



Ouachita  
Parish

## Executive Summary

The Workforce Innovation and Opportunity Act (WIOA) authorizes the one-stop American Job Center (Career Solutions Centers) service delivery system and six core programs. The core programs are:

- WIOA Title I (Adult, Dislocated Worker and Young Adult formula programs) administered by Department of Labor (DOL);
- WIOA Title II Adult Education and Literacy Act programs administered by the Department of Education (DED);
- WIOA Title III Wagner-Peyser Act employment services administered by DOL; and
- WIOA Title IV Rehabilitation Act programs administered by DED

Each program was established to fulfill certain purposes for specific populations of customers. In most cases, these purposes and eligible populations are specified by state or federal statute. Rules established by agencies provide greater specificity to guide staff in carrying out their programs. Although these program designs may make sense in and of themselves, when viewed in combination, they often create a confusing array of government services to the customers they are intended to serve. The integration of these programs into the *workforce development system* is to improve customer access and to better coordinate the delivery of workforce development services.

WIOA requires Local Workforce Development Boards (LWDB) to engage partners and stakeholders in the completion of a local, multi-year, strategic workforce plan, to be revisited/revised after the first two years. This plan is focused on the broad workforce system, as comprised of individual programs (both required and desired), but is larger than the sum of those parts. Taken together, and functioning together as an integrated system of programs and providers, the strategic plan articulates a vision and goals for that system.

Ouachita is an integrated network of services, programs and investments with a shared goal of improving the skills of the workforce. We help potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment. These services are delivered through the Career Solutions Center, one-stop delivery system.

Qualified individuals can find assistance with specific training in high-demand occupations and employers can get help with their workforce needs including job listing, recruitment, and training for their workforce. Other services available through these centers include: veteran services, Trade Act programs, access to training programs, offender employment assistance, disability services, and farm worker assistance, among others.

The Plan is a “living” document, particularly so in a time of volatility and uncertainty in the economy. The workforce board and its workforce system partners consult, revise course as necessary, and mark milestones as we work to realize a shared vision for the region.

The Plan assesses local industry and business talent needs and sets forth strategies for the region’s workforce development system that remain consistent with the state’s strategic workforce system goals.

The strategic plan reflects a deep commitment by the planning region to the economic vitality of the community and a confidence in the ability to redesign and re-energize the workforce development system to meet evolving talent demands in local and global economies.

No workforce system partner can do all services on their own. We will achieve more if we work together, have joint ownership over performance, and utilize the expertise of each one of our local staff members to work towards effective customer outcomes.

**(2) a description of the workforce development system in the local area that identifies the programs that are included in that system and how the Local Board will work with the entities carrying out core programs and other workforce development programs to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C.2301 et seq.), that support the strategy identified in the State plan under section 102(b)(1)(E);**

Local services are aligned across core programs as well as other key workforce partner programs in order to broaden service delivery, increase access, capitalize on partner expertise and minimize duplication. Examples of existing alignment partners reported include, but are not limited to:

- Title I Youth enrolled in State secondary education aligns with Carl Perkins by enabling students to earn post-secondary credit. College and Career Fairs for students are jointly organized by Title I, Secondary Ed and Adult Ed to provide a full array of career education and training information to youth and adults.
- Partners closely coordinate a variety of vocational education financial aid sources including: Pell, Adult and Dislocated Worker ITAs, Youth, Trade Adjustment Assistance, TANF and SNAP Training, & Vocational Rehabilitation funds. Staffs meet regularly to leverage funding options for customers.
- Multiple partners co-facilitate workshops bringing a variety of information and expertise. From orientation to assessment to labor market and job search to financial aid and training options, partners provide information customer need to make informed decisions.
- Rapid Response services are aligned through partner planning sessions and the development of a service strategy that meets the specific needs of the affected workers. When necessary and feasible, partners expand service and program offerings on a large scale in a short span of time. Partners communicate, meet and adjust services daily.
- Business Services teams meet weekly to discuss the needs of local employers and plan services that maximize the expertise of staff and available services of each partner. These teams have a strong representation from One Stop partners and in some cases from partners outside the Centers.
- Services are aligned through technology solutions such as LAworks.net that will match employers with workers and students in a new integrated fashion.
- Title I works closely with Job Corps to provide former dropouts with an opportunity to

learn in-demand skills and prepare for advanced training.

- Carl D Perkins provide workshops on the programs of study that lead to jobs high demand, high wage, high growth industry sectors. Workshops will offered monthly 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.
- Provide career counseling, transition to the workforce, and juggling college and work. These services can be offered on small group settings or workshops with 15 or more participants. Services will be available on a monthly basis or as needed at the One-Stop.

**(3) a description of how the Local Board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable);**

Co-enrollment of customers with multiple partners allows leveraging of shrinking funds. A customer may be co-enrolled with as many as 3-4 partners to provide counseling, support, tuition and follow up.

### ***Individuals with Barriers to Employment***

Special needs of individuals with barriers to employment include personal, financial, emotional, physical, career decision making and planning, job-seeking knowledge, and training and education obstacles. The WDB and our partners work constantly to help individuals with the resources they need to overcome their barriers to enter and retain employment.

The Workforce Development System is designed for all persons interested in work to access services. LRS is an integral partner located in Ouachita Career Center. LRS Director, is a member of the Workforce Development Board. A staff is also on the local business services teams.

One of our Local strategies will be to enhance services to Individual with disabilities include a closer collaboration with LRS staff in the Center to co-enroll customers where appropriate and maximize the level of services provided. The Career Center and LRS staff collaborates on a consistent basis, sharing information about common customers and joint service strategies. Accommodations for individuals with disabilities are provided for core and intensive services.

The career center staff receives training in assisting persons with disabilities. The training has come from EO Coordinator and Louisiana Vocational Rehabilitation. In the past from the Disability Resource Assistance Program provided this training. In addition to the education of staff, which is critical in the delivery of services, the center actively sought out and received assistive technology and training using a large variety of equipment. The career center staff will use any means available to assist persons with disabilities with respect and dignity.

### **Coordination with Secondary and Post-Secondary Education**

The Local Board connects secondary education and workforce Development with DeltaLINC program. This collaboration between DeltaLINC and Two School Districts has also landed a Cooperative Endeavor Agreement

Adult education will be provided at the career center through the MOU. This increases student capacity and also allows students to work with a career counselor for job search.

Staff of partner programs meets regularly to coordinate funding, align services and eliminate duplication. Career Fairs and hiring events are coordinated with partner staff for all programs.

### **Career Pathways**

Partners are delivering services out of the center while expanding and improving the offerings to worker with jobseekers. Even with the shrinking budgets of almost all education and training providers in the local system, resourcefulness has increased. Partners are planning to work closer than ever in co-enrollment to maximize the options for a worker's pathway to advancement.

Below are examples of how we will coordinate the efforts between Title I and other partners. Plans are to expand and support learning opportunities for workers at all stages of their education or career paths.

**Partners will offer greater career and education guidance for** adults through career and education planning workshops. Workshops are designed to help customers explore local and state labor markets, emerging and demand occupations and result in a training plan.

**Partners will increase the accessibility of training programs for adult workers** by participating with Higher Education initiatives to help students navigate through and complete occupational training. Enhanced accessibility to post-secondary programs will increase industry recognized credentials.

**Partners will help improve training for adult workers with barriers to advancement** by coordinating with LRS to assist them to increase the number of internships and community based employment and OJT for individuals with disabilities. And, by working closely with SCSEP to educate and train older workers to secure employment suitable to their needs and abilities.

**Partners will help leverage resources and efforts** to expand work-based learning and career exploration activities through efforts/initiatives.

**(4) A description of the strategies and services that will be used in the local area—**

(A) in order to—

(i) facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs;

(ii) Support a local workforce development system that meets the needs of businesses in the local area;

(iii) Better coordinate workforce development programs and economic development; and

(iv) Strengthen linkages between the One-Stop delivery system and unemployment insurance programs; and

**Employer Engagement and Business Services**

Local area employers receive business services through a coordinated approach. Program staff takes the primary lead in outreach and delivery of these services.

The Career Center will develop and implement a coordinated Business Services plan which outlines the roles and responsibilities of each partner and the corresponding efforts that each partner will be provided. Each plan outlines how referrals will be made between partners for training and to businesses for hire.

Business Service Team works to meet the diverse needs of local businesses. Team members visit businesses to encourage the use of Center services ranging from entering job vacancies, referring candidates, developing job descriptions, conducting skill gap analysis, preparing training plans, utilizing tax incentives to coordinating hiring events. Information ranging from hiring practices to retention and training opportunities, layoff aversion to Rapid Response is provided to employers as part of the coordinated plans.

Talent Acquisition Specialists introduce job seekers to an employer for the purpose of securing a job interview or creating the opportunity for the applicant to be considered for current or future job opportunities.

**1. To increase employer engagement with the workforce development system, local strategies include:**

**a. Improve outreach to employers** through a coordinated Business Services Plan with Wagner Peyser and other partners on the One Stop Business Services Team. The plan outlines process standards for jointly reaching out to employers and providing services in an efficient coordinated manner. Educate and engage employers in the HIRE System.

**b. Engage employers in identifying skills needed to perform the job**, and assist them to design standards through On-the-Job Training (OJT). Partners will help coordinate the delivery of OJT depending on the need of the employer and trainee.

**c. Increase employer investment in workforce training** by promoting OJT and customized and incumbent worker training.

**2. To promote economic development by connecting workforce development with job creation and growth, local strategies include:**

**a. Provide and market business services** through a coordinated Business Services plan.

**b. Invest in strategic economic opportunities** Communicate and market businesses and employment services to new and expanding businesses. Join efforts with all the economic partners to participate in the development of a comprehensive plan for continued economic and job growth.

**c. Encourage and support entrepreneurship** by partnering with the community colleges to add entrepreneurship courses to their program offerings and the Eligible Training Provider List and fund entrepreneurial training as appropriate.

**3. To improve job search and placement services for unemployed and underemployed workers, local strategies include:**

**a.Improve the quality and speed of job matching and referrals** between job seekers and employers by educating and assisting customers to use laworks.net.

**b.Make job search and placement assistance more widely known and available** through the efforts of the Business Services Teams and the plan implementation.

**c.Strengthen linkages with unemployment insurance** through ongoing partner coordination, staff cross training, and communication with job seekers. Through the RESEA program claimants go through a series of workshops to help facilitate job search strategies.

**(B) That may include the implementation of 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 employers in the corresponding region in support of the strategy described in paragraph (1)(F);**

### **Incumbent Worker Training Program**

The IWTP coordinator is a member of the business service team. The IWTP Small Business Employee Training Program (SBET) is designed to benefit business and industry by assisting in the skill development of existing employees through individual, standardized (off-the shelf) training. Employers are reimbursed for tuition and required textbooks and manuals once the training has been completed and proper documentation has been submitted to the Louisiana Workforce Commission (LWC). Training costs cannot exceed \$3,000 per trainee per state fiscal year (July 1 - June 30). Funding is provided through the Workforce Development Training Account, at 2.3% of all IWTP funds available.

