

LWIA 21 REGIONAL/LOCAL PLAN

A. Regional Vision

1. Describe your Region's vision for a regional workforce investment system aligned with the Governor's Statewide Vision.

There is a growing consensus around the country at all levels of government and throughout the private sector that workforce development is a critical component of the strategy to be a successful competitor in the global economy. No one system-education, employment and training, public assistance nor economic development, operating alone can fully address job seekers' and employers' needs. Region Two's vision for a regional Workforce System is aligned with the Governor's vision to create an environment in which our businesses can grow and our people can prosper. It is the vision of Region Two to have a comprehensive regional workforce system that is capable of more efficiently meeting the needs of both employers and job seekers. This will create a demand driven system that supplies the workforce businesses' need, when and where they need it. A regional integrated delivery system that is easy to navigate for job seekers and employers alike. This fully integrated workforce development One-Stop system concentrated on employment and training services that provides a quality connection between businesses looking for qualified workers and individuals seeking gainful employment. Also, our vision is to have a system that will provide all youth and adults with the opportunity to continuously upgrade their knowledge and skills that will in turn provide employers with the skilled workforce necessary to be competitive in the twenty-first century global market. We envision a high growth region that brings in new business through customer focused, demand driven, and business friendly services, and that meets the needs of both new and existing industry by providing skilled, talented workers through regional partnerships with businesses, business organizations, training programs, labor, education, and community and faith based organizations.

2. What are the Region's economic development goals for attracting, retaining, and growing business and industry within the region?

Region Two has set the following economic development goals for attracting, retaining and growing business:

- **Goal One:** to continue collaborating with Economic Development, Chambers of Commerce and Industry within the region to cultivate small business and determine Industries' greatest needs and to address those needs.
- **Goal Two:** to produce a skilled and talented workforce that meets the demand of Industry.
- **Goal Three:** to provide job opportunities for our citizens that will provide for a higher quality of life and an environment that is desirable for Business to locate and for their employees to live.

Goal One will be accomplished by the use of various methods to measure and assess employer's needs on an ongoing basis. An active working relationship with Economic Development Agencies in the region and input from Economic Development representatives on the local boards provide valuable information on business

development with focus on attracting new business, creation, growth and retention. The Business Service Representatives working closely with local officials, businesses and the community will identify newly expanding industries within the region and will provide services for the small business owner through the Small and Emerging Business Development Program (SEBD). Additionally, data from the occupational forecasting conference will be utilized to better serve the business community in a more effective manner. The Recruitment and Placement Teams, working under the authority of the local boards and consisting of Business and Career Solutions Center staff, will provide staff structure that is business customer focused and concentrates on employment and training services. Employers will be encouraged to provide input on training program curricula.

Goal Two calls for the region to satisfy the ever increasing demand for a qualified workforce. Many good jobs are no longer available to individuals with average skills and education. Today's jobs require additional skills and education characterized by intensive use of information and technology. Workers today and in the future will be required to have highly technical skills, high levels of literacy, and higher order thinking and reasoning skills. We anticipate a system that will provide all youth and adults the opportunity to continuously upgrade their knowledge and skills. We will connect education, training, and employment components with economic development to ensure that lifelong learning and skills development provide the opportunity to learn in order to keep pace with the demand for new knowledge and skills needed by Industry. Rapid changes in the skills requirements of today's workers and those of the future require constant evaluation and upgrading of workers' skills in a lifelong learning environment. Realizing that work habits are a major part of obtaining and retaining employment, we will provide job readiness skills training.

Goal Three is the cumulative outcome of a successful Goal One and Goal Two. The integration of WIA/Wagner Peyser services in the Business and Career Solutions Centers eliminates duplication of services and ensures that business requirements shape the goals and services of the system. By determining the need of new and existing industries, and producing a skilled and resilient workforce to fill those needs, the region will accomplish its goal of providing job opportunities for citizens that will provide a high quality of life. In an environment that ensures a skilled and productive workforce, existing businesses will thrive and new business will locate in the region, likewise the workforce will benefit by business creation and growth that leads to higher quality jobs that will increase incomes. It's a win-win situation for both the employer and the worker.

3. Given that a skilled workforce is key to the economic success of every business, what is the Region's vision for maximizing and leveraging the broad array of resources available in your region in order to ensure a skilled workforce for your Region's business and industry?

