disputes with costs in the invoice or the adjusted budget to WDBw 83 in writing. WDB„83 will review the disputed costs items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, WDB-83 will revise the invoice and the adjusted budget upon resolution of the dispute.

x. MONITORING: WDB u 83, or its designated staff, officials from the State and Local administrative entities, the U.S. Department of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

* Federal awards are used for authorized purposes in compliance with law, regulations, and State policies, • Those laws, regulations, and policies are enforced properly,
* Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
* Appropriate procedures and internal controls are maintained, and record retention policies are followed,

# and

• All MOU terms and conditions are fulfilled.

All parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

AMENDMENTS AND MODIFICATIONS: This Memorandum of Understanding/lFA may be amended or modified with review and consent of all parties. Amendments and modifications must be issued in writing to all parties. Oral amendments or modifications shall have no effect. if any provision of this Memorandum of Understanding is held invalid, the remainder of the memorandum shall not be affected. If any part of this MOU/IFA is found to be null and void or otherwise stricken, the rest of this MOU/IFA shall remain in force.

Xll. GOVERNANCE: The ultimate accountability and responsibility for the Workforce Innovations Opportunity Act funds rests with the member governments that make up Area 83. The ultimate accountability and responsibility of the OneStop Center System's organization and accomplishments rests with One Stop partners and the Workforce Development Board 83. Pursuant to the Workforce Innovations and Opportunity Act, the Focal Board in partnership with the Chief Elected Official shall conduct oversight and monitoring with respect to the One-Stop delivery system. The Board will promote and support the total integration of workforce development services of all system partners. The Board will promote customer choice and satisfaction for internal and external customers of the system; remove external barriers which impede progress and performance. The Board will approve annual and long-range performance standards and goals for the system, review and approve cost allocation plans for the One-Stop Center, establish an evaluation system for measuring customer satisfaction and performance, establish an electronic network for linking all One-Stop partners with the Center and communicate with the community regarding One-Stop and Workforce services,

Xlll. ASSURANCES:

A. Drug and Alcohol-free Workplace — All Parties to the MOU certify they will comply with the Drug-Free Workforce Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the US. Department of Labor regulations at 29 CFR part 94.

Certification Regarding Lobbying — All Parties shall comply with the Byrd Anti-Lobbing Amendment (31 U.S.C. Section 1352), 20 CFR Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

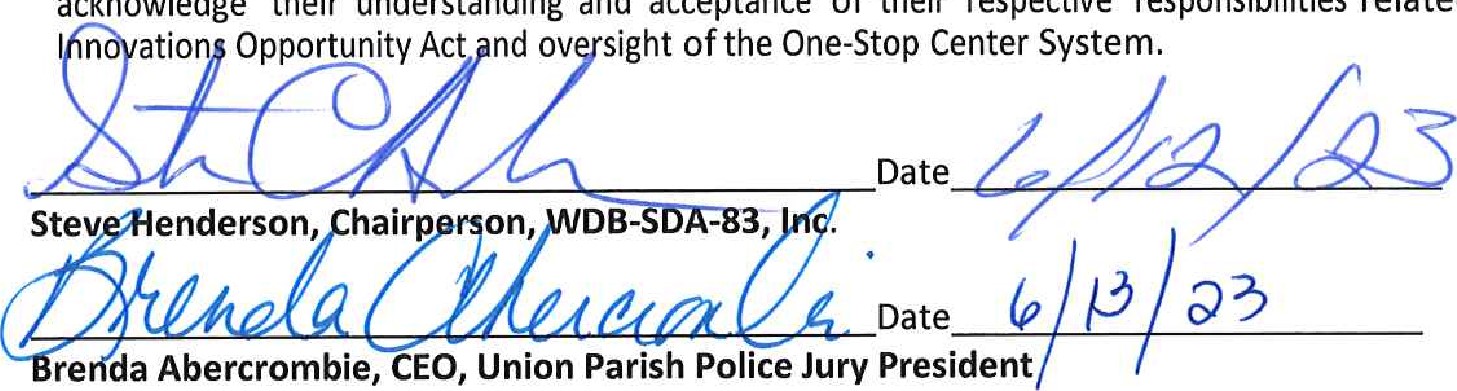
c. Debarment and Suspension — All Parties shall comply with the debarment and suspension requirements (E,O. 2549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

1. Priority of Service — All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including but not limited to priority of service for veterans, and the eligible spouses, and priority of service to the WIOA Title I Adult program, as required by 38 1.-J.S.C sec. 4215 and its implementing regulations and guidance, and WIOA sec.134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.
2. Partners shall not lawfully discriminate, harass or allow harassment against any employee applicant for employment or program applicant due to gender, age color, ancestry, religion, national origin, veteran status physical disability, mental disability, medical condition, age, sexual orientation or marital status. The partners agree to comply with the provisions of the Fair Employment and Housing act and related applicable regulations as well as the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the agreement: (A) Section 188, WIOA, (B) Title VI of the Civil Rights act of 1964, as amended; (C) Section 504 of the Rehabilitation Act of 1973\* as amended; (D) the Age Discrimination Act of 1975, as amended; and (E) Title IX of the Education Amendments of 1972, as amended.
3. Buy American Provision — Each Party that receive funds made available under Title I or Il of WIOA or under the Wagner-Peyser Act (20 U.S. C. Section 49, it. Seq,) certifies that it will comply with Sections 8301 through 8303 of Title 41 of the United States Code and reference in WIOA Section 502 and 20 CFR 683.200(f).

XIV. Negotiation Timeline

|  |  |
| --- | --- |
| ACtiü:it9i | Date |
| Partner Meeting — Discussion on execution of New MOU | February 7, 2023 |
| Draft MOU sent to all partners for comments and corrections | April 13, 2023 |
| Comments/corrections due to WDB 83 Executive Director | May 26, 2023 |
| Final MOU sent to partners | May 31, 2023 |
| Signatures ages due to WDB 83 | June 15, 2023 |
| Final Executed MOU sent to Partners Upon receipt of signatures | June 30, 2023 |

xv. SIGNATURES: Parties to this Memorandum of Understanding agree to all terms and conditions contained herein by signature on the attached page designated for their respective organization.