### **On-the-Job & Customized Training**

Individuals may lack the occupational skills required by employers. Skill development may take place in a variety of ways whether in the classroom or on-the-job and depends largely on the employee's learning style and the type of occupation.

Training is conducted at the employer's business. OJT may be sequenced with or accompanied by other types of training such as classroom training or literacy training. Title I can reimburse employers for the actual costs incurred providing classroom or outside training and training-related and supportive services to participants. Any additional payments shall be only for training and support over and above that provided to regular employees, and the employer must document costs.

1. Business Services teams meet weekly to discuss the needs of local employers and plan services that maximize the expertise of staff and available services of each partner. These teams have a strong representation from One Stop partners and in some cases from partners outside the Centers.

**(5) A description of how the Local Board will coordinate workforce development activities carried out in the local area with economic development activities carried out in the region in which the local area is located (or planning region), and promote entrepreneurial skills training and microenterprise services;**

The WDB is working with the economic development in providing workforce information to prospective new companies being targeted for Ouachita Parish. Workforce Development Board Chair is the Monroe Chamber President. Additionally, the Senior Vice President of Northern Louisiana Economic Partnership is the Vice Chair of Ouachita Workforce Board. The close partnership allows Ouachita Workforce to have firsthand knowledge of potential businesses come to our area. The information provided by Workforce provides extremely valuable information that can make or break the decision of a company to locate, expand, or even remain in the region. Alignment of existing efforts will help ensure greater progress on common direction and goals benefitting our region.

Through a thoughtful, data-driven, outcome-focused process, the Partnership will conduct a comprehensive analysis of existing local initiatives and programs related to middle-income jobs in order to identify synergies and efficiencies and gaps.

**(6) A description of the One-Stop delivery system in the local area, including—**

**(A) A description of how the Local Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, and workers and jobseekers;**

Ouachita Workforce Board will continue to work with the State to ensure sufficient number of providers and career training services are available in Ouachita Parish.

The Executive Committee provides an ongoing review of the WIOA service providers to track

their progress on meeting the performance outcomes that are expected in WIOA.

Staff prepares a Performance Report that details the outcomes for participants as well as the enrollment. This report provides an opportunity to consider areas that may need improvement. The Executive Committee will review the number and types of employer services that have been provided. It will also review the survey results from employers on their satisfaction with the Career Center services they are receiving.

**(B) A description of how the Local Board will facilitate access to services provided through the One-Stop delivery system, including in remote areas, through the use of and through other means;**

The Local Board will make Title I services available in one-stop delivery systems. The Local Board will also promote partners provide services throughout the one-stop delivery system, including remote areas, as feasible. Advances in technology have made access to services more of a reality in more remote areas through the use of internet connections in local libraries and community centers where a one stop center is not present. The HIRE system has increased customer and employer access.

**(C) One-Stop delivery system, including One-Stop operators and the one stop partners, will comply with section 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;**

The Equal Opportunity Coordinator addresses equal opportunity issues that arise as a result of questions that people may have in regard to the proper implementation of Section 188 and applicable provisions of the Americans with Disabilities Act. The EO Coordinator is listed on posters that are prominently displayed in customer service area and staff areas in the Career Center.

The EO Coordinator have provided EO training to Career Center staff. The EO training consists of a review of the laws and provisions as well as opportunities for staff to view and evaluate scenarios where EO violations may be occurring.

EO policies and procedures are in place to help staff/partners to be knowledgeable and efficient with their delivery of services as they assist and address the needs of individuals with disabilities.

The EO Coordinator also does a review of EO compliance by WIOA service providers in the

course of monitoring reviews each year. Providers must have proper EO signage in place, and their facilities must be accessible to individuals with disabilities following ADA guidelines. They must also be able to demonstrate how they are able to provide services to people with disabilities or those who need translation or interpretation services. The EO Coordinator also reviews the availability of assistive technology at the Career Center.

The State provides the EO material, equipment, software, and other resources to assist in addressing the needs of individuals with disabilities that are seeking services. An individual with disabilities has access to TDD, sign language interpreter services, and assistive technology (scanning/reading software, screen web page reading software, enlarged keyboards, and trackball mouse).

**(D) A description of the roles and resource contributions of the One-Stop Partners;**

The Ouachita Business and Career Solutions Center core and required partners that are listed below will contribute their fair share of services in the Business and Career Solutions Center.

- WIOA Title I (Adult, Dislocated Worker, and Youth Programs)
- Adult Education and Literacy Act Programs
- Wagner-Peyser Act Employment Services
- Louisiana Rehabilitation Services
- Louisiana Delta Community College Career and Technical Education (Perkins)
- Ouachita Multi-Purpose Community Action Program
- Ouachita Parish Housing
- Shreveport Job Corps
- Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program
- University of Louisiana at Monroe Older Worker Program
- Department of Children and Family Services (TANF)
- Trade Adjustment Assistance Program
- Unemployment Compensation Program

**(7) A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area;**

Services address the employment and skill gaps of individuals through universal access to all services by job seekers and employers. Services are available to all job seekers including dislocated workers, displaced homemakers: adults, including public assistance recipients; individuals in non-traditional training; and persons with multiple barriers.

Customers will encounter a friendly and informative staff. Emphasis will also be placed on the Workforce Innovation Opportunity Act and other resources as a method of promoting skill

enhancement needed to ensure career development, and job retention beyond the initial employment. The career service delivery process will promote the opportunities available to help customers move into jobs that facilitate career growth and self-sufficiency.

### **Assessing and improving customer service delivery and flow**

Ouachita Career Center provides an opportunity to continue the engagement process. All staff are able to engage customers in the career center, to assess their status, offer help or ideas while promoting the full array of services. Professional, friendly and engaging participation is an opportunity for all and staff to courage and build confidence for customers.

Ouachita Business and Career Center will offer the following array of services:

#### **Career Services:**

Career services include self-help services, services requiring minimal staff assistance and services requiring more staff involvement, generally provided to individuals unable to find employment through basic career services, and deemed to be in need of more concentrated services to obtain employment; or who are employed but deemed to be in need of more concentrated services to obtain or retain employment that allows for self-sufficiency.

- 1. Eligibility Determination:** This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.
- 2. Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the Ouachita Career Center (OCC), affiliate, or self-service location.
- 3. Initial Assessment:** For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.

4. **Job Search, Placement Assistance, and Career Counseling:** Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of an Individual Employment Plan , job development, referrals to job openings, placement services, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance. Placement Assistance is a service that helps people to identify and secure paid employment that matches their aptitude, qualifications, experiences, and interests. Career Counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual.
5. **Employment Statistics-Labor Market Information:** Collect and report data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers; see Ouachita LMI, [www.laworks.net](http://www.laworks.net)
6. **Eligible Provider Performance and Program Cost Information:** Collect and provide information on:
  - (A) Eligible adult education providers (described in WIOA Title II).
  - (B) Eligible postsecondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins Act (20 USC 2301).
  - (C) Eligible training service providers (described in WIOA Section 122).
  - (D) Eligible vocational rehabilitation program activities (described in Title I of the Rehabilitation Act of 1973).
  - (E) Eligible youth activity providers (described in WIOA Section 123).
7. **Local Performance Information:** Collect and provide information on the local area's recent performance measure outcomes.
8. **Supportive Services' Information:** Collect and provide information on services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in employment and training activities.
9. **Unemployment Compensation:** Collect and provide information on filing claims for state benefit payments that protect individuals from economic insecurity while they look for work. Claims may be filed on-line or via telephone available in the OCC.

10. **Eligibility Assistance:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
11. **Follow-Up Services:** Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment
12. **Comprehensive and Specialized Assessments:** A closer look at the skills levels and service needs that may include:
  - (A) Testing and use of other assessment tools; and
  - (B) In- Diagnostic depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
13. **Individual Employment Plan Development:** Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.
14. **Group Counseling**
15. **Individual Counseling and Career Planning**
16. **Case Management:** For participants who receive training services under WIOA Section 134(d)(4).
17. **Short-Term Prevocational Services:** Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

#### **Training Services:**

Services offered through a training provider to help individuals upgrade their skills, earn degrees and certifications, or otherwise enhance their employability through learning and education. Types of training services include:

1. **Occupational Skills Training:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.

2. **On-the-Job Training (OJT):** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee's wages.
3. **Workplace and cooperative education:** Programs that combine workplace training with related instruction which may include cooperative education programs
4. **Training programs operated by the private sector**
5. **Skills upgrading and retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.
6. **Entrepreneurial training**
7. **Job-readiness training**
8. **Adult Education and Literacy (ABLE) programs:** Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
9. **Customized training:** Training that is designed to meet the special requirements of an employer or group of employers and that is conducted with a commitment by the employer to employ an individual upon successful completion of the training and for which the employer pays for a portion of the cost of training.

**Employer Services:** OCC services offered to employers include:

1. **Employer needs assessment:** Evaluation of employer needs, particularly future hiring and talent needs.
2. **Job posting:** Receiving and filling of job openings; searching resumes; providing

access to a diverse labor pool.

3. **Applicant pre-screening:** Assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements
4. **Recruitment assistance:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments
5. **Training assistance:** Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.
6. **Labor Market Information:** Access to information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.
7. **Employer information and referral:** Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, apprenticeship programs, human resource practices, alien labor certification, incentive programs such as WOTC or the federal bonding program, etc.
8. **Rapid Response and Layoff Aversion:** Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor-management committees, peer counseling, etc.

The economy has been improving but there still remains a steady demand for adult and dislocated worker services. Customer choice on the selection of a training provider would not be impeded by this training option.

**(8) A description of how the Local Board will coordinate workforce development activities carried out in the local area with statewide rapid response activities, as described in section 134(a)(2)(A);**

The mission of the pre-layoff system is to provide comprehensive information and technical assistance leading to employment of dislocated workers affected by layoff, closure and or disaster. Ouachita provide Rapid Response activities to employers and workers when a layoff or closure is going to occur, is occurring or has occurred, in compliance with state and federal regulations. Rapid Response activities are time-sensitive and are closely coordinated local areas will develop local protocols to ensure contact with affected parties within 48 hours of receiving notice of a layoff, closure or crisis event.

The State Rapid Response Team includes a staff member from the Business Services Team, who participates in an integrated team. The majority of Rapid Response activity is conducted at employer sites and includes partner information, Career Center information, including WIOA registration and services, and job search workshops. Under WIOA, the Rapid Response team has shifted their model to serve businesses as customers in order to maximize reemployment and minimize consumption of UI benefits.

The State Rapid Response Director notifies the Rapid Response Coordinator upon receipt of a WARN or other relevant request for Rapid Response services. The Rapid Response Coordinator then contacts the employer to offer services. Depending on the size of the layoff, a field meeting is conducted with company management to recommend that the Rapid Response team work with the company to assess needs, review available services, and obtain any relevant employee information. Pre-layoff presentations are scheduled at this meeting. For companies with fewer layoffs, or, who are not interested in on-site presentations, the Coordinator provides an employee packet with relevant information that can be distributed by the company to impacted employees. Companies who have not filed a WARN notice, or, who have questions prior to filing their WARN, can also be directed to the Rapid Response team for assistance.