The LWIBs will use state provided funding information, advanced technology, and regional coordination meetings to maximize and leverage resources within the region. The Boards will continue working with Training Providers in the region to coordinate funding of training activities with other resources such as Pell Grants, and Trade Adjustment Assistance so that WIA funds work in conjunction with other sources of funding. The On-the-Job Training Program and the Incumbent Workers Program will continue coordinating services and funds to meet employers' needs and avoid duplication

of funding. Adult Education Programs in the region will be utilized to provide basic education skills needed to achieve the academic levels required to ensure a skilled workforce. Supportive services needed by the customer to enable them to participate in education and training activities will continue to be provided through coordination with other agencies within the region. The Department of Family and Children Services, Faith Based Organizations, Lions Club, and Community Based Organizations are some of the partner programs presently providing supportive services to WIA customers. Through regional coordination efforts the Boards anticipate adding to this list of resources. In order to maximize and leverage youth resources and extend these services across the region, the Boards plan to continue their partnership with regional and local agencies such as Housing and Urban Development, The Technical Colleges, LSYOU, and the numerous Faith Based Organizations that share in the cost of basic academic and skill training services for youth. The LWIBs envision Business and Career Solutions Centers that provide workforce development services that builds the skills necessary to ensure a skilled workforce that meet business needs. Through the integration of WIA and Wagner Peysner functions a seamless, comprehensive package of services for both the employer and the job seeker will be offered. The One-Stop systems have approved cost allocation policies that support a cost sharing method to blend multiple funding streams in support of the delivery of services to ensure a skilled workforce.

4. Given the continuously changing skill needs that business and industry have as a result of innovation and new technology, what is the Region’s vision for ensuring a continuum of education and training opportunities that support a skilled workforce?

Recognizing the importance of providing education and training to meet the needs of a skilled workforce, the LWIBs will ensure their continuum by:

- Continuing a close working relationship with area school systems, Technical Colleges, and Universities that provide these services.
- Approving new and innovative education and training programs.
- Approving policies that support and emphasize education and training activities to meet the needs of employers by filling skill gaps.
- Seeking input from Industry and Business on educational and training needs and implementing programs to address those needs such as On-the-Job Training.
- Encouraging active participation by Board members who have expertise in education and training to address the needs of the labor force.
- Supporting a One-Stop System that provides assessment and training to determine individual education and training needs and addresses those needs through core, intensive and training services.
- Louisiana Virtual One-Stop System (LAVOS) will be readily accessible for customers to resource all information on Training Providers including available programs, performance, and cost.
- Coordinating and collaborating education and training programs with regional agencies that provide those services.
- The LWIBs envision a successful and continuing program of education and training that will ensure a skilled workforce through the implementation of the above strategies.

5. What is the Region’s vision for bringing together the key workforce development players in the region, including business and industry, economic development, education and the workforce system to continuously identify the workforce challenges facing the region and to develop innovative strategies and solutions that effectively leverage resources to address those challenges?

The LWIBs envision a region where all the workforce development players come together to promote regional planning, share information, and identify goals and challenges. To accomplish this goal the LWIBs plan the following:

- (1) to continue the regional meetings of the local WIA Boards and Board staff and partners of the Workforce Investment Systems of Region Two;
- (2) to continue working with Local Chambers of Commerce to encourage business participation in the workforce system and allow businesses to have input regarding their needs;
- (3) to continue the effective working relationship with state and local Economic Development Agencies to obtain information on high growth, high demand industries and occupational projections of both new and existing industry;
- (4) to seek input of the Local Board members representing Economic Development, Education, Wagner-Peyser, Office of Social Services, Rehabilitation Services, Louisiana Workforce Commission, Community Based Organizations, Migrant Seasonal Farm workers, Senior Employment and Housing and Urban Development; and
- (5) to integrate Workforce Investment and Wagner Peyser delivery systems in the Business and Career Solution Centers to ensure a seamless integrated system that is business focused and outcome based.

6. What is the region’s vision for ensuring that every youth has the opportunity to develop and achieve career goals through education and workforce training, including the youth most in need, such as out of school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farm worker youth and other youth at risk?