Both the Chief Elected Official and the Chair of the Workforce Development Board of Area 83 hereby acknowledge their understanding and acceptance of their respective responsibilities related to the Workforce

Attachments to this MOU include:

Partner Services ll. Comprehensive One-Stop Operating Budget Ill. Infrastructure Funding Agreement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parties to this Memorandum of IJnderstandin | |  | | |
| Partner Program | Administering Entity | | Signatory Official | Contact Information |
| WIOA Adult/DisIocated Worker/Youth | Workforce Development Board SDA-83, Inc. (WDB-83) | | Brenda Abercrombie, Presu  Union Parish Policy Jury, CEO  Steve Henderson, WDB-83  Chairman  Terri Mitchell, Exec. Director | (318) 387-7962  tmitchel@bayou.com |
| Wagner Peyser | Louisiana Workforce Commission (LWC) | | Ava Cates, Sec.  Louisiana Workforce Commission — Office of Workforce Development | (225)-342-2679  ACates@Iwc.Ia.gov |
| Jobs for Veterans | Louisiana Workforce Commission (LWC) | | Ava Cates, Sec.  Louisiana Workforce Commission — Office of Workforce Development | (225)-342-2679  ACates@lwc.la.gov |
| Reentry Employment Opportunities | Louisiana Workforce Commission (I-wc) | | Ava Cates, Sec.  Louisiana Workforce Commission — Office of Workforce Develo ment | (225)-342-2679  ACates@lwc.la.gov |
| Trade Adjustment Assistance (TAA) | Louisiana Workforce Commission (LWC) | | Ava Cates, Sec.  Louisiana Workforce Commission — Office of Workforce Development | (225)-342-2679  ACates@lwc.la.gov |
| Unemployment Insurance (UI) | Louisiana Unemployment  Insurance Administration | | Ava Cates, Sec.  Louisiana Workforce Commission — Office of Workforce Development | (225)-342-2679  ACates@lwc.la.gov |
| Senior Employment | National Association for Hispanic Elderly (AYUDA) | | Dr. Carmela Lacayo, CEO or  Frankie Henderson, Project  Coordinator  National Association for Hispanic  Elderly (AYUDA) | (318) 221-7611  Anppmshreve9@aol.com (626)-564-1988 |
| Adult Education | Louisiana Delta Community  College -Center for Adult Development | | Dr. Monty Sullivan, President Erin Landry, State Director Career, Technical & Adult Education for LCTCS. | (225) 308-4393 Office  (985) 285-4872 |
| Vocational Rehabilitation Services | Louisiana Workforce Commission (LWC) | | Ava Cates, Sec,  Louisiana Workforce Commission — Office of Workforce Development | (225)-342-2679  A Cates@lwc.la.gov |
| National Farmworkers Jobs Program (NFJP) | Motivation Education and Training, Inc. (MET) | | Kandace Bowman, NFJP State  Coordinator  National Farmworkers Jobs  Program (M.E.T.) | Ph. (318) 435-8885 Winnsboro  Ph. (318) 362-3024 Monroe Cell (318) 439-0312 bowman@metinc.org |
| Temporary Assistance for Needy Family (TANF-SNAP E&T) | Department of Children and Family Services (DCFS) | | Lorrie Briggs, Deputy Assistant  Secretary  Department of Children and  Family Services DCFS) | Lorrie.Briggs.DCFS@la.gov |
| Career and Technical Education Perkins Act | Louisiana Delta Community College | | Dr. Monty Sullivan, President (Dr. Dr. Brittney Williams, State  Director, LDCC Career & Technical  Education Perkins act  La Delta Communit College | (225)-308-4439 bbapistewilliams@lctcs.edu |
| One-Stop Operator | ABG Professional Development Solutions | | Alberta Green, One-Stop Operator | 318-367-9538  Alberta.green@abgpds.com |
| Employment and Training Activities, CSBG | No employment and training service in LWDA-83. | |  |  |
| Employment and Training Activities — HUD | No service in LWDA-83 | |  |  |
| Native American | No service in LWDB-83 | |  |  |
| Youthbuild | No service in LWDA-83 | |  |  |

I, -T¯errjcertify that I have read the information contained in the MOU agreement.

My signature certifies my understanding of the terms outlined herein and agreement with:

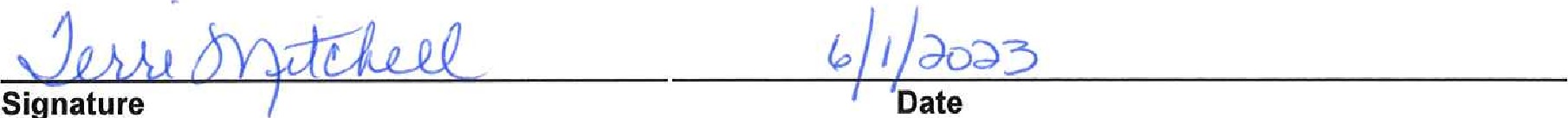
The MOU

The Operating Budget

The Infrastructure Funding Agreement

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires upon amendment, modification, or termination.

Signature



Date

•err/ m jfc)ne// evecD40Je j)/reclar—

Printed Name and Title

|  |  |  |
| --- | --- | --- |
| Agency Name | 4m+che/ | ha |

DcVe/epmen/ Board Tnc

Agency Contact Information

13

l, Ava Catescertify that I have read the information contained in the MOU agreement.

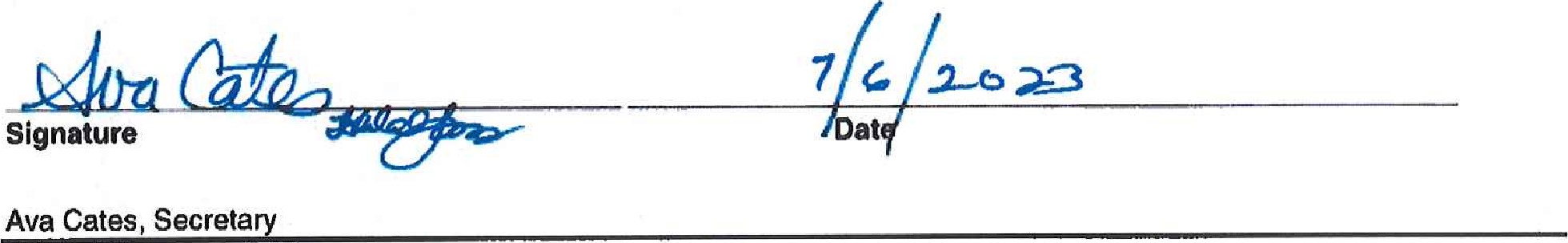
My signature certifies my understanding of the terms outlined herein and agreement with:

 The MOU

x The Operating Budget

 The Infrastructure Funding Agreement

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires upon amendment, modification, or termination.



Pnnted

Name

an

Title

Louisiana

Workforce

Commission

Agency Name

# 225,342.3001



Agency Contact Informat on

13

Si ster Carmela L acayo

I, information contained in the MOU agreement.

My signature certifies my understanding of the terms

x

The MOU

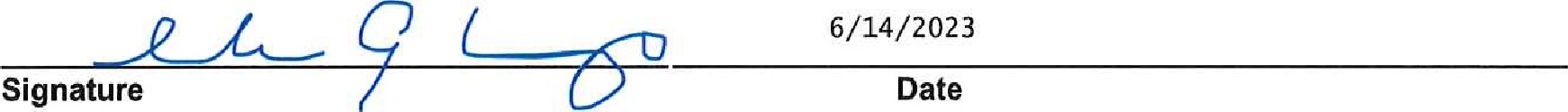
x

The Operating Budget

x

The Infrastructure Funding Agreement

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires upon amendment, modification, or termination.



Si ster Carmela Lacayo, president/CE0

Printed Name and Title

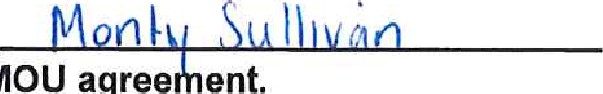
National Asso. for Hispanic Elderly

Agency Name

Nel son Agui rre (626) 564-1988

Agency Contact Information

13

l,certify that I have read the information contained in the MOU agree ent.