**(9) A description and assessment of the type and availability of youth workforce development activities in the local area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities;**

Youth service providers make the full range of WIOA youth services available for all enrolled youth. Each WIOA youth participant undergoes a comprehensive assessment that reviews his/her basic skill levels, occupational skill levels and interests, and the support service/developmental needs of the participant.

Each individual works with a qualified case manager or other professional to develop an Individual Service Strategy (ISS) that identifies a career goal, service plan, and reasonable outcomes related to education and employment. The participant and case manager revisit the ISS periodically to revise service strategies, as appropriate.

These service strategies prepare participants for post-secondary educational opportunities,

implement linkages between academic and occupational learning, support preparation for employment, and make connections to the job market and the variety of community partners and entry points available for youth ensures that they have access to WIOA services. All providers deliver the 14 required WIOA youth elements. Educational needs can be met through tutoring programs, and alternative schools. These programs serve youth who have dropped out and want to re-engage in education. Youth can earn high school credit or work towards a HiSet and master competencies key to academic and workplace success. They receive intensive support in addressing personal barriers and move on to college and/or work. Ongoing counseling provides an opportunity to identify issues which were not previously apparent, or which have recently arisen, and which may deter a youth. Training counselors assist youth in solving issues that create training barriers. Staff may refer youth to community agencies and programs to help them overcome barriers including referrals to drug and alcohol abuse counseling as appropriate.

WIOA funds are leveraged through local partnerships. Services are provided through a consortium of partners. The WIOA program requirements are to utilize 75% of the youth funds to be used on out-school youth.

The Monroe City Schools and Ouachita Parish School District Out of school youth Cooperative Endeavor Agreement will improve education and employment outcomes for youth 16 to 18 who are in jeopardy of dropping out of school. The Cooperative Endeavor Agreement will employ specific tools to enhance positive outcomes for opportunity youth, with an emphasis on reaching young people facing the most challenging situations.

Work-based learning opportunities should be marketed by both training and business service staff. Staff will pursue opportunities with employers and make appropriate referrals for work-ready job seekers. The WDB will coordinate work-based learning opportunities across partner agencies to ensure maximization of employer contact and avoid business-contact fatigue. The WDB will research opportunities and develop relationships with local businesses and partners (including apprenticeship programs and training centers) to make these training available to customers.

### ***Career Pathways and Exploration***

The WDB reviews industry sectors in Ouachita Parish to determine which are most likely to provide opportunities for self-sufficiency employment. The youth program will use the HIRE tool, My Life My Way, as a guide to career pathways.

Service strategies are developed that align with the needs of local employers that provide opportunities for young people to explore career pathways in targeted key industries and in-demand occupations. Participants complete a variety of assessments that gauge basic literacy skills along with many more assessment tools with the purpose of guiding the participant in their career pathway. Referrals are quickly made to on-site Adult Basic Education partners to provide basic literacy training. Training is encouraged in higher skill occupations and for nontraditional employment appropriate to the participant's needs and which contributes to their economic self-sufficiency.

### ***Workplace/Work Experience***

Work-based experiences will be provided through job shadowing and internships with businesses. Employability readiness will be provided through workshops.

Youth are exposed to careers through field trips and by hearing from employers who come to speak the program participants. Internships are developed by WIOA Relationships with partner agencies, private and public sector employers.

We will fund specific workforce training with career pathways that lead to both industry credential and college credit. Example: fund First Responder, Certified Nursing Assistant, or Computer A+ certification training that lead to credential as well as can be converted to college credit through Prior Learning Assessment process.

### ***Job Readiness Training***

WIOA youth participants complete a comprehensive objective assessment at the beginning of their participation. Job readiness training is integrated into all WIOA youth activities. Assessment of and instruction to improve workplace skills such as positive work habits, teamwork and problem solving are important parts of each youth's service strategy. Work readiness skill attainment goals are set for each youth and attainments are entered into the

Hire System when they are completed.

### **Youth Committee Planning**

The WDB in the establishment and delivery of youth services; promotes career pathways and tangible opportunities for youth. The WDB's Youth Committee is responsible for overseeing and setting the strategic direction of the WDB's youth initiatives. One of the goals for the Youth Committee will be to choose its strategic priorities for the year. They will be drawing on the analysis of local needs and gaps in the existing youth services network.

### **Developing a Comprehensive Youth Workforce System**

The WDB has identified that developing a more comprehensive youth workforce system is integral to providing the best possible services to Ouachita Parish youth job seekers. The WDB coordinates quarterly with partners spanning community-based organizations, organizations that serve special populations of youth, governments and municipalities, employers, and education centers to develop industry-driven solutions to support young people in finding self-sufficiency.

Comprehensive Guidance and Counseling dealing with issues such as mental health, chemical dependency, domestic violence, etc. are provided by qualified professional agencies when needed. When other resources are not available, WIOA may fund this comprehensive counseling as a support service.

Our youth program has been successful for several year. Our Youth Program, (Project Choice) met all of the mandated measures for the prior two years. Through the partnership with local Human Resource Managers there has been an increase in employment by our youth participants due to the work readiness training. The speakers encouraged our youth to stay in school and also teach helpful skills on how to have a successful career.

### **(10) A description of how the Local Board will coordinate education and workforce development activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services;**

The WDB will provide an outline to bridge the skill gaps that exist within our workforce. WDB will coordinate sectors strategies by convening industry meeting, with secondary and postsecondary education partners. The WDB and its post-secondary educational partners are

working together with target sector to map career pathways and attached education and recognize credentials for advancement.

The WDB is fostering strong relationships with the universities, community college, and school districts to critically identify key partners to integrate the local One-stop system. The universities and community colleges provide education and training leading to two to four year degrees.

State-funded worker retraining programs for dislocated workers and long-term unemployed workers prepare students for demand occupations that lead to jobs providing a living wage. The community colleges also provide customized employer-based training through the state-funded IWTP.

In addition, short-term training programs have been designed to meet the needs of those persons seeking immediate skills to gain employment.

Ouachita Career Center participants can access many college and university programs. Career Center staff has extensive experience working with four-year institutions to help provide opportunities for individuals to gain credentials or degrees beyond those offered by the K-12 system and community colleges and technical schools. The list of schools includes:

ULM University, Louisiana Tech and Grambling University system, offers classes leading to associates, bachelors and master's degrees. They offers over 60 degree programs through evening and weekend classes and distance learning.

**(11) A description of how the Local Board will coordinate workforce development activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area;**

Public transportation is quite limited in parts of Ouachita Parish. The city of Monroe, have a transit system with fixed routes throughout the day. However, the bus services are not always sufficient for most workers to use because of their limited routes. Working with our service providers has help to provide access to transportation assistance and other necessary support services that have ensured that the WIOA participants have the supports that are necessary for them to participate in the activities identified in their employment plans. The Workforce Board requires that the case managers look for other sources of support service funding before committing the WIOA funds.

The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.

Based on individual assessment and availability of funds, supportive services may be awarded to eligible participants. Supportive service awards are intended to enable an individual to participate in funded programs and activities to secure and retain employment.

When other community resources are not available Title I funds may include, but are not limited to, transportation assistance including bus passes, short term provision of prepaid gas cards. Carpooling among those engaged in group training activities is encouraged. Other support services available include child care services, clothing assistance for interviews and internships; safety and job specific clothing and equipment upon placement in unsubsidized employment and emergency temporary housing.

**(12) A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the local area through the One-Stop delivery system, to improve service delivery and avoid duplication of services;**

The WDB has developed plans and strategies concerning maximizing coordination of services provided through the one-stop delivery system to improve service delivery to avoid duplication of services.

The Career Center has set up a customer flow in the office that ensures that the coordination with other partner staff is non-duplicative and efficient. Staff members that meet with the Career Center customers initially are well-trained to identify the individuals who can benefit by being referred to staff that offer services from LRS, veterans, literacy, TANF or WIOA programs. There will be an ongoing need to keep staff from each of the partners well-informed about program changes and unique services that they can offer to others.

Now that the common performance measures are in place for the WIOA core partners, it will increase the need for the various partners to stay abreast of what others can offer. One example of this will be in the area of providing business services. It will be important that all of the business outreach staff has a comprehensive knowledge of the entire scope of services that can be offered to employers through the system. It will be especially important to ensure that a coordinated approach to business outreach and the Business Service Team marketing.

**(13) A description of how the Local Board will coordinate workforce development activities carried out under this title in the local area with the provision of adult education and literacy activities under title II in the local area, including a description of how the Local Board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II;**

WDB will work diligently with the local representatives of secondary and post-secondary education programs. The Adult Education and Literacy activities will include activities of English language acquisition, integrated education and training programs, and workforce preparation activities (as defined under Title II), will be available through DeltaLINC. These activities may be provided concurrently or in combination with other services.

Workshops may include online training, assessment resources, or staff-led workshops and instruction. The center will offer staff/partners-assisted workshops to teach essential skills for work readiness including (at a minimum): Résumé Development, Basic Computer Skills, Interviewing Skills, and Job Search Strategies (including Networking/Social Media).

Workshops will be required of participants assessed as lacking work readiness skills prior to receiving a staff referral for employment. Ouachita is aiming to create a job-driven center that focus on Work-Based Learning, industry recognized postsecondary credentials, career pathways, and enhanced connections to registered apprenticeship.

Work-Based Learning includes On-the-Job Training (OJT), apprenticeship, and work experiences and internships that are linked to careers. Work-based learning services may also include job shadows, volunteer opportunities, and career exploration to help customers develop skills, experience and exposure to careers or industries based on their interests and competencies. Work experiences that are linked to careers will be provided at the Ouachita Career Center.

The partners will have an active role in helping to coordinate services between WIOA Title I programs and Title II. As post-secondary credentials and career pathways are now an explicit goal for many adult education and literacy students, incorporating career readiness and training in a student's pathway is integral to student success. Likewise, many Career Center customers are in need of adult education and literacy services, particularly education that is contextualized for work and relevant to developing career pathways.

**(14) A description of the replicated cooperative agreements (as defined in section 107(d)(11)) between the Local Board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of**

**information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination;**

Ouachita One Stop center provide career services that motivate, support and empower customers, including individuals with disabilities and other barriers, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals.

All customers including individuals with disabilities and other individuals are given access to the full range of services available in the center, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices. The center provide in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Career staff work with clients with barriers to create an IEP that is a plan of action for how they will together overcome any barriers to employment and secure employment leading to self-sufficiency.

WDB will ensure cross training of staff and partners staff during the weekly staff training. Programs and news from each partner will be highlighted while staff are advised of related processes and procedures.

WDB will continually collaborate with LRS in: Development and implementation of a “technology common intake and case management system” to meet federal requirements under the WIOA Title IV Rehabilitation Act.

**(15) An identification of the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III), as determined by the Chief Elected Officials or the Governor under section 107(d)(12)(B)(1);**

The grant recipient is the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official in Ouachita Parish.

The grant recipient has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program funds.