Understanding that the National WIA focus will be on serving a higher percentage of out-of-school, at-risk youth, the WIBs will change focus and resources to collaborate and coordinate with agencies that have programs with a population made up of foster children, youth offenders, migrant and seasonal farm worker youth, drop-outs, children of incarcerated parents and children of single-parent homes. The WIBs will strive in the assessment process to better identify the out-of-school population with the aim of linking these students with appropriate education and training opportunities that will allow the participant to become a stable, productive member of society. Through coordination and collaboration, links will be forged with successful programs through the Request for Proposal process that will focus on the out-of-school, at-risk youth population. The opportunity to provide older youth with occupational skill training through the Eligible Training Provider Program will enhance their ability to obtain employment and achieve career goals.

B. Regional Workforce Investment Priorities

Identify the Region’s key workforce investment priorities for the Region’s workforce investment system and how each will lead to actualizing the governor’s vision for workforce and economic development (see WIA, Section 111(d)(2) and 112(a)).

Region Two workforce priorities are aligned with the governor’s priorities to create an environment in which our businesses can grow and our people can prosper. It is the vision of Region Two to have a comprehensive regional workforce system that is capable of more efficiently meeting the needs of both employers and job seekers. We envision a high growth region that brings in new business through customer focused, demand driven, business friendly services that meet the need of both new and expanding industry.

C. Regional Workforce Investment Boards (LWIBs)

1. Describe the organization and structure of the Local Boards.

Region Two is large in geographical area, consisting of eleven parishes. Each parish is represented on the local boards. The diversity of the region, rural and urban, brings to the Local Workforce Investment System Board members who have expertise on a wide variety of workforce development ideas which enable them to be responsive to local needs. This diverse membership consists of a business-led majority and representatives of other entities as required by the Workforce Investment Act. There are various Committees composed of Board Members who bring a wide range of ideas to the Boards that help shape a clear, local vision. Members of the Boards are represented on the Youth Council, a subgroup of the Local Board. The Chairpersons and Vice-Chairpersons of the boards are private sector representatives.

2. Identify the organizations or entities represented on the LWIB.

The majority of Board Members are representatives of Business and Industry. The remaining represents other entities as required by the Workforce Investment Act. The Business representatives are owners, chief executives, operating officers or employers with optimum policymaking or hiring authority. They represent businesses with less than 100 employees, not less than 100 or more than 500 employees, more than 500 employees, woman-owned business, and minority-owned business. Other entities represented are Education, Labor, Community-Based Organizations, Economic Development, and One-Stop Partners including TANF, Housing and Urban Development, Governors Office of Elderly Affairs, Migrant and Seasonal Farm Workers, WIA Title I, and Rehabilitation Services.

D. Economic and Labor Market Analysis

1. What is the current makeup of the Region’s economic base by industry?

Industry that makes up Region Two economic base includes State and Local Government/Education, Retail Sales stores, Industrial/Chemical plants, Health Care facilities, Distribution Centers, Transportation, Construction, Automotive Technology and Telemarketing.

2. What industries/occupations are projected to grow/decline in the short term and over the next decade?

Growth

Region Two Labor Market Information obtained from the Louisiana Occupational Information System projects that the top growing industries are Food Services and Drinking Places, Administrative and Support Services, Health Care and Social Assistances, Construction, Professional, Financial, and Technical Services and hospitals. Occupational growth includes Food Preparation Workers, Retail Salespersons, Waiters and Waitresses, Cashiers, Registered Nurses, Healthcare Assistance and Customer Service Representatives. The location of new industry and the growth of existing industry would impact the Transportation, Construction and Arts, Entertainment and Recreation Industries. Since the events of recent natural disasters, several industries, such as the fast food and construction industry has seen substantial growth.

Decline

Declining industries are listed as Food and Beverage Stores, Federal Government, Crop Production, and Waste Management and Remediation Service. Declining occupations include File and Stock Clerks and Order Fillers, Word Processors and Typist, Secretaries with the exception of Legal, Medical, and Executive, Door-To-Door Sales Workers, and Farm workers and Laborers.

3. In what industries/occupations are there a demand for skilled workers and available job both today and projected over the next decade (include numbers)?