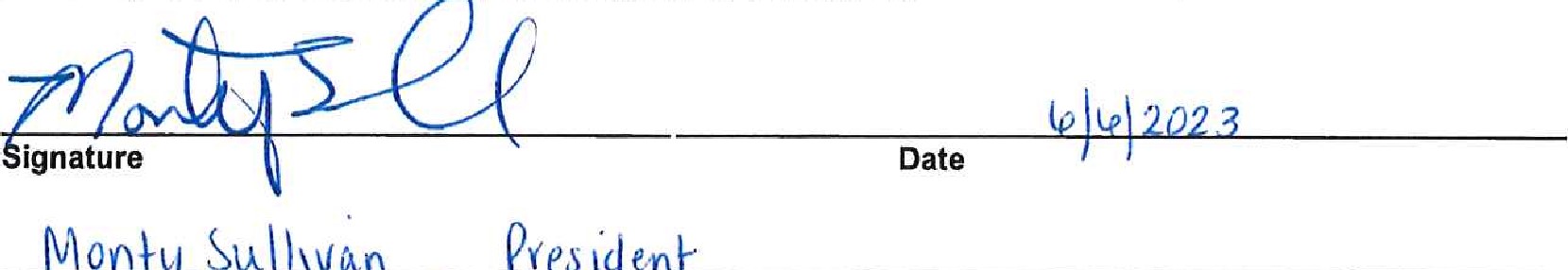
My signature certifies my understanding of the terms outlined herein and agreement with:

—L The MOU

The Operating Budget

—L The Infrastructure Funding Agreement

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires upon amendme t, modification, or termination.



|  |  |  |
| --- | --- | --- |
| rinted Na e an | Title  (int.l Technv«Å) |  |
| Agency Name  225, | - lwqg |  |

Agency Contact Information

13

AUTHORIZED SIGNATURES

By signing my name below, I, Kandace Bowman information contained in the MOU agreement.

My signature certifies my understanding of the terms

X The MOU



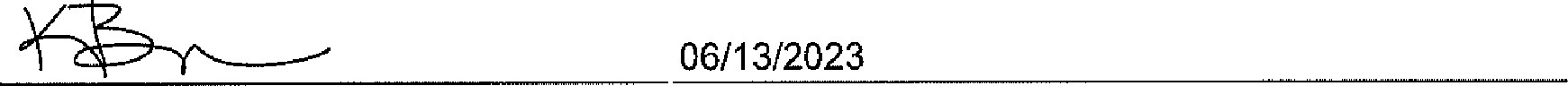
x

The Operating Budget



X The Infrastructure Funding Agreement

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires upon amendment, modification, or termination\*



Signature Date

Kandace Bowman, Workforce Development Coordinator

Printed Name and Title

Motivation Education & Training, Inc. Agency Name

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

13

# AUTHORIZED SIGNATURES

By signing my name below, l, Lorrie Briggs certify that I have read the information contained in the MOU agreement.

My signature certifies my understanding of the terms outlined herein and agreement with:

x The MOU



x The Operating Budget



x The Infrastructure Funding Agreement

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires upon amendment, modification, or termination.

Lorrie Briggs Digitally Date: 2023.0621 signed by Lorrie Briggs



6/21

/23

Signature Date

# Lorrie Briggs, Deputy Assistant Secretary, DCFS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Printed Name and Title |  | | Agency Name  Lor | l , | |  |

Agency Contact I mation

13

13

AUTHORIZED SIGNATURES

By signing my name below, l, information contained in the MOU agreement.

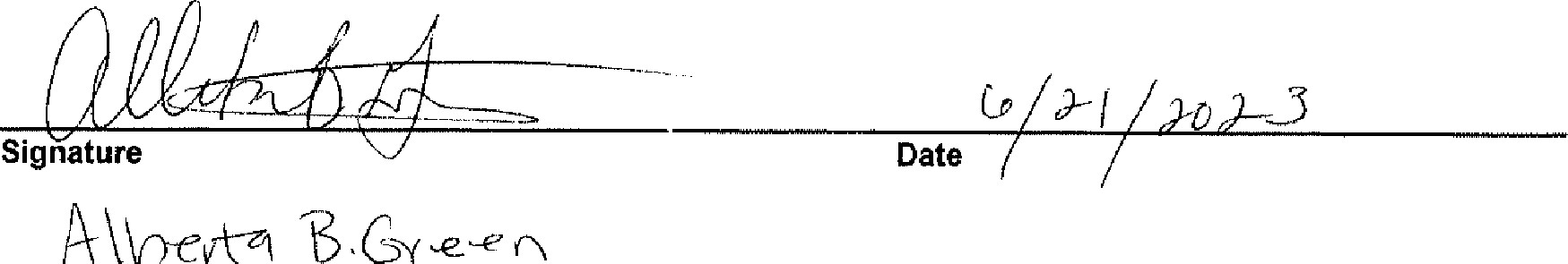
My signature certifies my understanding of the terms

The MOU

 The Operating Budget

The Infrastructure Funding Agreement

I understand that this MOIJ may be executed in counterparts, each being considered an original, and that this MOU expires upon amendment, modification, or termination.



|  |  |
| --- | --- |
| Printed Name and Title |  |
| Agency Name  IDC | (Is.com |

Agency Contact In ormation

12

|  |  |  |
| --- | --- | --- |
| BASIC CAREER SERVICES | INDIVIDUAL CAREER SERVICES | TRAINING |
| Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system. | Comprehensive and specialized assessments of skills levels and service needs. | Occupational skills training through Individual Training Accounts (ITAs), |
| Initial assessments of skill level(s), aptitudes, abilities and supportive service needs. As well as information on the availability of supportive services and referral to such, as appropriate | Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals. | Adult education and literacy activities, including English language acquisition (ELAI provided in combination with the training services described above. |
| In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment). | Referral to training services. | On-the-Job Training (OJT) |
| Access to employment opportunity and labor market information, | Group counseling. | Incumbent Worker Training |
| Performance information and program costs for eligible providers of training, education, and workforce services. | Literacy activities related to work readiness, | Programs that combine workplace training with related instruction which may include cooperative education. |
| Information on performance of the Local workforce system. | Individual counseling and career planning, | Training programs operated by the private sector. |
| Information and meaningful assistance on Unemployment Insurance claim | Work experience, transitional jobs, registered apprenticeships, and internships, | Entrepreneurial training. |
| Determination of potential eligibility for workforce Partner services, programs, and referral(s). | Workforce preparation services \*e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training. | Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training, |
| Information and assistance in applying for financial aid for training and education programs not provided under WIOA. | Post-employment follow-up services and support, (This is not an individualized career service, but listed here for completeness). | Other training services as determined by the workforce partner's governing rules. |

(Each partner will sign a page 12 to the agreement)