**(16) A description of the competitive process to be used to award the sub grants and contracts in the local area for activities carried out under this title;**

All WIOA recipients must conform to specific policies and procedures which ensure the safeguarding of public assets for fair and open competition. The extent of competition should be consistent with the dollar amount of the award. All procurements must be open, available for the public to respond, and all procurement decisions completely and thoroughly documented. All contract procurement is conducted in a fair and open process. To the extent possible, small, minority, disabled, and women-owned businesses are provided the maximum opportunity to compete in all goods and services. To that end, all procurements must be open, available for the public to respond and all procurement decisions completely and thoroughly documented. It is the policy of the Workforce Development Board that WIOA recipients will not discriminate in the procurement and award process against any bidders based on federal, state, and city laws governing nondiscrimination and equal opportunity. The Workforce Development Board reserves the right to accept or reject any or all proposals received. The Workforce Development Board reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent upon availability of funds.

All awards are contingent upon demonstrated administrative capacity determined by site visits and staff interviews.

No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under the Workforce Innovation and Opportunity Act.

Interested parties are advised that most documents in the possession of the Workforce Development Board are considered public records and subject to disclosure under the federal and state public records laws.

**(17) A description of the local levels of performance negotiated with the Governor and Chief Elected Officials pursuant to section 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 subtitle B, and the One-Stop delivery system, in the local area;**

Louisiana Workforce Commission annually negotiates targets for federally reported common

measures with the Local Workforce Board. This process includes data gathering and consolidation to establish a series of draft targets based on the state regression model. As many relevant factors as possible, are considered and judged for analytic inclusion based on the data and subsequent statistical analysis. Once local area and state draft targets are agreed upon, the State Workforce Board negotiates with U.S. DOL to finalize the targets for the following program year. Performance data for the Federal Common Measures is analyzed throughout the year to identify positive and negative trends, areas of success and concern.

- Percentage of participants in unsubsidized employment during second quarter after exit
- Percentage of program participants in unsubsidized employment during the fourth quarter after exit.
- Earnings of participants in unsubsidized employment during second quarter after exit
- Percentage of participants who obtain a recognized post-secondary credential, secondary school diploma or equivalent during participation or within one year after program exit
- Percentage of participants who during a program year are in education that leads to recognized post-secondary credential or employment and who are achieving measurable gains toward those goals
- Indicators of effectiveness in serving employers

**(18) A description of the actions the Local Board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the State board pursuant to section 101(d)(6);**

As one of our guiding principles, Ouachita Workforce has a history of maintaining high performance. Through providing high standards of service, our Career Solutions Center and youth provider locations are able to exceed positive placements and outcomes for the job seekers we serve. Ouachita uses performance accountability to inform local strategic planning and continuous improvement and to oversee Ouachita Career Center and WIOA Title I: Adult, Dislocated Worker and Youth Services.

Career Solutions Center is taking the lead in convening WIOA partners to determine system-level performance accountability as we move forward with WIOA. Our main goal is for individuals to return to work and employers are able to find the right workers to grow their businesses. We work with our regional partners to make sure that all service components are aligned with federal, state and local mandated measures. All providers are held accountable for achieving all measure and targets. To drive long term results, Ouachita is committed to providing technical assistance and support where necessary to system partners. The current WIOA performance indicators are listed

below. In order to determine local levels of performance and accountability, Ouachita works closely with LWC to determine appropriate levels utilizing demographics, past performance and other experience data, demographic data, partner data, employer data and key economic growth and trend data that speak to the challenges, gaps and opportunities throughout the region.

<b>PERFORMANCE METRICS-ADULT AND DISLOCATED WORKER</b>	
<b>2<sup>nd</sup> Quarter Employment</b> <i>“Unsubsidized Employment”</i>	Percentage of program participants who are in unsubsidized employment during the second quarter (Q2) after exit from the program
<b>4<sup>th</sup> Quarter Employment</b> <i>“Employment Retention Rate”</i>	Percentage of program participants who are in unsubsidized employment during the fourth quarter (Q4) after exit from the program
<b>Median Earnings</b>	Median earnings of program participants who are in unsubsidized employment during the second quarter (Q2) after exit from the program.
<b>Recognized Post-Secondary Credential Rate</b>	<ol style="list-style-type: none"> <li>1. Participants obtaining a post-secondary credential during participation or within 1 year of exit; <u>OR</u></li> <li>2. Obtaining a secondary school diploma/equivalent during participation or within 1 year of exit from the program <u>AND</u> is enrolled in an education or training program leading to a recognized postsecondary credential that will be earned within 1 year after exit from the program.</li> </ol>
<b>Measurable Skills Gained</b>	Percentage of program participants, who during the program year, are in an education or training program that leads to a recognized post-secondary credential or
	Employment and who achieve measurable skill gains toward such as a credential or employment. Measured in real time.
<b><u>Performance Metrics-Youth</u></b>	
<b>Placed in Employment/Education/Training (Q2)</b>	Percentage of program participants who are placed in employment, education or training during the second quarter (Q2) after exit from the program

<b>Placed in Employment/Education/Training (Q4)</b>	Percentage of program participants who are in placed in employment, education or training during the fourth quarter (Q4) after exit from the program
<b>Median Earnings</b>	Median earnings of program participants who are in unsubsidized employment during the second quarter (Q2) after exit from the program.
<b>Recognized Post-Secondary Credential Rate</b>	<ol style="list-style-type: none"> <li>1. Participants obtaining a post-secondary credential during participation or within 1 year of exit; <u>OR</u></li> <li>2. Obtaining a secondary school diploma/equivalent during participation or within 1 year of exit from the program <u>AND</u> is enrolled in an education or training program leading to a recognized postsecondary credential that will be earned within 1 year after exit from the program.</li> </ol>
<b>Measurable Skills Gained</b>	Percentage of program participants, who during the program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who achieve measurable skill gains toward such as a credential or employment. Measured in real time.

Ouachita Career Center will reviews performance targets and actuals with partners on a monthly and quarterly basis during program meetings. In addition the Monitoring and Evaluation Committee will review quarterly performance metrics and provide system level guidance and oversight in order to direct improvements and provide systems connections.

It is our belief that if you focus on good programming with excellent services and a responsive system that the outcomes for the targets above will come.

**(19) A description of how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for the 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;**

Prior to establishing an ITA, the Individual and Case Manager will navigated and leverage all

available resources to make determination that the individual is unable to obtain grant assistance from other sources. Individual Training Accounts will be established with eligible training providers after a participant completes of an extensive scholarship application process. The scholarship application process begins the individual's employment plan. It requires that the individual plan for success in school and the career pathway as demonstrated by completing an extensive assessment process.

Individual Training Accounts (ITA) will be issued pursuant to Ouachita Workforce Development Policies which describes all requirements including all training are in demand occupations and provided by institutions on the Eligible Training Provider List. The ITA procedures ensure the trainee explores training provider options and state on their application why they have chosen the specific training provider.

The local board has use the state procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts.

**(20) A description of the process used by the Local Board, consistent with subsection (d), to provide an opportunity for public comment, including comment by representatives of businesses and comment by representatives of labor organizations, and input into the development of the local plan, prior to submission of the plan;**

The local plan will be posted at [www. Oppj.org](http://www.Oppj.org) (the website of the Ouachita Parish Police Jury) where there will be instructions on how to comment over the 30-day public comment period. Provide a summary of the public comments received and how this information was addressed (by the) CEO, partners and local board in the final plan.

All public questions and comments will be answered and the information will be posted on the Ouachita Parish Police Jury website.

The WIOA Local Plan will be sent to all Ouachita Workforce Development Board members for comment. Comments received via the website will be shared with the Workforce Board Executive Committee and board members via email. The replies to comments and questions will be posted on the web site.

A thirty-day public comment period commencing **June 20, 2016** with the draft Plan posted on the Council's website. Ouachita Workforce Management Team meets to review draft Plan, **June 21, 2016**.

**21. A description of how One-Stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by One-Stop partners; and**

The Local Board will make Title I services available in the one-stop delivery systems. The Local Board will also advocate partners provide services throughout the one-stop delivery system. Advances in technology have made access to services more of a reality through the use of internet connections in local libraries. The HIRE System help increase customer and employer access.

The One stop Center and required one stop partners will utilizes the statewide LaWorks.net job match and case management system. We have indicated a possible value to use the system as read-only for coordination and referral purposes.

The HIRE System will serve as the backbone for data collection of Wagner-Peyser, Adult Ed and Workforce Innovation Title I performance accountability information following state guidelines. Performance data will be made available to the One Stop partners and WIOA program operator no less than quarterly from the LWC administrative office.

Center strategies to maximize coordination and efficiency include, but are not limited to: integrate intake forms, inventory current workshop content to analyze any unnecessary duplication, review assessment tools and cross train staff to interpret assessment results, continue weekly business service meetings and coordinated outreach and increase referrals to partner services.

Services are aligned through technology solutions such as the HIRE System that will match employers with workers.

Also, integration of services requires a partnership among key agencies that are committed to a shared vision of an integrated, customer focused service delivery system. Integration means blurring and eliminating the lines between programs and creating one system that delivers customer choice. Integrated service is a mechanism designed to connect an array of workforce development services for the customer. This is done through integrating technology, assessment.

WIOA shapes both the scope of services and the service environments for job seekers. Staff is charged with providing intentional planning that extends beyond the job seekers' participation in program services by assisting in the development of career pathways. Within the plan, individualized career services include comprehensive assessment, career guidance and case management, customized job search, basic education, work readiness skills (e.g. work experience) pre-employment classes and services, and supportive services.

Eligible youth are guided through an assessment to determine their education and workplace competencies and deficiencies, in turn helping determine which services are best suited to

prepare them for employment. Assessment areas may include: academic skill level, occupational skills attainment, prior work experience, employability, interests, aptitude, and need for services to permit participation in program services. Results of assessments are used to develop an employment plan which identifies service needs including employment/career goals including non-traditional occupations (if applicable), achievement objectives and appropriate support services.

1. Improve student access and retention.
  - A. Expand high school dropout prevention and retrieval programs.
  - B. Increase non-traditional opportunities to obtain postsecondary certificates and degrees.
  - C. Provide wrap-around and new models of support and employment services including special services for diverse populations with multiple barriers to education and training.
  - D. Offer greater career and education guidance for adults.
  - E. Increase the accessibility of training programs for adult workers and reduce the time it takes to complete training.
2. Improve training for adult workers with barriers to advancement
  - A. Reduce barriers to sharing or splitting funding across funding streams.
  - B. Establish cost-sharing practices and policies that stretch public dollars to serve the largest number of participants and attain the highest performance outcome levels.