According to The Region Two Occupational Outlook the following industries and occupations are growing and need skilled workers now and are projected to grow over the next 10 years:

NOTE: See Page 7 for Occupation Projections

Occupation	Projected Employment 2018	Annual Growth	10 Year Projection
Food Preparation & Serving Related Waiter & waitress-2.2% Annual Growth Food Preparation-2.5% Annual Growth	41,990	2,430	49,280
Sales & Related Occupations Retail salesperson-1.5% Annual Growth Sales Managers-2.9% Annual Growth	52,930	1,770	58,240
Health Care & Social Assistance Registered Nurses-2.3% Annual Growth Home Health Aides-3.5% Annual Growth Pharmacy Technicians-3.7% Annual Growth Medical Assistants-3.1% Annual Growth	64,479	1,130	67,869
Business, Management & Administration Customer Service Reps-2.4% Annual Growth Receptionist & Information Clerks-1.4% Annual Growth	25,404	1,920	31,164
Education and Training Instructional Coordinators-2.1% Annual Growth Vocational Education Teachers-2.0% Annual Growth Kindergarten Teachers-1.5% Annual Growth Elementary Teachers-1.3% Annual Growth	47,482	710	49,612

4. What jobs/occupations are most critical to the Region’s economy?

The occupations most critical to the Region’s economy are education, health care, petro-chemical, retail sales, food servers and customer service representatives.

5. What are the skill needs for the available, critical, and projected jobs?

Many individuals are in need of technology skills, educational skills upgrade, proficiency in soft skills, job retention skills and the development of a proper work ethic and job specific skills. Workers today and in the future will be required to have highly technical skills, high levels of literacy, and higher order thinking and reasoning skills. Retraining and structured skills training to enhance and upgrade skills levels may also be needed.

6. Is the Region experiencing any “in migration” or “out migration” of workers that impact the labor pool?

At this time, RLMA2 is not experiencing any significant “in migration” or “out migration” that is affecting the labor pool.

7. Based on analysis of both the projected demand for skills and the available and projected labor pool, what skill gaps are the Region experiencing today and what skill gaps are projected over the next decade?

Employer information gathered through Employer Focus Groups, surveys, and through Business Organization meetings indicates that Region Two is experiencing significant skills gaps in soft skills, literacy, job retention, the development of a proper work ethic, technology skills and occupational skills development. Employees today and in the future will be required to have a higher level of literacy, a higher order of thinking and reasoning skills, and a higher level of technical skills. Jobs today require more skills and education characterized by intense use of information and technology.

8. Based on an analysis of the economy and the labor market, what workforce development issues has the Region identified?

There is a need for more economic growth especially in the rural areas of Region Two. A lack of industry and businesses in those areas results in low skill, low-wage jobs. Job seekers not possessing the soft, educational, and occupational skills needed to obtain employment may also lack the motivation to continue pursuit of training to qualify for a specific job.

9. What workforce development issues has the Region prioritized as being most critical to its economic health and growth?

The deficiency in educational attainment needed to succeed, the lack of soft skills, job retention, and work ethics are most critical to the economic health and growth of the area. Occupational skills development and technology skills are also needed to produce skilled workers; however, gaining those skills is dependent on the successful attainment of the educational, employment, and job ready skills.

E. Overarching Local Strategies

1. Identify how the Region will use WIA Title I funds to leverage other Federal, State, local, and private resources in order to maximize the effectiveness of such resources and to expand participation of business, employees, and individuals in the state-wide workforce investment system.

WIA funds will be used in conjunction with other Federal, State, local and private resources to provide core services at Business and Career Solutions Centers, affiliated sites & points of contact sites in the form of staff functions, resource room equipment & materials, access to information technology, outreach & marketing, common intake, supplies, and assessment materials. Additionally, WIA funds will be coordinated with Incumbent Worker Training dollars to provide skills upgrade for workers, to provide basic skills upgrades and ESL activities. WIA funds will also be coordinated with Pell Grant funding, Wagner-Peyser, Unemployment Insurance (UI) funding, Title V Older Worker funding, and other sources to maximize effectiveness and to avoid the duplication of fiscal resources.

2. What strategies are in place to address the national strategic direction discussed in 73 FR 72853 (Dec. 1, 2008), the Governor's priorities, and the workforce development issues identified through the analysis of the State's economy and labor market?