ATTACHMENT I

PARTNER SERVICES

1. Job Seeker Services
2. Youth Services

|  |  |
| --- | --- |
| Tutoring, Study skilEs training, instruction, and evidencebased dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential, | Alternative secondary school services, or dropout recovery services, as appropriate. |
| Paid and unpaid work experiences that have as a component academic and occupational education, which may include:  Summer employment opportunities and other employment opportunities available throughout the school year,  Pre-apprenticeship programs,  Internships and job shadowing,  On-the-job training opportunities, | Occupational skill training, which shall Include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with In-demand industry sectors or occupations in the local area involved. |
| Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupations or occupational 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 about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services. | Activities that help youth prepare for and transition to postsecondary education and training. |

1. Business Services

|  |  |  |
| --- | --- | --- |
| Serve as a single point of contact for businesses, responding to all requests in a timely manner. | Provide phone access for services related to unemployment Insurance taxes and claims. | Assist with disability and communication accommodations. |
| Conduct outreach regarding Local workforce system's services and products. | Conduct on-site Rapid Response activities regarding closures and downsizings, | Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies. |
| Provide access to labor market information, | Provide customized recruitment and job applicant screening, assessment and referral services. | Provide employer and industry clusterdriven Occupational SkilEs training through Individual Training Accounts with eligible training providers, |
| Assist with the interpretation of labor market information. | Conduct job fairs. | Develop customized training opportunities to meet specific empEoyer and/or industry cluster needs. |
| Use of one-stop center facilities for recruiting and interviewing job applicants when appropriate | Consult on human resources issues when appropriate. | Coordinate with employers to develop and implement layoff aversion strategies. |
| Post job vacancies in the state labor exchange system and take and fill job orders. (HIRE) | Provide information regarding disability awareness issues. | Provide incumbent worker upgrade training through various modalities. |
| Provide information regarding workforce development initiatives and programs. | Provide information regarding assistive technology and communication accommodations. | Develop, convene, or implement industry or sector partnerships. |

ATTACHMENT Il

THE MOREHOUSE PARISH COMPREHENSIVE AMERICAN JOB CENTER OPERATING BUDGET

Purpose:

The purpose of this section is to establish a financial plan, including term and conditions, to fund the services and operating costs of the WDB-83 Comprehensive American Job Center — Morehouse Parish American Job Center (AJC) network. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that;

* + Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the Local area,
  + Reduces duplication and maximized program impact through the sharing of services, resources, and technologies among Partners thereby improving each program's effectiveness,
  + Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs, and  Ensures costs are appropriately shared by Morehouse BCSC Partners by determining contributions based on the proportionate use of the one-stop center and relative benefits received, and requiring that all funds are spent soEeEy for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The Partners consider this one-stop operating budget, the master budget that is necessary to maintain the LWDA's high-standard service delivery network. It includes the following cost categories, as required by WIOA and Its implementing regulations:

* + Infrastructure costs (also separately outlined in the Infrastructure Funding Agreement (IFA)),  Career services, and
  + Shared services (if applicable).

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. Ali Partners must negotiate in good faith and seek to establish outcomes that are reasonabfe and fair.

The following Partners are physically co-located in the one-stop center;

* + Title — Adult, Youth, DDWG (when applicable) and Dislocated Workers
  + Wagner Peyser
  + Vocational Rehabilitation — part-time

The following Partners are Einked virtually through online service access to a program staff member via AJC resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals:

* + Unemployment Insurance
  + Adult Education
  + Veterans
  + National Farmworkers Jobs Program - MET
  + Career and Technical Education — Perkins
  + Senior Employment
  + TANF

These services are utilized in direct benefit of the Uk, Veterans, and MET programs and will be proportionately paid fom

Partners Services Not AvailabEe in LWDA 83 service delivery  Employment and Training Services — HUD

* + Employment and Training Services — CSBG
  + Employment and Training Services — Native American  Youthbuild  Job Corp.  Second Chance

Page 17 of 30

Equal Opportunity Employer/Program  nie+hiliå•iot• 1 \_ 'Tnni

Attachment Ill

WDB-83 MOREHOUSE PARISH COMPREHENSIVE AMERICAN JOB CENTER

Operating Budget

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| COST.AND:EXPENSES | COstkBasis | Monthly | Annually: |  |  |
| INFRASTRUCTURE |  |  |  |  |  |
| Facility costs |  |  |  |  |  |
| Rent - Direct Space | Direct Square Footage | 1,232.74 | 14,792.82 |  |  |
| Rent Common Areas for Housed Partners | Direct Square Footage |  | 33,483.47 |  |  |
| Rent - Shared Space Resource Room | Modified Direct Square Footage of  Space to Non-Co-located Partners | 116.36 | 1,396.37 |  |  |
| Rent Shared Space Career Center | Percentage of Staff Hours | 860.61 | 10,327.34 |  |  |
|  |  | 5,000.00 | 60,000.00 |  |  |
| General Office Expenses |  |  |  |  |  |
| Copier Rental & Maintenance Fees | Percentage of Staff Hours | 324.00 | 3,888.00 |  |  |
| Postage Rental and Freight | Percentage of Staff Hours | 115.91 | 1,391.00 |  |  |
| Telecommunications and Internet | Modified Direct Sq. Ft w/Resource Room of Space Non-Co-located | 932.72 | 11,192.59 |  |  |
| Office Supplies | Percentage of Staff Hours | 333.33 | 2,799.96 |  |  |
| Building/Equipment Maintenance | Direct Square Footage | 83.33 | 1\*000.oo |  |  |
| Fax Rental & Operating Costs | Percentage of Staff Hours | 20.60 |  |  |  |
| TOTAL INFRASTRUCTURE COSTS |  |  | 80,518.73 |  |  |
|  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

$80,518.73

Cost Allocation Methodolo

The Local WDA - Morehouse Paris AJC selected three different allocation bases to determine overall Partner contributions.

1. Direct Square Footage
2. Modified Direct Square Footage to allocate Resource Room space to non wCo-Eocated partners, and telephone and internet charges for Resource Room. 3, Percentage of Total Staff Hours

This was done In an effort:

* + To remedy the imbalance of non-physically represented Partners, and
  + To compEy with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center and reEative benefit received.

## Cost Reconciliation and Allocation Base Updates

All Partners agree that a quarterly reconciliation of budgeted and actual costs: and update of the allocation bases to ensure equitable benefits received will be completed in accordance with the following process:

Page 18 of 30

1. Partners will provide WDB-83 with the following information at the end of each quarter, as applicable:
   * Quarterly cost information and documentation of the actual costs
   * Updated staffing information (per the 1st day of the 15t month of each quarter).
2. Upon receipt of the above information, WDB-83 will:
   * Apply the updated allocation bases to determine the actual costs allocable to each partner.
   * The WDB„83 will prepare an updated budget document showing costs adjustments and will prepare an invoice for each Partner with the actual costs aElocable to each Partner for the quarter.
   * The WDB-83 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 WDB-83's preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information.

upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to WDB-83 no later than fifteen (15) days following receipt. Payment of invoices signify agreement with the costs in the adjusted budget.

D. Partners will communicate any disputes with costs in the invoice or the adjusted budget to WDB-83 in writing. WDB-83 will review the disputed costs items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, WDB-83 will revise the invoice and the adjusted budget upon resolution of the dispute.