	<b>References</b>
<input checked="" type="checkbox"/> 1. The local board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the general public for a period that is no less than 30 days.	WIOA Sections 108(d); proposed 20 CFR 679.550(b)
<input checked="" type="checkbox"/> 2. The final local plan is available and accessible to the general public.	Proposed 20 CFR 679.550(b)(5)

<input checked="" type="checkbox"/>	3. The local board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); proposed 20 CFR 679.390 and 679.550
	<b>Required Policies and Procedures</b>	<b>References</b>
<input checked="" type="checkbox"/>	4. The local board makes publicly-available any local requirements for the public workforce system, such as policies, including policies for the use of WIOA Title I funds.	Proposed 20 CFR 679.390
<input checked="" type="checkbox"/>	5. The local board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts.	WIOA Section 107(h); proposed 20 CFR 679.410(a)-(c); WIOA Title I Policy 5405; WIOA Title I Policy 5410
<input checked="" type="checkbox"/>	6. The local board has copies of memoranda of understanding between the local board and each one-stop partner concerning the operation of the one-stop delivery system in the local area, and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); proposed 20 CFR 678.500-510; Ouachita Business Career Solutions Center System Policy 1013
<input checked="" type="checkbox"/>	7. The local board has written policy or procedures that ensure one-stop operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v); Ouachita Business Career Solutions Center Policy 1008 Revision 1
<input checked="" type="checkbox"/>	8. The local board has negotiated and reached agreement on local performance measures with the local chief elected official(s) and Governor.	WIOA Sections 107(d)(9) and 116(c); proposed 20 CFR 679.390(k) and 677.210(b)
<input checked="" type="checkbox"/>	9. The local board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; proposed 20 CFR 678.600-615 and 681.400; WIOA Title I 5404; WIOA Title I Policy 5613
<input checked="" type="checkbox"/>	10. The local board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts and to train dislocated workers receiving additional unemployment insurance benefits.	WIOA Sections 107(d)(10), 122(b)(3), and 123; Proposed 20 CFR 679.370(l)-(m) and 680.410-430; WIOA Title I Policy 5611
<input checked="" type="checkbox"/>	11. The local board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); proposed 20 CFR 683.600; WIOA Title I Policy 5410; Ouachita Business Career Solutions Center 1012, Revision 1
<input checked="" type="checkbox"/>	12. The local board has assurances from its one-stop that one-stop and, as applicable, affiliate sites have front-end services consistent with the state's integrated front-end service policy and their local plan.	Ouachita Business Career Solutions Center 1010 Revision 1

<input checked="" type="checkbox"/>	13. The local board has established at least one comprehensive, full-service onestop center and has a written process for the local Chief Elected Official and local board to determine that the center conforms to the definition therein.	WIOA Section 121(e)(2)(A); proposed 20 CFR 678.305; WIOA Title I Policy 5612
<input checked="" type="checkbox"/>	14. The local board provides to employers the business services that outlined the Business Service SOP.	Ouachita Business Career Solutions Center Policy1014
<input checked="" type="checkbox"/>	15. The local board has written processes or procedures and has identified standard assessment objectives and resources to support service delivery strategies at the one-stop center.	Ouachita Business Career Solutions Center Policy 1011 and 1016; WTECB State Assessment Policy
<input checked="" type="checkbox"/>	16. All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in the onestop center.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
<input checked="" type="checkbox"/>	17. The local board ensures that outreach is provided to populations and subpopulations who can benefit from one-stop services.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	18. The local board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	19. The local board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1); WIOA Policy 5402, Revision 1; Ouachita Business Career Solutions Center Policy 1012, Revision 1
<input checked="" type="checkbox"/>	20. The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.	WIOA Section 185; 29 CFR 37.37; WIOA Policy 5402, Revision 1; Ouachita Business Career Solutions Center Policy 1012, Revision 1
<input checked="" type="checkbox"/>	21. The local board complies with restrictions governing the use of federal funds for political activities, the use of the one-stop environment for political activities, and the local board complies with the applicable certification and disclosure requirements	Ouachita Business Career Solutions Center Policy 1018; 2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12; 29 CFR Part 93.100
<input checked="" type="checkbox"/>	22. The local board ensures that one-stop MSFW and business services staff, along with the Migrant and Seasonal Farm Worker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven and consistent with ESD's mission.	WIOA Section 167
<input checked="" type="checkbox"/>	23. The local board follows confidentiality requirements for wage and education records as required by the Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; proposed 20 CFR 677.175 and 20 CFR part 603

<input checked="" type="checkbox"/> <b>Administration of Funds</b>	<b>References</b>
<input checked="" type="checkbox"/> <p>24. The local board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.</p>	<p>WIOA Section 108(b)(16); proposed 20 CFR 679.560(a)(15); WIOA Title I Policy 5601; WIOA Section 134(c)(3)(G); proposed 20 CFR 680.300-310</p>
<p>25. The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds.</p>	<p>WIOA Section 108(b)(15), WIOA Title I Policy 5230; WIOA Title I Policy 5250</p>

<input checked="" type="checkbox"/>	26. The local board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); proposed 20 CFR 683.200, 683.300, and 683.400410; WIOA Policy 5230
<input checked="" type="checkbox"/>	27. The local board has a local allowable cost and prior approval policy that includes a process for the approval of expenditures of \$5,000 or more for equipment requested by subcontractors.	WIOA Title I Policy 5260
<input checked="" type="checkbox"/>	28. The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	WIOA Section 184(c); 20 CFR Part 652; proposed 20 CFR 683.410(a), 683.420(a), 683.750; WIOA Title I Policy 5265
<input checked="" type="checkbox"/>	29. The local board has a written policy and procedures for ensuring management and inventory of all properties obtained using WIOA funds, including property purchased with JTPA or WIA funds and transferred to WIOA, and that comply with WIOA, Louisiana State Office of Financial Management (OFM) and, in the cases of local government, Local Government Property Acquisition policies.	WIOA Section 184(a)(2)(A); proposed 20 CFR 683.200 and 683.220; OMB Uniform Administrative Guidance; Generally Accepted Accounting Procedures (GAAP); WIOA Title I Policy 5407
<input checked="" type="checkbox"/>	30. The local board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); proposed 20 CFR 680.850
	<b>Eligibility</b>	<b>References</b>
<input checked="" type="checkbox"/>	31. The local board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	Proposed 20 CFR Part 680 Subparts A and B; proposed 20 CFR Part 681 Subpart A; Ouachita Business Career Solutions Center Policy 1019, Revision 1
<input checked="" type="checkbox"/>	32. The local board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	WIOA Section 134(c)(3)(G); Proposed 20 CFR 680.300-320; WIOA Title I Policy 5601
<input checked="" type="checkbox"/>	33. The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.	WIOA Sections 129(c)(2)(G) and 134(d)(2); proposed 20 CFR 680.900-970; proposed 20 CFR 681.570; Ouachita Business Career Solutions Center Policy 1019, Revision 1
<input checked="" type="checkbox"/>	34. The local board has a written policy for priority of service at its Ouachita Business Career Solutions Center and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services.	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09; Veterans Program Letter 07-09; Ouachita Business Career Solutions Center Policy 1009 Revision 1



### **III. OPERATIONAL PLANNING ELEMENTS**

#### **a. Regional/Local Strategy Implementation**

##### **i. Description of BCSC Delivery System**

###### *1) Continuance Improvement*

Workforce Development Board-83 is committed to continuous improvement of service delivery. There are policies and procedures still to be developed that will evaluate effectiveness against the indicators of performance, accessibility, and customer satisfaction and make improvements based on data and feedback. Workforce Development Board-83 will establish objective criteria and procedures to be used in assessing at least once every three years the effectiveness, physical and programmatic accessibility, and continuous improvement of Local Workforce Development Area-83's operation of centers and the delivery system of WIOA, consistent with the requirements of Section 101(d)(6).

###### *2) Technology and Access to Services*

Workforce Development Board-83 clearly understands the concept of providing an experienced staff to the ten (10) Business and Career Solutions 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 supports 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.

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. BCSC 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.

###### *3) Accessibility for Individuals with Disabilities*

Recognizing the high unemployment rate among individuals with disabilities and the qualified-employee shortage businesses are facing, LWDA-83, as is Louisiana Workforce Commission (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 Business and Career Solutions 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.

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.

*4) Roles and Resources Contributions of Partners*

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 (Business and Career Solutions Center) in each parish in the area. Two comprehensive centers exist within this workforce development area, Franklin and Morehouse parishes.

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 Louisiana Workforce Commission (LWC),
- Title II-Adult Education and literacy programs administered by the Department of Education (DoEd),
- Title III - Wagner-Peyser employment services administered by LWC,
- Title IV – Rehabilitation Act of 1973 programs administered by LWC.

<b>WIOA Title I</b>	<b>Adult Employment &amp; Training</b>	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.
	<b>Youth Employment &amp; Training</b>	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.
	<b>Dislocated Worker Employment Training</b>	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.
<b>WIOA Title II</b>	<b>Basic Education For</b>	Adult Education and Literacy services and opportunities include high school equivalency instruction and testing (HiSET/GED), resources for

	<b>Adults</b>	migrant and seasonal farmworkers, family literacy including childcare services, prep for college enrollment, integrated teaching in career pathways of Healthcare, Manufacturing, and Business/Retail, career guidance and decision-making, workplace skills preparation and credentialing, coaching and support, and student leadership organizations.
<b>WIOA Title III</b>	<b>Wagner-Peyser Employment Services</b>	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.
<b>WIOA Title IV</b>	<b>Vocational Rehabilitation Services</b>	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 (Perkins)
- Community Service Block Grant
- Local Jobs for Veterans
- Job Corps
- MET
- Title V of the Older Americans Act (ULM Older-Worker Program)
- Temporary Assistance for Needy Families Programs
- Unemployment Compensation Programs

Additional programs also may be partners in the BCSCs 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.

#### **ii. Adult and Dislocated Worker Employment and Training Activities**

##### Workforce Development Activities

Two 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) Business & Career Solutions Centers (BCSC). 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.

Both of the two (2) BCSCs in LWDA-83 that are designated as Comprehensive One-Stop Centers (located in Franklin and Morehouse Parishes) offer 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.

In addition to the Adult and Dislocated Worker formula grants, the Workforce Development Board-83 (WDB) of Region 8 also administer training grants intended to serve Dislocated Workers. These grants include the Sector Partnership National Dislocated Worker Grant (NDWG) and the NDWG-Louisiana Severe Storms and Flooding. Utilizing appropriate co-enrollment service strategies, Region 8 is able to expand the capacity to serve Dislocated Workers through increased On-the-Job Training (OJT) and supportive services access.

WDBs in Region 8 also administer the Reemployment Services and Eligibility Assessment (RESEA) initiative, connected to recipients of Unemployment Insurance. Customers connected to this initiative are more likely to be eligible for Dislocated Worker services. Through this initiative, we have developed workshops that introduce the full array of services, including an overview and suggested action steps for this population to consider the additional services provided through the WIOA Dislocated Worker program. We expect this initiative to expand our footprint to eligible workers.

There are no extreme changes in program eligibility for Adult and Dislocated Worker participants. The Adult definition will stay basically the same while only changing Dislocated Worker to include spouses of members of the Armed Forces on Active Duty. One change perceived to be helpful 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.

As in WIA, 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 BCSC 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.

LWDA-83 will encourage co-enrollment, as we have with PHOCAS participants, 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.

BCSCs 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 Labor Market Information (LMI). Having labor market information improves workers' ability to make informed decisions about training and employment.

Customized training is a training service LWDA-83 expects to use more often as we learn its full benefits to employer and job-seeker customers under WIOA. Customized training in WIOA reassures the employer will pay a significant portion of the cost of training.

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

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.