The LWIAs will facilitate universal access to services as a means to improve the quality of the local workforce, increase worker productivity, and enhance the competitiveness of the local workforce through the following strategies:

- Leverage economic development activities with local workforce development activities.
- Maintain a coordinated seamless, integrated One-Stop system to ensure that all centers provide high-quality workforce development services to employers, job seekers, & workers.
- Support workforce development activities that respond to life-long learning and stress how they impact building a quality workforce in a constantly changing world.
- Expand community awareness and support for workforce development by promoting policies & initiatives aimed at improving the quality of life.
- Encourage public & private sector commitment to build a continuum of quality education, training & re-training programs that address skills shortages & provide for skills certification.
- Provide business & industry a mechanism for input in local training plans that realistically meet employer needs in a timely responsive manner.
- Minimize barriers to employment by actively participating in efforts to address issues such as literacy, childcare, transportation, housing needs, & all forms of discrimination.
- Expand efforts in establishing regional partnerships.
- Conduct Employer focused marketing.
- Increase accountability in delivery of workforce development services through an integrated reporting system.

3. What Regional strategies are in place to ensure sufficient system resources are being spent to support training of individuals in high-growth/demand industries or those expected to grow?

Analysis of regional economic and labor market data has identified high growth/high demand occupations in the local area. Center staff provides career guidance to assist individuals in the selection of training areas that provide jobs in fields reflective of the Labor Market information. WIB policies have been developed to ensure effective and efficient leverage of training dollars to address those areas of high growth, high demand through coordination of OJT contracts, ITA accounts, customized training components, IWTP, Pell Grants, student loans and other partner program funding streams.

4. Describe the Region's strategies to promote collaboration between the workforce system, education, human services, juvenile justice, and other systems to better serve youth that are most in need and have significant barriers to employment, and to successfully connect them to education and training opportunities that lead to successful employment.

The WIBs have established Youth Councils that serve as a vital resource in providing expertise and guidance in the development of youth employment and training policies and practices.

The LWIAs accept referrals from all community agencies that deal with the out-of-school, at-risk youth population. The Business and Career Solutions Centers are available to the youth for job search, informational opportunities and for eligibility determination for services offered. Youth are currently being recommended for suitable training through the Individual Training Account System.

The LWIAs also work very closely with the Carville Job Corps Center, LSYOU, LTCs, Juvenile Justice, Literacy Organizations, and the Youth Build Programs to provide specialized youth services.

5. Describe the Region’s strategies to identify State laws, regulations, and policies that impede successful achievement of workforce development goals and strategies to change or modify them.

The state ethic requirement for board members to file a financial disclosure form with information concerning employment and sources of income of the board member and their spouse caused some concern within the board. The LWIAs’ Board Staffs worked with each board member in successfully addressing this requirement.

6. Describe how the Region will take advantage of flexibility provisions in WIA for waivers.

Region Two has worked with the state to identify waivers in those areas that impede S progress, force service duplication and incur staff costs that could be better used for training. Region Two will implement those waivers to streamline services to the maximum extent, to expand services to meet the needs of job seekers and businesses, and to allow the local flexibility needed to address the economic, demographic, employment and training needs of its participants.

F. Major Regional Policies and Requirements

1. What Region policies and systems are in place to support common data collection and reporting processes, information management, integrated service delivery, and performance management?

LAVOS is the mechanism used in the Region for service integration and as a main data tracking system for activities and outcomes and to facilitate continuous improvement. All customers have access to employment and training information. Performance data obtained from LAVOS and performance information gathered at the local level is used in managing performance.

2. What Region policies are in place to promote efficient use of administrative resources in order to avoid duplicative administrative costs that could be used for service delivery/training?

The LWIAs have financial policies and procedures in place that address cost principles, allowable cost, cost allocation, classification and limitations, cash management/internal control, etc. These policies provide guidance and establish financial procedures to ensure that the financial system is in accordance with generally accepted accounting procedures and funds are charged to the appropriate cost categories as required by the WIA Act, Federal and State Regulations. Administrative costs are limited and allowable as required by WIA.

3. What Region policies are in place to promote universal access and consistency of services state-wide?

Universal access is provided through the LAVOS system at all Business and Career Solutions Centers as well as through self-directed remote internet access points. All

Business and Career Solutions Centers provide access to the state mandated core, intensive and training level services. Through collaborative partnerships, the centers have served as a focal point for workforce development services and follow the system principles of universal access, customer choice, accountability and program integration.

4. What Region policies support a demand-driven approach to workforce development?

The LWIAs have policies requiring limiting training to high demand occupations as approved by the local boards. Our customer service focus is demand driven in response to business needs and the ever changing market place. The demand and needs of the business customer are met through points of contact with the Business Service Representative.