Page 19 of 30

ATTACHMENT Ill

INFRASTRUCTURE FUNDING AGREEMENT

WIOA American Job Center Infrastructure Costs are defined as non-personnel costs that are necessary for the general operation of the American Job Center, including but not limited to:

* Rental of the facilities,
* Utilities and maintenance,
* Equipment, including assessment-related products and assistive technotogy for individuals with disabilities,

Technology to facilitate access to the AJC, including technology used for the center's pEanning and outreach activities, and Office supplies.

All Parties to this MOU and IFA recognize that infrastructure costs are applicable to all required Partners, whether they are physically located in the AJC or not. Each Partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with partner programs' authorizing laws and regulations and the Uniform

Guidance.

### Partners

Partners funding the costs of infrastructure according to thls IFA are the same as Identified in the Partners section of the

MOU.

### B. Infrastructure Bud et

|  |  |  |  |
| --- | --- | --- | --- |
| COST.ANDEXPENSES• | Basis. | Monthly: | Annually, |
| INFRASTRUCTURE |  |  |  |
| Facility costs |  |  |  |
| Rent Direct Space | Direct Square Footage | 1,232.74 | 14,792.82 |
| Rent - Common Areas for Housed Partners | Direct Square Footage | 2,790.29 | 33,483.47 |
| Rent - Shared Space Resource Room | Modified Direct Square Footage of  Space to Non-Co-located Partners | 11636 |  |
| Rent - Shared Space Career Center | Percentage of Staff Hours | 860.61 | 10,327.34 |
|  |  | 5,000.00 | 60,000.00 |
| General Office Expenses |  |  |  |
| Copier Rental & Maintenance Fees | Percentage of Staff Hours | 324.00 | 3,888.00 |
| Postage Rental and Freight | Percentage of Staff Hours | 11521 | 1,391.00 |
| Tefecommunications and Internet | Modified Direct Sq. Ft w/Resource Room of Space Non-Co-located | 932,72 | 11,192.64 |
| Office Supplies | Percentage of Staff Hours | 233,33 | 2,799.96 |
| Building/Equipment Maintenance | Direct Square Footage | 83.33 | 1,000.00 |
| Fax RentaE & Operating Costs | Percentage of Staff Hours | 20.60 | 247,14 |
| TOTAL INFRASTRUCTURE COSTS |  | 6,709.89 | 80,518.73 |
|  |  |

## c. Cost Allocation Methodology

Al Parties agree that the cost allocation methodology for this IFA will be the same as described in the Cost Allocation Methodology section of the Operating Budget (Attachment V) of the MOU.

### D. Cost Reconciliation and Allocation Base Update

All Parties agree that the cost reconciliation and allocation base update for the IFA will be the same as described in the Cost Reconciliation and Allocation Base Update section of the Operating Budget (Attachment V) of the MOU.

### E. Steps to Reach Consensus

All Parties agree that the steps to reach consensus for the IFA will be the same as described in the Steps to Reach Consensus section of the Operating Budget (Attachment V) of the MOU.

## Dispute and Impasse Resolution

All Parties will actively participate in Local EFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in the Dispute Resolution section of the MOU.

If Partners in the Local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse Is declared and the State Funding Mechanism (SFM) is triggered.

Note: Failure by only one (1) of the required Partners to reach consensus with respect to the infrastructure costs in the EFA will trigger implementation of the SFA, even if all required Partners except one, agree on the terms of the IFA.

G. State Funding Mechanism Process:

1. Notice of failure to reach consensus given to the Governor.
2. Negotiation materials provided to Governor.
   1. The Local WIOA Plan
   2. The cost allocation methodology or methodologies proposed by the Partners to be used in determining the proportionate share,
   3. The proposed amounts or budget to fund infrastructure costs,
   4. The amount of Partner funds included,
   5. The type of funds (cash, non-cash, and third-party in-kind contributions) available (including all documentation on how Partners valued nonmcash and third-party in-kind contributions consistent with 2

CFR 200.306),

* 1. Any proposed or agreed on AJC budgets (for individual centers or a network of centers), and
  2. Any partially agreed upon, proposed, or draft IFA.
  3. Other material WDB-83 or the Governor deems appropriate. 3, Governor determinations and Calculations: The Governor will:
  4. Determine one-stop center infrastructure budgets,
  5. Establish cost allocation methodology (s),
  6. Determine Partners' proportionate shares,
  7. Calculate statewide caps,
  8. Assesses the aggregate total of infrastructure contributions as it relates to the statewide cap, and Adjust Allocations.

Once all determinations and calculations are completed, the Governor witt notify the WDB-83 Chair of the final decision and provide a revised IFA for execution by the Parties.

### IFA Execution

The IFA becomes effective as of the date of signing by the final 

Programs may appeal the Governor's determination of their infrastructure cost contributions in accordance with the processes established under 20 CFR 378.750, 34 CFR 361.750, and 34 CFR

463.750.

## Modification Process

Alt Parties agree to abide by the process for modification, as outlined in the Modification Process section of the MOU.

## J. Effective Period

This is entered into on July 1, 2023. This IFA will become effective as the date of signing by the final signatory below and must terminate on June 30, 2026, unless any of the reasons in the

Termination section of the MOU apply. Page 21 of 30

## Definitions

One-Stop Delivery System

The one-stop delivery system (herein also referred to as the American job Center network) brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term empEoyment outcomes for individuals receiving assistance. One-stop Partners administer separately funded programs as a set of integrated streamEined services to customers.

[20 CFR 678.3006); 34 CFR 361.3006); and 34 CFR

Required One-Stop Partners

Department of Labor

* WIOA Title I programs:
* Adult, Dislocated Worker, and Youth formula programs; o Job Corps (not applicable); o Youthbuild (not applicable); o Native American programs (not applicable); o Migrant Seasonal Farmworkers (MSFW) that includes the National Farmworker Jobs Program (NFJP),
* Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA title Ill;
* Senior Community Service Employment Program (SCSEP) authorized under title V of the Older Americans Act of 1965;
* Trade Adjustment Assistance (TAA) activities authorized under chapter 2 of title Il of the Trade Act of 1974;  Unemployment Compensation (UC) programs;
* Jobs for Veterans State Grants (JVSG) programs authorized under chapter 410f title 38, U.S.C.;
* Second Chance - Reentry Employment Opportunities (REO) programs (formerly known as Reintegration of Ex-Offenders

Program (RExO)) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169;

Department of Education

* Adult Education and FamiEy Literacy Act (AEFLA) program, authorized under WIOA title Il;
* Career and technical education programs at the postsecondary level, authorized under the Cari D. Perkins Career and Technical Education Act of 2006 (Perkins);
* The State Vocational Rehabilitation (VR) Services program authorized under title I of the Rehabilitation Act of 1973 (29

U.S.C.720 et seq.), as amended by WIOA title IV;

Department of Housing and Urban Development

* Employment and training programs (not applicable);

Department of Health and Human Services

* Employment and training activities carried out under the Community Services Block Grant (CSBG) programs (42 U.S.C. 9901 et seq.); and

 Temporary Assistance for Needy Families (TANF) program authorized under part A of title IV of the SociaE Security Act (42 U.S.C. 601 et seq.), unless exempted by the Governor under 20 CFR 678.405(b).