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. LWDA-83 expects WIOA initial assessment will go far beyond the "How may I help you?" of WIA. Using tools not yet identified, 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. Every participant will be assigned to an interdisciplinary case management team. This team will consist of a Career Services Team member, a teacher from the academic program (likely DeltaLINC), and either a vocational instructor if the participant's goals require classroom training or an employer from

the industry of the participant's career path. Career planning will begin at this point, as will the determination of supportive services needed.

Participants of LWDA-83 will meet with the case management team 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 case management team 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 LA Delta Community College's (LDCC) DeltaLINC program. As LWDA-83 transitions wholly into WIOA and identifies the partners participating in the new workforce development system, Youth will be able to access programs, activities, and supportive services to assist them in obtaining high school and postsecondary credentials and succeeding in careers.

### Adult

Northeast Louisiana Workforce Centers, Inc. (NLWC) operates the WIOA Adult program for LWDA-83 in Region 8. The program is designed to help adults receive training in demand occupations and find employment.

Career services are offered to all adults in LWDA-83 at the ten (10) BCSCs. These services 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
- 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

The WIOA Adult program is offered to individuals living in the parishes of Caldwell, East Carroll, Franklin, Jackson, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll.

### Dislocated Worker

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 Business & Career Solutions 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.

### **iii. Coordination with Rapid Response**

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 (Worker Adjustment Retraining Notification), 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.

### **iv. Youth Activities**

WDB-83 understands and recognizes Governor Jon Bel Edwards' vision for serving youth under the Workforce Innovation and Opportunity Act of 2014 (WIOA). 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 80 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. Policies supporting and methods of including these efforts are being created.

LWDA-83's Business and Career Solutions Centers actively participate in a wide variety of youth career development endeavors. When addressing the youth population considered, or categorized as "Out-of-School" (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 Louisiana Delta Community College's (LDCC) DeltaLINC, an education program for these specific participants as a mechanism to introduce, or re-introduce them to basic skills advances.

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.

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, BCSC staff will make all effort to be sure the customer receives a "soft landing" to the partner agency.

One effort in Region 8 that focuses on directing youth that have already dropped out of high school is the Cooperative Endeavor Agreement (CEA) to Engage Out-of-School Youth. The CEA purpose is to create a pathway towards a high school equivalency while incorporating work-based learning that re-engages youth who have already left high school.

LWDA-83 will develop its Youth recruitment strategies around four areas. The first being 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.

The next 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). 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 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.

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. 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.

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.

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 *MyLife.MyWay*. Other tools include objective assessments of academic levels (TABE), 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.

It's not only educational barriers that can hinder a young person's success. Child care, transportation issues, and/or relationship problems may cause obstructions for participants. Career Service Team members help participants identify and find solutions for pitfalls or roadblocks that might hinder them from reaching their goals.

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 LA Delta Community College's DeltaLINC program. As WDB-83 continues to identify the partners participating in the WIOA workforce development system, Youth will be 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 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. Management from LWDA-83 has alerted LWC OWD of the need for technical training on identifying and providing the required Youth elements of WIOA in the rural parishes.

In LWDA-83, leadership and community service opportunities are integrated throughout the Youth program. Participants are asked to complete at least four hours of community service each quarter. The young people LWDA-83 serves have not experienced tremendous success in most aspects of their lives. For them to engage in serving their community and see themselves as leaders and as role models for other young people will change how they envision their future and build confidence.

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, Insurance and Finance, Management of Companies and Enterprises, and Manufacturing. Region 8 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 with the WDBs of Region 8 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.

Not all of the necessary partnerships to advance LWDA-83's Youth services have been formed. 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.

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 (resource mapping) of available organizations and programs within Region 8 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.

LWDA-83 has been advancing its strategies to identify and recruit out-of-school youth with the addition of Youth team (Youth Career Services Team member) to its staff membership. Dropout recovery efforts have been fortified by the creation of a corporate endeavor between the WDBs of Region 8 and the twelve (12) public school systems in the region to soften the hand-off of students at risk of dropping out or expulsion to ensure the students are “out-of-school” at the time of enrollment into the WIOA Youth program and are referred to Youth staff for inclusion in the Youth program.

Although it was with little success that WDB-83 used the knowledge of WIA’s required Youth Council, WDB-83 knows the workforce and other systems have provided evidence that parents, participants, and other members of the community with experience relating to programs for youth should be involved in the design and implementation of WIOA Youth services programs. WDB-83 has the option under WIOA to establish standing committees from the membership of the Board.

Duties and functions of the Youth Standing Committee are defined by the WDB, and include functioning as a convener to coordinate local resources; providing information; and assisting with planning, operations, identification of partner services, and other issues relating to the provision of services to youth. The Youth Committee, as well as other key stakeholders, have been made aware of the campaign to get employers involved as partners.

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.

WDB-83 has established an integrated vision for servicing youth that supports a service delivery system that leverages other federal, state, local and philanthropic resources to support in-school and mainly out-of-school youth. With the help of LWC Outreach Director, Region 8 has changed over to WIOA regulation with “partners” not ever worked with, i.e., sorority/fraternity groups, housing authorities, school boards.

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.

The Workforce Development Boards of Region 8 have a rich history of improving the lives of youth, families, and older adults. Region 8 is beginning a deliberate effort of restoring and strengthening our WIOA partnerships. LWDA-83 is entering a creative phase of expanding the Youth programs, improving outcomes for participants, and becoming known for changing young people’s lives with measurable results.

- *Regularly scheduled admissions events:* LWDA-83 will hold regularly scheduled admissions events so that partners and potential participants can be sure of when they can refer people and how they can connect young people to WIOA Youth services. LWDA-83 may hold informational monthly meetings, for example, every first Tuesday afternoon at local Walmarts, libraries, etc. Every Tuesday afternoon staff would welcome young people who are curious to learn about Youth programs. This will be the first step of the application process and registration into the HiRE system could take place at this initial meeting. The strategy is eventually, instead of having staff conduct these meetings, the Youth participants will facilitate these sessions and talk about their experiences. This would be more effective than staff reaching out to young people.

- *Career development lessons:* From the beginning of involvement with the WIOA Youth program in LWDA-83, participants will be involved in career development lessons, sometimes individually, sometimes in groups. They may perform hands-on work or participate in computer-based modules which will assist in the understanding and relevance of their future goals. These lessons may include topics such as team building, anger management, professionalism, social media, financial literacy, and healthy relationships. During this career exploration period individuals will tour local businesses and enroll in the *WIN Career Readiness Courseware* for the possibility to get certified to work. The career exploration process will be used to illustrate the importance of completing the HiSET. A promise of incentive payments and stipends will be used to get the Youth to participate in career exploration activities and complete the HiSET.
- *Individual and flexible program elements:* Part of being able to accelerate learning and progress of the participants is 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. Every participant will be assigned to an interdisciplinary case management team. This team will consist of a Career Services Team member, a teacher from the academic program (DeltaLINC), and either a vocational instructor if the participant's goals require classroom training or an employer from the industry of the participant's career path. Career planning will begin at this point, as will the determination of supportive services needed.

Participants will meet with the case management team 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 case management team and the participant

- *Financial literacy services* 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.
- *Component of academic and occupational education:* 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 on-the-job training (OJT).

- *Partner directory:* 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.

#### **v. Coordination with Secondary and Post-Secondary Education Programs**

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). Recently, a concentrated effort has begun 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.

LWDA-83 will place special emphasis on the development, implementation, and/or expansion of two new initiatives. The first is with each of our ten (10) school districts within the workforce development area. These Cooperative Endeavor Agreements transition students leaving the secondary education system (dropouts) to career services at the Business and Career Solutions Centers. The goal with this partnership is to more fully engage out-of-school youth and to place them on a career path as soon as possible.

The second initiative for LWDA-83 is the implementation of its initial sector partnership (Healthcare) that began in April 2016. WDB-83 embraces strategies for meeting the needs of local employers, workers, and jobseekers through sector partnerships related to in-demand industry sectors and occupations. 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.

A third initiative is the JumpStart initiative with secondary education. Jump Start is Louisiana's innovative career and technical education (CTE) program. Jump Start prepares students to lead productive adult lives, capable of continuing their education after high school while earning certifications in high-wage career sectors. Students are required to attain industry-promulgated, industry-valued credentials in order to graduate with a Career Diploma. (Jump Start is an elective path for students pursuing a university-preparatory diploma.)

Regional teams – partnerships among K-12 and post-secondary educators, industry leaders and experts in workforce development and economic development – lead the local implementation of Jump Start, creating graduation pathways and collaborating to provide workplace experiences for students and teachers. WDB-83 sits on both the regional JumpStart and Super Regional JumpStart teams.

Examples of coordinated efforts include but are not limited to;

- LWDA-83 has established a referral process with secondary and post-secondary educational providers that will allow us to leverage our WIOA funds for students that are just entering training or those who are already enrolled. Through our coordination of services, we can evaluate and assess the customers' needs for financial assistance through an ITA and often times provide wrap-around supportive services and employment assistance to candidates who have already completed their training experience.
- LWDA-83 program staff (NLWC) reviews customers' financial analysis and financial aid, and will supplement Pell grants with WIOA funds for training that leads to certification or credentialing.
- LWDA-83 staff routinely meets with educational partners to discuss WIOA programmatic eligibility/suitability requirements, application processes, and availability of funds.
- LWDA-83 program staff (NLWC) coordinates onsite pre-screening and recruitment events to speak directly to new or active students to discuss available services and promote the benefits of participating in WIOA.
- LWDA-83 program staff (NLWC) discusses career pathway options with customers and encourages utilization of online assessments to help determine this process. In addition, onsite assessment, eligibility determination, case management, ITAs, and supportive services are provided to the customers throughout the duration of training.

Louisiana Delta Community College agrees to contribute to the delivery of the following shared services:

- Program Alignment: To be assured of an adequate supply of skilled workers, the college will strive for alignment between training programs and the needs of employers.

- Outreach/Informational Services: Literature concerning occupational and academic education programs will be provided for dissemination at the local workforce centers. College staff will coordinate campus visits by WDB 83 staff to facilitate counseling and processing of potential customers.
- Professional Development and Cross Training: Cross training of staff will occur between LDCC and WDB 83 during periodic professional development activities. Programs and news from each partner will be highlighted while staff are advised of related processes and procedures.
- Process for Referral and Communication: College staff will utilize technology to engage in the referral process developed by WDB 83 to assist with identifying, connecting, and tracking participants. A partner directory of key staff will make contact information readily available.
- Coordinating: Participants will benefit from an interdisciplinary case management team providing career services, academic interventions--where needed, and overall support of the career path that the participant has chosen.

**vi. Coordination with Provision of Transportation**

LWDA-83 has developed and maintains operational policies and procedures to direct issuance and coordination of transportation and other supportive services. A participant budget (Obligated Cost Agreement) is created and maintained as per allowable levels of services and availability of funds. Part of the developed procedure is monthly or quarterly review of program issuances, participant budgets, and program resources to manage overall delivery of services and maintain coordination.

Workforce Development Board-83, has adopted a Supportive Services policy (200-28: Standard Operating Procedures for Provision of Supportive Services or Assistance) that addresses transportation needs for WIOA enrolled participants. A participant may be reimbursed, based on the individual need of the participant, travel expenses incurred during their daily commute to a classroom training site at a rate to be determined by travel zones. Each case will have an upper limit of \$2500 per program year.