5. What Region policies are in place to ensure that the resources available through the Federal and/or State apprenticeship program and the Job Corps are fully integrated with the State's One-Stop delivery system?

The LWIAs have worked with representatives of organized labor, apprenticeship program sponsors and other interested parties to coordinate ways to expand Title I funds on apprentice programs that will yield employment in high wage, high growth industries. Efforts have been made on the local level, as well as state level, to ensure all apprenticeship programs participate in the ETPL. Representatives of organized labor serve on local boards. The largest and newest Job Corp facility in the nation is located at Carville within our service deliver area. Job Corp and WIA staffs maintain an on-going collaborative effort and referral system in providing services to youth in the area. The Job Corp Center Director is a member of the workforce board.

G. Integration of One-Stop Service Delivery

1. What Region policies and procedures are in place to ensure the quality of service delivery through One-Stop Centers?

Region Two has adopted the state goals and policies for delivery of services. Each Business and Career Solutions Center provides the required core services to both job seekers and employers to ensure consistency in the quality of service delivery. The One-Stop system has expanded its service capacity to include seven comprehensive centers and four mid-level centers. Through collaborative partnerships, the centers have served as a focal point for workforce development services and follow the system principles of universal access, customer choice, accountability and program integration.

Universal access is provided through the LAVOS system at all Business and Career Solutions Centers as well as through self-directed remote internet access points. All Business and Career Solutions Centers provide access to the state mandated core, intensive and training level of services. Some centers have on-site staff representation for the UI, VETS, NAFTA/TAA, MSFW, Adult Education, Sr. Employment, La. Rehabilitation Services, LHRDI, CAAs and Job Corps programs.

The WIBs will assume oversight and continue to enhance seamless delivery of workforce development services with a focus on the business customer and emphasis on quality and continuous improvement of service.

2. What Region policies or guidance has the State issued to support maximum integration of service delivery through the One-Stop delivery system for both business customers and individual customers?

All instructions, guidance and information are available through LWC's website. The LAVOS system serves as the backbone for service integration and as a main data tracking system to facilitate continuous improvement. Our customer service focus is demand-driven in response to business needs and the ever changing market place. All system partners are regularly apprised of changing policy and practices. Partners participate in a collaborative effort to provide a seamless delivery of services that help prepare the local workforce for today's jobs. Through the Business Services Representatives single points of contact have been established to meet the needs of the business customer. Region Two has increased employer awareness, involvement in, and satisfaction with the One-Stop system through focused marketing; coordination of job development and placement activities; a customized menu of employer services; and employer needs surveys. A "no wrong door approach" provides system-wide access to information and services for job seekers and incumbent workers. All system partner programs are committed to the One-Stop system concept and have an understanding of the different services each has to offer.

3. What actions have the Region taken to promote identifying One-Stop Infrastructure models or strategies for local use that support integration?

Region Two is maximizing integration of services through partner co-location and cross functioning staff positions in the Business and Career Solutions Centers. We are working with all partners within our eleven-parish area to develop solutions and provide services to meet the needs of the local citizens. Additionally, MOUs have been entered into with all partners that detail partner involvement, services provided and cost allocation provisions. Quarterly cost allocation reviews are prepared for all partners detailing center costs.

4. How does the Region ensure the full array of services and staff in the One-Stop delivery system support human capital solutions for businesses and individual customers?

Assessment for the Louisiana National Career Readiness Certificate (NCRC) is available at Business and Career Solutions Centers in Region Two. This certification provides a mechanism to ensure that program participants are credentialed and have the required skills necessary to be work ready. Businesses wishing to take advantage of NCRC may refer individuals to any Business and Career Solutions Center. Business Service Representatives working in conjunction with Business and Career Solutions Centers' Recruitment and Placement Teams provide individual services to employers.

H. Administrative and Oversight of the Regional Workforce Investment System

1. Regional Area Designations

- a. Discuss the makeup of your Region to include a list of the LWIAs and any other pertinent information with regards to administration of the regional workforce investment system.**

Region Two is large in geographical area consisting of eleven parishes both rural and urban. The population of the area is approximately 990,000. There are two local workforce areas in Region Two, LWIA 20 and LWIA 21. The diversity of the region brings to the regional meetings members who have expertise on a wide variety of workforce development ideas needed to respond to local needs. Administration of the regional workforce system has been accomplished through periodic meetings of Board members and staff of both local workforce areas.