[WIOA sec.  20 CFR 678.400-405; 34 CFR 361,400-405, and 34 CFR 463.400-405]

Additional One-Stop Partners

Other entities that carry out a workforce development program, including Federal, State, or Local programs and programs in the private sector, may serve as additional Partners in the American Job Center network if the Local WDB and chief elected official(s) approve the entity's participation.

Additional Partners may include employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self\*Sufficiency Program established under sec. 1148 of the Social Security Act (42 U.S.C. 1320b—19), employment and training programs carried out by the Small Business Administration, Supplemental Nutrition

Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and

Nutrition Act of 2008 (7 U.S.C. 2015(d)(4) and 2015(o)), Client Assistance Program authorized under sec. 112 of the

Rehabilitation Act of 1973 (29 U.S.C. 732), programs authorized under the National and Community Service Act of 1990 (42 U.S,C, 12501 et seq.), and other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector, programs providing transportation assistance, and programs providing services to individuals with substance abuse or mental health issues.

[20 CFR 678.410; 34 CFR 361.410; 34 CFR 463.410; and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (p. 7))

Infrastructure Costs

Non-personnel costs that are necessary for the general operation of the one-stop center, including but not limited to applicable facility costs (such as rent), costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities. Common identifier costs may be considered as costs of one-stop infrastructure.

[WIOA sec.  20 CFR 34 CFR  and 34 CFR

Additional Costs

Must include the costs of the provision of career services in Sec. 134(c)(2) applicable to each program consistent with Partner program's applicable Federal statutes and allocabEe based on cost principles of the Uniform Guidance at 2 CFR Part 200 and may include shared operating costs and shared services.

[WIOA sec. 20 CFR 678.7606); 34 CFR 361.7606); 34 CFR 463.760(a); and TEGL 17-16, RSA TAC 17-03, and OCTAE

Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment EE)]

Shared Operating Costs and Shared Services

Shared operating costs and shared services costs may include costs of shared services that are authorized for and may be commonly provided through the one-stop Partner programs, including initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other one-stop Partners, and business services. [W[OA sec. 121(i)(2); 20 CFR 678.760(b); 34CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment Il))

One-Stop Operating Budget

The one-stop operating budget of one-stop centers or American Job Centers (AJC) is the financial plan that the one-stop partners, the CEO, and the Local WDB have agreed to in the MOU that wiEl be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the one-stop system and the operating costs of such system wilt be funded, including the infrastructure costs for the onestop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b)).

The one-stop operating budget may be considered the master budget that contains a set of individual budgets or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined In WIOA sec. 121(h){4); and additional costs which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the one-stop delivery system and do not constitute infrastructure costs. These additional costs are described in WIOA sec. 121(1). The one-stop operating budget must be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation helps to ensure that the budget reflect a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the one wstop center and relative benefit received. The one-stop operating budget may be further refined by the one-stop partners, as needed, to assist in tracking their contributions. It may be necessary at times to separate the budget of a comprehensive onestop center from a specialized one-stop center or an affiliate one-stop center.

One-Stop operating costs include infrastructure costs and additional costs, which are made up of applicable career service, shared operating costs and shared services.

[TEGL 17-16\* RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 3-4)]

Infrastructure Funding Agreement (IFA)

The IFA contains the infrastructure costs budget that is an integral component of the overall one-stop operating budget. The other component of the one-stop operating budget consists of applicable career services, shared operating costs, and shared services, which are considered additional costs. While each of these components covers different cost categories, an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fu\ly functioning and successful locaE one-stop delivery system. Therefore, the Departments strongly recommend that the Local WDBs, one-stop partners, and CEOs negotiate the EFA, along with additional costs when developing the operating budget for the local one-stop system. The overall one-stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOO, described in WIOA sec, 121(c) and 20 CFR 678.500 and 678.755. Similar to MOUs, the Local WDB may negotiate an umbrella IFA or individual 'FAS for one or more of its one-stop centers.

The Departments also consEder it essential that the IFA include the signatures of individuals with authority to bind the signatories to the IFA, including all one-stop partners, CEO, and Local WDB participating in the IFA. Changes in the one-stop Partners or an appeal by a one-stop partner's infrastructure cost contributions will require a renewal of the MOU.

[TEGL 1706, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop. 17-18 and Attachment

Funding Types

Cash

* Cash funds provided to the Local WDB or its designee by one-stop Partners, either directly or by an interagency transfer, or by a third party.

Non-Cash

* Expenditures incurred by one-stop Partners on behalf of the one-stop center; and
* Non-cash contributions or goods or services contributed by a Partner program and used by the one-stop center.

Third-party In-kind

* Contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with one-stop operations, by a non-one-stop Partner to:
* Support the one-stop center in general; or
* Support the proportionate share of one-stop infrastructure costs of a specific partner.

[20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.720; 34 CFR 361.760; 34 CFR 463.720; and 34 CFR 463.760]

(The value of non-cash and third-party in-kind contributions must be fairly evaluated in accordance with the Uniform Guidance at 2 CFR 200.306.)

Allocation

Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or other equitable refationship. The process may entail assigning a cost(s) directly to a final cost objective or through one or more intermediate cost objectives. [2 CFR 200.41

Cost Objective

Cost objective means a program, function, activity, award, organizational subdivision, contract, or work unit for which cost data are desired and for which provision is made to accumulate and measure the cost of processes, products, jobs, capital projects, etc. A cost objective may be a major function of the non-Federal entity, a particular service or project, a federaE award, or an indirect (Facilities & Administrative (F&A)) cost activity, as described in

Subpart E—Cost Principles of this Part. See also 55 200.44 Final cost objective and 200.60 Intermediate cost objective. [2 CFR 200.28]

See Addendum I — Sample IFA Worksheets

Addendum I - WDB-83 IFA Worksheets.

|  |  |  |  |
| --- | --- | --- | --- |
| WDB-83 - MOREHOUSE PARISH (AIC)  INFRASTRUCTURE FUNDING PARTNERS    December 2022 | | | |
| Partner Program | Administering Entity | Mandated Partner | Physical Collocated |
| WIOA Adult/Dislocated Worker/Youth | Workforce Development Board SDA-83, Inc. (WDB-83) | Yes | Yes |
| Wagner Peyser | Louisiana Workforce Commission (LWC) | Yes | Yes |
| Jobs for Veterans | Louisiana Workforce Commission (LWC) | Yes | No |
| Second Chance (Reentry Employment Opportunities) | Louisiana Workforce Commission (LWC) | 1  Yes | No |
| TAA | Louisiana Workforce Commission (LWC) | Yes | No |
| Unemployment Insurance (UI) | Louisiana Workforce Commission (LWC) | Yes | No |
| Senior Employment | National Association for His anic Elderly (AYUDA) | Yes | No |
| Adult Education | Louisiana Delta Community College -Center for Adult Development | Yes | No |
| Vocational Rehabilitation Services | Louisiana Workforce Commission (LWC) | Yes | Yes |
| HUD Em 10 ment and Training | Housin and Urban Development (HUD) - Morehouse Council On Aging | 2  Yes | No |
| National Farmworkers Jobs Program (NFJP) | Motivation Education and Training, Inc. (MET) | Yes | No |
| Tempora Assistance for Needy Family DCFS) | Department of Children and Famil Services (DCFS) | No | No |
| Career and Technical Education -Perkins | Louisiana Delta Community College (LDCC) | Yes | No |
| Employment and Training Activities CS8G | Pine Belt Multi-Pur ose Agency | Yes | No |
| Employment and Training Activities Native American |  | 3  Yes | No |
| Youthbuild |  | Yes | No |
| Job Corp | Louisiana Workforce Commission (LWC) | Yes | No |
|  | Pine Belt Multi-Pur ose Agency | Yes9 | No |
|  | | |  |
|
| No Second Chance program in service delivery area 83,  HUD in Morehouse Parish does not engage in employment and  There are no Native American programs in service delivery area  Job Corp is not available in Morehouse Parish  No Employment and Training Activities in CSBS are provided by  No Youthbuild programs are available in service delivery area    No Job Corp services are available in service delivery area 83. | training activities for program participants, therefore HUD is not considered a required partner.  83.    Pine Belt Multipurpose Agency in Morehouse Parish  83. | |
|
|
|