In addition, the LWDA-83 staff attends quarterly Northeast Louisiana Human Services Coordination meetings for Federal Transit Administration or area transportation planning.

**vii. Coordination with Wagner-Peyser Act**

Wagner-Peyser provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Region 8, as does the entire State, already meets a major requirement of WIOA to co-locate Wagner-Peyser employment services and staff in the BCSCs. 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.

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 BCSC to meet with migrant seasonal farmworkers.

Native Americans are provided the website that has been designed primarily to provide general information and assistance to Workforce Innovation and Opportunity Act (WIOA) Section 166 Indian and Native American (INA) grantees and others that are interested in economic self-sufficiency through employment and job training programs for Native Americans.

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 BCSCs 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.

#### **viii.Coordination with Adult Education and Literacy Activities**

Adult literacy services in Region 8 are delivered through Louisiana Delta Community College's DeltaLINC. DeltaLINC funds and administers services intended to improve the basic academic skills and English language proficiency of adults.

DeltaLINC'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, DeltaLINC 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.

#### **ix. Privacy Safeguards in the BCSCs**

WDB-83 Policy #200-19: Security of Personally Identifiable Information addresses Personal Identifiable Information (PII), which is defined as any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. Further, PII is defined as information: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors). Additionally, information permitting the physical or online contacting of a specific individual is the same as personally identifiable information. This information can be maintained in either paper, electronic or other media.

Business and Career Solutions Center staff are reminded that safeguarding sensitive information is a critical responsibility that must be taken seriously at all times.

It is the responsibility of the individual user to protect data to which they have access. Employees having access to personal information shall respect the confidentiality of such information, and refrain from any conduct that would indicate a careless or negligent attitude toward such information. Employees also will avoid office gossip and should not permit any unauthorized viewing of records. Only individuals who have a "need to know" in their official capacity shall have access to such records.

All physical files that contain protected PII will reside within a locked file cabinet when not being actively viewed or modified. Keys to the filing cabinets in LWDA-83 containing such material will be kept in an area accessible by staff, but unattainable by guests/customers.

Employees should never, or require an individual to, transmit his/her social security number over the Internet or a computer system or network (This includes e-mail correspondence.) unless the connection is secure, or the transmission is encrypted.

Protected PII is not to be downloaded to personal mobile devices (such as laptops, personal digital assistants, mobile phones, tablets or removable media). When disposing of PII the physical or electronic file should be shredded or securely deleted. For help with secure deletion please contact the appropriate member of the Management Team.

In addition, if employees become aware of a theft or loss of PII, e.g. misplacing a paper report, loss of a laptop, mobile device, or removable media containing PII, accidental email of PII, possible virus, or malware infection or a computer containing PII, they are required to **immediately** inform the Senior Career Coordinator and/or Program Director.

#### **x. Implementation of Priority of Service to Veterans**

To comply with Workforce Innovation and Opportunity Act, the Business and Career Solutions 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: Priority of Services to Veterans guarantees that 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.

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.

During future Veteran reviews, each veteran's record will be looked at for completeness and for compliance to Policy #200-10.

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.

#### **xi. Meeting the Needs of English Language Learners**

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 Business & Career Solutions 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 Business & Career Solutions 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)

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. (WDB Policy #200-14: Language Assistance Plan)

#### **xii. Coordination with Louisiana Rehabilitation Services**

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 BCSC system to seek employment opportunities. As an employment network, WDB-83 has expanded the capacity of the BCSCs to better serve Social Security beneficiaries with disabilities.

WDB-83 is committed to promoting the employment opportunities of people with disabilities. Through WIOA programs, BCSC staff provide assistance so job seekers with disabilities can work. Having a Ticket-to-Work Employer Network in Region 8 enables the BCSC 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.

#### **xiii. Identification of Entity Responsible for Grant Fund Disbursal**

By mutual agreement of the duly-elected legislative bodies of the ten parishes of LWDA-83, the Franklin Parish Police Jury is designated as the local grant recipient and held liable for the funds. 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.

#### **xiv. Description of Competitive Process**

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. These policies and procedures are audited by independent CPA's 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 (Request for Proposal). 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.

#### **xv. Description of Performance Negotiated**

Many key concepts associated with performance accountability are still in draft form until the final WIOA regulations are published. Absent the benefit of more complete guidance, WDB-83 made the assumptions found in Appendix 1: Local Workforce Development Area Performance Goals in its analysis and data preparation work. If any of WDB-83's assumptions are proven inconsistent with the final regulations/guidance provided by USDOL and LWC, WDB-838 reserves the right to revisit any and all projections and proposals contained within this plan.

#### **xvi. Descriptions of Actions Becoming a High-Performing Board**

LWDA-83 will continue those practices and processes that have resulted in a high-performing board that is business led, market responsive, results-oriented and integrated with other workforce development system partners. Our current board seeks to foster customer service excellence, seeks continuous improvement and demonstrates value by enhancing employment opportunities for all individuals.

Policies, practices and processes that define this board and the way it conducts business include, but are not limited to the following:

- The LWDA-83 Board monitors the implementation of strategies established and performance achieved.
- The LWDA-83 Board routinely and periodically evaluates its budget, resource allocations, and expenditures.

- The LWDA Board’s agenda includes financial, strategic, governance, operational and other key workforce issues that provides the structural framework for the board’s oversight.
- The LWDA-83 Board solicits and considers input from the community and customers.
- The LWDA-83 Board maintains a governance structure/framework that is responsive to its stakeholders.
- The LWDA-83 Board, although it operates in a very rural environment, strives to practice pro-active governance, especially related to board member recruitment and reappointment.
- The LWDA-83 Board oversees the quality of leadership and management.
- The LWDA-83 Board maintains a constant communication with key stakeholders on the organizations achievements and plans.
- The LWDA-83 Board has an extensive history of effectively securing discretionary grants to strengthen financial resources to reinvest in the devastatingly high poverty area that we serve.

It is the intent of the LWDA-83 Board that these focused and deliberate polices, practices, and processes will maximize the competiveness of the businesses and the productivity of the workforce, thus, increasing economic prosperity in our local area.

**xvii. Description of Training Services and ITAs**

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 Business and Career Solutions Center (BCSC) staff, select a training vendor from the list of eligible training providers. Upon selection, in accordance with local policies and available funding, the BCSC staff will refer the participant to the eligible provider and arrange for payment through an individual training account (ITA).

WDB-83 believes ITAs which allow workers to choose their training and training provider, result in more positive outcomes when workers received structured guidance and information compared to workers who received the ITA and selected training options on their own. This belief will be reflected in the process of services offered to BCSC customers.

At this time, LWDA-83 has not developed contracts for training services. However, should circumstances including customer demand and limited training opportunities warrant the development of customized training, the Workforce Board will work to achieve stated objectives.

**xviii. Description of Process for Public Comment**

WDB-83 will submit a draft of its local plan to the Louisiana Workforce Commission on June 30, 2016. 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 for review and comment.

The full membership of LWDB-83 will have an opportunity for review and comments at the July 19, 2016 annual meeting.

Additionally, a copy of the Draft plan will be posted on LWDB-83's website ([www.wdb83.com](http://www.wdb83.com)) with directions for submission of public comments. These comments will be reviewed and recorded into the development of the final plan document before submission on July 30, 2016.

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, to run for a period of one week. The comment period to allow public and shareholder feedback will be open for a period of 30 days beginning June 30, 2016.

*LEGAL NOTICE*

*LWDA-83 is submitting a Four Year Plan for PY16-PY20  
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 at the Workforce Development Board SDA-83, Inc. office, located at 1504 Stubbs Avenue, Monroe, Louisiana, at [www.wdb83.com](http://www.wdb83.com), or your local Business and Career Solutions Center, between the hours of 8:00 A.M. and 4:30 P.M*

*The Workforce Investment Board SDA-83, Inc. is an Equal Opportunity Employer/Program. "Auxiliary aids and services are available upon request to individuals with disabilities."*

**xix. Description of Intake and Case Management Information System**

All Louisiana local Business & Career Solutions Centers use HiRE (Helping Individuals Reach Employment), which is the case management, data collection and reporting system for the state. This system is integrated and technology-enabled and allows BCSCs to track all WIOA programs in one common database. 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 through memoranda of understanding to implement core, non-core and other partner programs.

In addition, WDB-83 is committed to implementing regional process improvement strategies to create shared access to data between partner agencies. This 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.

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 contracts with employers to further reduce redundancies and inefficiencies.

#### **IV. COORDINATION WITH REGIONAL/LOCAL PLAN PROGRAMS**

Local workforce partners representing WIOA core and other programs are involved in the development of the Regional/Local Plan in a variety of ways; Individuals representing WIOA core programs serve on the workforce development boards (WDB-81 and WDB-83) along with representatives from local labor union affiliations and apprenticeship federations, economic development and partners who provide services to hard-to-serve populations. Local board members and partners were invited to the strategic planning sessions that occurred on the dates provided below. Input was solicited from those present. Representatives from both the University of Louisiana at Monroe and Louisiana Delta Community College were engaged to ensure that the primary providers of occupational skill training in the local area shared in the development of local workforce initiatives.

WDB-83 convenes two job center teams, the One-Stop Management Team and the Regional Business Services Team. Initiatives identified in the Local Plan will be incorporated into team activities and represented in the One-Stop Memorandum of Understanding.

January 08, 2016 – LWC Conference Call w/Kelly Ebey: “WIOA Planning Guidance Information Collection Request”

January 21, 2016 – 83 Partner Meeting

February 12, 2016 – 83 shared Partner Questionnaires with partners and planned for individual meetings with each

March 02, 2016 – State Plan available for comment

April 19, 2016 – WDB-83 Meeting

April 29, 2016 – Final draft of State Plan submitted

May 17, 2016 – WDB Director, LDCC, Economic Development Planning Meeting

May 17, 2016 – LWC Policy w/Attachments received: OWD 4-16 WIOA Combined Regional Local Plan PY2016-PY2020

May 18, 2016, 2:00 – WDB-83 – Regional Planning Meeting

May 25, 2016 – Field Leadership Meeting in Marksville discussed Plan requirements

June 02, 2016, 10:00 - @ CEA Signing in NO

June 07, 2016, 10:00 – WDB-83 – Partner Meeting to discuss referral process

June 08, 2016, 12:00 – O BCSC – Joint Executive Committee Meeting on Vision and Mission

June 21, 2016, 10:00 – WDB-83 – Partner Meeting

June 21, 2016, 2:00 – WDB-83 – Regional Planning Meeting

June 23, 2016, 2:00 – WDB-83 Regional Planning Meeting

June 30, 2016 Submit DRAFT Region 8/Local 83 Plan and Make available for public comment.  
Center Accountability and Partnership Development Questionnaire-(See Attachment #1)

**V. COMMON ASSURANCES**

**a. Conflict of Interest**

LWDB-83 has established a Conflict of Interest Policy. Compliance with this requirement is evidenced through WDB-83 Conflict of Interest Policy 100-17.