2. Workforce Investment Boards

a. Discuss key principles regarding Local Workforce Investment Board implementation.

The memberships of the local boards consist of a business-led majority and representatives of other entities as required by the Workforce Investment Act. Members representing business are individuals with optimum policy/decision-making or hiring authority. The Chairpersons of the local boards represent the private sector. The Chief Elected Official (CEO) appoints all members representing the private sector from nominations made by business and trade organizations. Public sector members are appointed by the CEO based on nominations made by their respective agency.

b. Discuss key principles for member appointments to LWIBs by chief elected officials.

The Chief Elected Official (CEO) appoints Business representatives from nominations made by business and trade organizations in each respective parish. Nominations submitted by the business/trade organization provide information on the title and position of each nominee and selection is made by the CEO based on their policy making authority. Representatives of other entities are appointed by the CEO based on nominations made by each respective entity. As membership of the local boards covers all areas of the region this allows the boards to have insight into the resources available, the challenges in the area, and to continually develop opportunities to address those challenges. Economic Development is represented on the boards allowing us to have a broad view of growing business and industry in the region. Board members representing Education, Labor, HUD, Elderly Affairs, Rehabilitation Services, Community Based Organizations and Wagner-Peyser work together to identify changes and needs in the local workforce system and strategies to address those changes. The Youth Council along with the Youth Coordinator, a member of the Council, advises the Board on youth programs and opportunities.

c. Discuss the duties of the LWIBs.

In order to carry out their required WIA functions the Boards meet on a regular basis and have established Ad-hoc Committees that meet to review and advise the Boards on various areas of responsibility. The Boards coordinate workforce activities and youth plans with The Youth Council, a subgroup of the Board. Also the Boards have employed staff to assist them in carrying out their responsibilities.

Board discussions at regular meetings as recommended by respective committees or the Youth Council include, but are not limited to the following: development of the local plan; employer engagement, One-Stop Operator, Youth Services Providers, and Eligible Training Provider selection; and negotiation of performance measures. The Board has a staff monitor that works with the Oversight and Evaluation Committee to keep the Board abreast of program activities.

I. Regional Planning Process

1. Describe the State's mandated requirements for LWIAs' strategic planning. What assistance does the State provide to local areas to facilitate this process?

The State requires the areas to submit a unified plan including WIA, Wagner-Peyser, Veterans, TAA, Rapid Response, LEAP and any other program as appropriate, and provides policy guidance to be used in preparing these plans.

2. What oversight of the local planning process does the State provide to include receipt/review of plans and negotiation of performance agreements?

The State has issued instructions for use in preparing the plan and State staff is available to work with the local areas if needed.

3. How does the Local Plan approval process ensure that local plans are consistent with State performance goals and State strategic direction?

The State has a team that reviews all plans to ensure they addresses all requirements and are consistent with USDOL and the State's strategic vision.

4. Describe any intra-state regions and corresponding performance measures.

Include discussion of purpose of these designations and activities that will occur to help improve performance (regional planning/information sharing and/or coordination activities such as sharing LMI or coordinating support services across boundaries of local areas).

Performance Measures are negotiated at the state level. Performance in Region Two has improved through the sharing and coordination of activities in many ways. The LWIAs in Region Two meet to discuss and act on issues within the region. The Regional/Local Plan has been developed through regional planning efforts. Board and program staff from each workforce area in Region Two meets periodically to coordinate activities and services in the region. Regional meetings have been held to share performance information and to develop On-the-Job Training contracts, Memorandums of Understanding and to address specific concerns within the region. The LWIAs share Service Provider information including monitoring concerns and/or performance. Business Service Teams meet regularly with key workforce development stakeholders to develop strategies to market and promote Business Solutions.

5. Give a description of the allocation formulas utilized to allocate funds to local areas for the current program year.

The formulas set forth at section 128 and 133 of WIA will be utilized to allocate funds to local areas for PY11. The hold harmless provisions will be applied to ensure that there will be no significant shifts in funding levels.