-

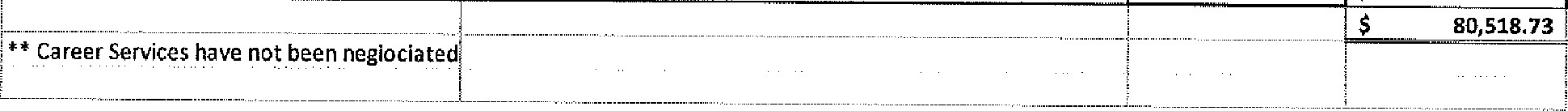
### MOREHOUSE PARISH AIC OPERATING BUDGET WDB-83 Comprehensive American 30b Center

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | |  |  |  |  |
| Infrastructure | Facilities - DJrect | | lease - Direct Space | Direct Square Footage | s | 14,792.82 |
| Infrastructure | Facilities Common Area | | Lease - Common Area | Direct Square Footage |  | 33,483.47 |
| Infrastructure | Facilities Shared | | Lease - Resource Area | Modified Direct S uare Footage of space to non-Collocated Partners |  | 1,396.37 |
| tnfrastructure | Facilities - Shared | | Lease Career Center/Public RRs | Percentage ot Total Staff Hours |  | 10,327.34 |
| Infrastructure | General Office Expense | | Copier Rental/Maintenance | Percentage of Total Staff Hours |  | 3,888.00 |
| Infrastructure | General Office Expense | | Postage RentaE and Freight | Percentage ot Total Staff Hours |  | 1,391.00 |
| Infrastructure | General Office Expense | | Telecom munications and Internet | Direct Square Footage |  |  |
| Infrastructure | General Office Expense | | Phone/lnternet Resource Room | Modified Direct Sq Ft w/Resource Room of Space Non Co-åocated |  |  |
| Infrastructure | General Office Expense | | Office Suppiies | Percentage of Total Staff Hours |  | 4,000.00 |
| Infrasttucture | General Office Expense | | Building/Equipment Maintenance | Direct Square Footage |  | 1,000.00 |
| Infrastructure | General Office Expense | | Fax Machine Rental | Percentage af Total Staff Hours |  | 247.14 |
|  |  | |  | Total Infrastructure Costs |  | 80,518.73 |
|  |  | |  |  |  |  |
| Career Services | Shared Personnel Costs | | Career Center Room Staff Salaries | Customers Served |  |  |
| Career Services | Shared Personnel Costs | | Career Center Room Staff Salaries | Customers Served |  |  |
|  |  | |  | Total Career Services |  |  |
|  |  | |  | TOTAL OPERATING BUDGET |  | 80,518.73 |
| Total Cost By Allocation Base | |  | |
| Direct Square Footage | |  | |
| Mod Direct S Ft of Resource Rm to all MOU partners | | 1,396.37 | |
| Percentage of Total Staff Hours | | 19,853.48 | |
| Customers Se rved | |  | |
| GRAND TOTALI | | 80,51873 | |
|  | |  | |

\* Utilities are included in the lease.

\*\* Career Services have not yet been negotiated.

|  |  |  |  |
| --- | --- | --- | --- |
| COSTANDEXPENSES. |  | •Motithly | Annuali.v |
| INFRASTRUCTURE |  |  |  |
| Facility costs |  |  |  |
| Rent - Direct Space | Direct Square Footage | 1,232.74 | 14,792.82 |
| Rent - Common Areas for Housed Partners | Direct Squa re Footage | 2,790.29 | 33,483.47 |
| Rent - Shared Space Resource Room | Modified Direct Square Footage of Space to Non-CO-located Partners | 116.36 | 1,396.37 |
| Rent - Shared Space Career Center | Percentage of Staff Hours | 860.61 | 10,327.34 |
|  |  | 5,000.00 | 60,000.00 |
| General Office Expenses |  |  |  |
| Copier Rental & Maintenance Fees | Percentage of Staff Hours | 324.00 | 3,888.00 |
| Postage Rental and Freight | Percentage of Staff Hours | 115.92 | 1,391.00 |
| Telecommunications and Internet | Modified Direct Sq. Ft w/Resource Room of Space Non Co-located | 832.72 | 9,992.59 |
| Office Supplies | Percentage of Staff Hours | 333.33 | 4,000.00 |
| Building/Equipment Maintenance | Direct Square Footage |  | 1,000.00 |
| Fax Rental & Operating Costs  TOTAL INFRASTRUCTURE | Percentage of Staff Hours | 20.60 | 247.14 |
| COSTS |  | 6, 709.89 | 80,518.73 |
| Career Services \*\* |  |  |  |
| Career Services Room Staff Salaries | Customers Served |  |  |
| Career Services Room Staff Salaries | Customers Served |  |  |
| TOTAL SHARED COSTS |  |  |  |
|  |  | | |

-

-



|  |  |  |  |
| --- | --- | --- | --- |
| December 2022 | WDB-83 MOREHOUSE PARISH AIC  Shared Budget |  |  |
|
| COST AND EXPENSES | Cost Basis | Monthly | Annually |
| INFRASTRUCTURE |  |  |  |
| Facility costs |  |  |  |
| Rent - Direct Space | Direct Square Footage | 880.00 | 10,559.96 |
| Rent- Common Areas for Housed Partners | Direct Square Footage | 3,142.99 | 37,715.83 |
| Rent- Shared Space Resource Room | Modified Direct Square Footage of Space to Non-Co-located Partners | 116.36 | 1,396.36 |
| Rent - Shared Space Career Center | Percentage of Staff Hours | 860.65 | 10,328.00 |
|  |  | 5,000.00 | 60,000.16 |
| General Office Expenses |  |  |  |
| Copier Rental & Maintenance Fees | Percentage of Staff Hours | 324.00 |  |
| Postage Rental and Freight | Percentage of Staff Hours | 115.92 | 1,391.00 |
| Telecommunications and Internet | Modified Direct Sq. Ft w/Resource Room of Space Non Co-located | 832.72 | 9,992.59 |
| Office Supplies | Percentage of Staff Hours | 333.33 | 4,000.00 |
| Building/Equipment Maintenance | Direct Square Footage | 83.33 | 1,000.00 |
| Fax Rental & Operating Costs | Percentage of Staff Hours | 20.60 | 247.14 |
| TOTAL INFRASTRUCTURE COSTS |  | 6,709.89 | 80,518.89 |
|  |  |
| Career Services \*\* |  |  |  |
| Career Services Room Staff Sala ries | Customers Served |  |  |
| Career Services Room Staff Salaries | Customers Served |  |  |
| TOTAL SHARED COSTS |  |  |  |
|  | |  | 80,518.89 |
| \*\* Career Services | |  |