**b. Public Access to Meetings**

LWDB-83 has established a Public Meeting Access Policy. Compliance with this requirement is evidenced through WDB-83 Public Meeting Access Policy 100-18.

**c. Fiscal Control and Fund Accounting Procedures**

LWDB-83 has a Fiscal Policies and Procedures Policy that addresses fiscal control and fund accounting procedures that are necessary to ensure proper accounting for funds allotted to the local area. Compliance with this requirement is evidenced through WDB-83 Fiscal Policies and Procedures 100-08.

**d. Uniform Administrative Requirements**

LWDB-83 has a Fiscal Policies and Procedures Policy and a Monitoring Policy that describes action to secure compliance with uniform administrative requirements of WIOA. Compliance with this requirement is evidenced through WDB-83 Fiscal Policies and Procedures 100-08 and Monitoring Policy 100-09.

**e. Nondiscrimination**

LWDB-83 has taken the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable. WDB-83 EEO Policy 100-03.

**f. WIOA Priority of Service**

LWDB-83 has implemented a policy to ensure adult-program funds provide a priority in the delivery of career and training services and individualized career services to individuals who are low income, public assistance recipient or basic skills deficient. Compliance with this requirement is evidenced by WDB-83 Priority of services for Adults and Dislocated Workers 100-15.

**g. Federal Funds Expenditure**

LWDB-83 ensures that federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program.

**h. Deterring of Union Organization**

LWDB-83 will not use funds received under WIOA Title I to assist, promote, or deter union organizing in accordance with WIOA section 181(b)(7).

**VI. Statement of Concurrence**

Pursuant to Section 106 of the Workforce Innovations and Opportunity Act, this is to certify that both the Chief Elected Officials of the Local Workforce Development Areas (LWDA) and the local Workforce Development Board Chairs for Region 8 concur with the Regional/Local Plan as presented herein.

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**Rayburn E. Crosby, President**                      **Date**  
West Carroll Parish Police Jury  
Chief Elected Official LWDB-83

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**Steve Henderson, Chair**                              **Date**  
Workforce Development Board 83

**CENTER ACCOUNTABILITY AND PARTNERSHIP DEVELOPMENT**

LVR – Louisiana Vocational Rehabilitation  
 LDCC – Louisiana Delta Community College  
 DeltaLinc  
 ULM – University of Louisiana - Monroe  
 NLWC – Northeast LA Workforce Centers

**QUESTIONS FOR PARTNER MOU DEVELOPMENT**

1. What overarching goals do we want to establish as part of our MOU and in creating a new partnership?

**LVR** - Create Method of communication regarding participants seeking employment, establish goal/percentage for employment outcomes for participants seeking employment, Establish and maintain a working relationship with employers in community, establish method of determining consumer satisfaction with services provided by partner agencies and establish and maintain a method of ensuring employers satisfaction with service provision and the quality/prep of employment applicants.

**LDCC** – No response

**DELTALINC** – To prepare an increasing number of adults to meet ed and readiness criteria for NELA's workforce demands.

**ULM** – ULM will be a training partner with WDB.

**NLWC** – To define and reinforce the relationship between WDB and NLWC.

2. What guiding principles will we agree to follow (ex., customer focused services, customer satisfaction, etc.)?

**LVR** – Ensure annual customer service training for all partners, create an annual customer service survey, Create a committee consisting of past and current career solutions participants, and establish a confidentiality statement in order to share information with partners regarding each consumer.

**LDCC** – No response

**DELTALINC** – Customer focused services, mutually aligned outcomes.

**ULM** – Customer focused services will guide our participation as we offer training that targets clients seeking career placement. ULM will strive to provide training in both courses for academic credit as well as non-credit Continuing Education courses that are identified as having potential to lead to employment in health care or other high demand occupations.

**NLWC** – Offering as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills; offering a wide array of useful info with wide and easy access to needed services; customer focused quality services for customers to make informed choices; performance based mutually negotiated outcomes and methods for measurements.

3. Will the agencies agree to sharing space and/or other resources? Please List.

**LVR** –Agencies should certainly share space if available as well as; telephones, copy machines, and computers.

**LDCC** – LDCC and WC staff coordinate times for campus visits to facilitate student counseling and processing, with particular focus on critical events such as LDCC registration periods and advising sessions.

**DELTALINC – LDCC and DeltaLinc are always willing to explore all possibilities; however, it is difficult to make steadfast decisions as Delta Linc’s admin is currently in transition.**

**ULM – No response**

**NLWC – Yes – Payroll/Fiscal Services.**

4. What will the roles of each partner be in the One-Stop system design?

**LVR – To work in collaboration with each partner to ensure that every applicant seeking services from the LWC receive services in a timely and quality manner.**

**LDCC – No response**

**DELTALINC – DeltaLinc will be responsible for training participants in skills gaps, HISET prep, job readiness, etc.**

**ULM – ULM through Continuing Ed will meet with clients and help with documentation required for program participation, if necessary. Information will be disseminated on appropriate ULM webpages. Links to applications and WIOA approval documents, the WDB83 website and other related links will be posted on Continuing Ed, Career Connections and Financial Aid webpages. Appropriate social media sites may also be used. ULM Continuing Ed website will include the application materials and criteria for enrolling in that office’s courses. ULM will identify potential training opportunities that exist in current offerings in the areas of high demand occupations. ULM will also offer employer requested training among available courses as well as customized training requested by employers.**

**NLWC – NLWC will participate in a joint planning process which will result in the regional WIOA Plan; continuously build partnerships between all WIOA partners; respond to specific local and economic conditions that affect employer needs; adhere to strategic planning principles for the requirement of continuous improvement; adhere to common data collection and reporting; be diligent in developing coordinated local leadership by being responsive to customer needs, sharing information, and managing performance to measure the success of the One Stop System.**

5. What will be the process for referrals between partner agencies?

**LVR – A point for the initial contact should be established for each partner agency and shared with each partner. A referral form has already been established. Once the needs of the referrals have been determined, the completed referral form should be forwarded to the point of contact for the perspective partner. Referrals and outcome referrals should be discussed at quarterly meetings.**

**LDCC – Once a student completes entire app process for WIA and is denied, notification is sent to the appropriate Campus Director including the reason. This information will enable LDCC staff to address issues related to student account. In addition, WC staff utilize contacts at the college to follow up with students who may have initiated the application process but never returned to complete it.**

**DELTALINC – Everyone who comes to DeltaLinc will register with BCSC/One Stop. Everyone who comes to BCSC needing training for skills gap, no H.S.D., workforce readiness, will be referred to DeltaLinc.**

**ULM – An existing process is in place for referrals and ULM will abide by that process.**

**NLWC – Local Workforce Development Area 83: Business and Career Solutions Centers Plans and Operations: Workforce Development Policy: Number 72 Attached.**

6. Will participants be co-enrolled?

**LVR –Yes, each partner providing services to a participant should have a case file with ongoing activities reports.**

**LDCC – no response**

**DELTALINC – Yes**

**ULM – N/A**

**NLWC – WIOA participants will be co-enrolled with WIOA partners where allowable.**

7. How will customer flow between programs be organized?

**LVR** – Quarterly staffing between partners of participants progress, and communication, emails, phone calls between partners should occur.

**LDCC** – WC staff visit campuses regularly to interface with college staff and students. Visiting classes could easily be arranged if testing days do not provide access to enough students. Financial aid and admissions staff make WIOA/PHOCAS materials available to prospective students who need assistance. Where appropriate, a list of names referred to WC could be kept on campus for follow up.

**DELTALINC** – Register with One-Stop to educational DeltaLinc to employment follow/up/One Stop.

**ULM** – N/A

**NLWC** – Customer flow will be organized through the referral process agreed upon by partner agencies.

8. How will the one-stop system operating costs be covered equitably by each partner?

**LVR** – Unknown, at this point.

**LDCC** – No response

**DELTALINC** – LDCC/DeltaLinc funds are able to be utilized to fund the cost of training with the exception of minimal registration fees (participant usually pays this fee).

**ULM** – N/A

**NLWC** – N/A

9. Will cross-training of staff be necessary? If so, how will it occur?

**LVR** – All partner agencies should provide annual training. All new staff associated with partner agencies should receive cross training/job shadowing from other partner agencies within 3 mos of hire.

**LDCC** – Cross training of staff would enable both LDCC staff and WC staff to understand, communicate and provide advice and assistance to students who could benefit from both programs. A professional development workshop where both LDCC and WC staff share info about their programs, policies and procedures would help ensure a better understanding of one another. LDCC would be willing to host the workshops or travel to a convenient location to participate.

**DELTALINC** – Yes – face to face and webinar, cross hosted

**ULM** – ULM offices such as Continuing Ed, Career Connections, and Financial Aid will train appropriate personnel so that they may offer high quality customer service to all clients seeking training through this program.

**NLWC** – Cross training with WIOA staff will be necessary for all partner agencies because the completion of the WIOA pre-application will be requested of each partner as part of the referral process to the Business and Career Solutions Centers. Cross training of partner staffs on the use of the Hire system and WIOA regulations should be conducted in person with access to internet and computer connections available.

10. How will partner agency staff communicate across programs?

**LVR** – Quarterly meetings of partners and quarterly meetings of point of contact staff.

**LDCC** – LDCC and WC staff could provide a directory of key staff members who would be able to assist the student/client with enrollment and application needs. The directory would include name, job title with short description of job duties. Email address and phone number. This director would need to include multiple centers/campus locations since students frequently cross parish lines to enroll in college courses. LDCC and WC staff agree to share student info readily and expeditiously, provided that students sign appropriate release forms.

**DELTALINC** – Electronic – face to face

**ULM – The offices mentioned in # 9 will communicate with each other to keep info current and accurate.**

**NLWC – An email listing of partner leadership should be established in order for communication to be delivered to the leadership of each agency then diffused to necessary staff members.**

11. Will regular partner meetings be necessary to ensure fulfillment of MOU requirements? If so, when, where and what will be discussed?

**LVR – If so, when, where and what will be discussed? Partners meeting should be held quarterly for the next 12 months to ensure a full understanding of the MOU and to foster relationships among partners. The meetings should rotate among partner locations. After the first year, meetings can be held semi annually or as needed.**

**LDCC – A quarterly meeting of partners will provide an opening for discussion related to student and client concerns. It would also be a great way to share program successes, news, and initiatives on the horizon,**

**DELTALINC – Yes – monthly for first six months, then quarterly – trade off between locations discuss info flow outcomes for co-enrolled, evaluate referral process.**

**ULM – That will not be the decision of the three offices at ULM who will be involved. However, the directors of those offices are willing to be included in the partner meetings if that is requested.**

**NLWC – Regular partner meetings to ensure fulfillment of the MOU will not be necessary, however, any partner agency may “call” a meeting as the need arises.**

12. Who will sign the MOU on behalf of each partner agency?

**LVR – The LRS Regional Manager for region 8 has been given the authority to sign the MOU for Board 83.**

**LDCC – No response**

**DELTALINC – Chancellor Barbara Hanson**

**ULM – Dr. Eric Pani**

**NLWC – NLWC’s MOU will be signed by the Program Director.**