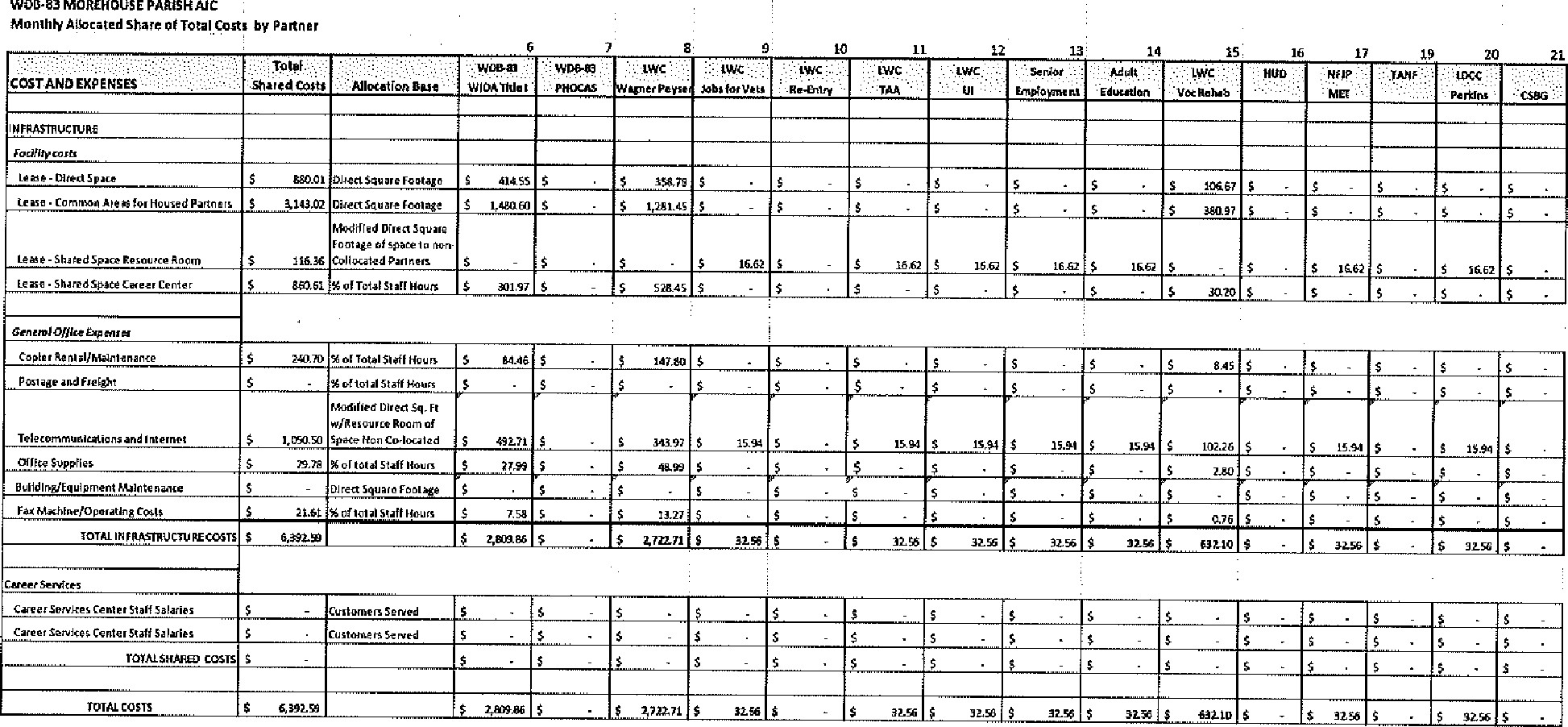
have not been negotiated

# l-

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| December 2022    Modified Square Footage Payment Ratio | WDB-83 | MOREHOUSE PARISH | AJC    Resource Room |  | | |  |
| Partner Program  WIOA | Direct Sq. Ft Assigned per Enti | Allocate Resource  Room Direct Sq, Ft Non Co-tocated | Modified  Square Ft  Tele/lnternet | % Modified sq, F including  Resou rce Room | Non-Co.located  Partners | Modified % of  Resource Rm  Non-collocated | to |
| Adult/Dislocated Worker/Youth WORC HOPE | 342 | 0,000  0,000 | 424.00  0.00 | 46.90%  0.00% |  | 0.00% |
| Wagner Peyser  Jobs for Veterans | 296 | 0,000 | 296.00 |  |  | 0.00% |
| Second Chance- Reent Em Ioyment Opportunities  TAA |  | 13.714  o. 000 | 13.71  0.00 | 1.52%  0.00% | 1 | 0.00% |
| Unem Io ment Insurance UI | 0 | 13.714  13,714 | 13.71  13.71 | 1.52%  1.52% | 1  1 | 14.29% |
| Senior Employment Adult Education |  | 13.714 | 13.71 | 1.52% | 1 | 14.29% |
| Vocational Rehabilitation Services HUD Em Iovment and | 88 | 13.714  0.000 | 13.71  88.00 | 1.52% | 1 | 14.29%  0.00% |
| Trainin  National Farmworkers Jobs Program (NFJP  Tempora Assistance for Need Famil |  | 0.000  13.714 | 0.00  13.71 | 1.52% | 1 | 0.00%  14.29% |
| TANF  Career and Technical Education -Perkins |  | 0,000  13.714 | 0.00  13.71 | 0.00%  1.52% | 1 | 0.00%  14.29% |
| Total |  | o.ooo | 0.00 | 0.00% |  |  |
| Direct Space Occupied | 726 | 96.000 904 | | 100.00% 7 100.00%  Modified % Sq. Ft of Resource Room only to allocate to Non Co-located Partners,    2 Modified % of Sq, Ft including resource roam share telephone and internet charges. | | |
| S uare Footage | Cost Per Area | Cost Per Month |
| Total Enti DirectS ace  Total Common Area Used b Located Partners | 726  2593 | 37 715.97 | 880.00  3/143.00 |
| Total Shared Area - Resource Rm Non-Co-located  - | 96 | 1,396.36 | 116.36 |
| Total Shared Area Career Center and Public RRS  Total | 710  4125 | 60 000.00 | 860.64  5 000.00 |
|  |  |  |  |
| Rent | 60 000.00 |  |  |
| Cost Per S uare Foot | 14.55 |  |  |
|  |  | |  |

resource room space

allocate



Addendum

I

-

WDB-83

Worksheets.

(cont.)