The following formulas as identified per the Act are utilized to ensure equitable distribution to local areas throughout the state: Adult funds-Section 133(b) (2) (A); Youth funds-Section 128(b) (2) (A); and Dislocated Worker funds-Section 133(b) (2) (B)

6. Provider selection policies

- a. Identify local-level policies/procedures that will be used to determine eligibility of local-level training providers. Describe how the State solicited recommendations from local boards, training providers, businesses, and labor organizations, among others, to develop these policies and procedures?**

Training institutions listed on Louisiana Virtual One-Stop System (LAVOS) that have been approved by the Local Workforce Investment Boards will qualify as an eligible training provider. All qualified training providers who provide training in the Board approved demand occupations will be equally recognized for training services. Training Provider information such as demand occupation, career paths in which training is being requested, labor market information, cost information, convenience and accessibility will be considered by the customer in selecting a provider. The ITA system will be structured so that no one training provider is discriminated against.

- b. How will performance information be used to determine the continuation of eligibility?**

The Training Provider who meets the initial qualifications (as set forth by LWC) and whose training services are used during the first year will be evaluated annually to determine if their performance meets the state and local performance levels and expectations.

- c. Describe how the State will update and expand the ETPL to ensure it has the most current list of providers to meet the training needs of customers.**

The State uses a single state-wide internet-based application that is used by all training providers seeking approval by the LWIBs.

- d. Describe the procedures the State has established for providers to appeal a denial of eligibility, termination of eligibility, or other action by the board or agency (procedures must include opportunity for hearing and time limits to ensure prompt resolution).**

Upon denial of approval the LWIB will immediately notify the Service Provider of the denial and state reason(s) for denial. The Training Provider has 30 days from receipt of the denial notice in which to file an appeal in writing stating reason for the appeal. The LWIB must issue a decision within 60 days. The Training Provider will have 30 days from receipt of the LWIB decision to appeal to LWC in writing. Within 60 days of receipt of the appeal an opportunity for a hearing will be provided.

7. Describe the competitive/non-competitive processes used at the Regional level to award contracts/grants for WIA Title I activities including how potential bidders are made aware of availability of grants/contracts.

The procurement policies of LWIA 20 and 21 addresses the competitive and non-competitive process used to award contracts, the procurement of goods and services, awarding of grants and/or contracts, and the advertising/solicitation process in place to inform potential providers of the availability of contracts. The policy states that all proposals to provide youth activities must be evaluated by the Youth Council prior to presentation to the local board and that the recommendations of the Youth Council are taken into consideration by the Local Boards when awarding youth contracts. Procurement policies are in place allowing the LWIAs to contract with institutions of higher education and/or another governmental entity or governmental body if they facilitate training opportunities. The LWIAs' procurement policies and procedures are consistent with 20CFR Part 95 and Part 97 as applicable.

8. Identify criteria used by local boards in awarding grants for youth activities.

The LWIAs' goal is to provide youth programs dedicated to successful outcomes for today's youth through a system designed to provide our youth with access to a variety of service interventions that will result in life changing outcomes. The selection of the youth service providers is made on a competitive basis using the Request for Proposal (RFP) process. The RFP is structured to identify the effectiveness of providers of youth services. The RFP requires that the applicant address their management capabilities, experience in providing youth services, the ten youth program elements including how, when and where they will be implemented, number to be enrolled, coordination with other organizations, provision of work experience, and the expected outcomes. A careful evaluation of all proposals received is made by an Independent Review Team. Each proposal is independently scored utilizing established evaluation criteria. The criteria measures performance and effectiveness of the provider by the following:

- The ability to meet the program design specifications for providing youth activities and services as defined in the ten WIA program elements including a comprehensive/description of services/activities provided, linkage between academic & occupational learning, and a plan for development of employer relations and innovation.
- The ability to provide services that can lead to the achievement of competency standards for individuals with identified deficiencies.
- The technical skills and capabilities to perform the work.
- The ability to meet the required outcomes/performance standards for youth.
- A satisfactory record of past performance in providing youth services, including basic skills training or related activities, completion rate, goals achieved, diplomas and/or GEDs awarded, job placement, and demonstrated quality of training.
- A satisfactory record of sound management, integrity, business ethics, and fiscal accountability.
- Adequate financial resources or the ability to obtain them.

The Provider Review Committee, with the input from the Youth Council, will present recommendations for youth service providers to the Board for approval.

9. The One-Stop System

- a. **Describe how services provided by each required and optional One-Stop partner will be coordinated and made available through the One-Stop system.**

The LWIAs are working with all partners within our eleven-parish area to develop solutions and provide services to meet the needs of the local citizens. In order to facilitate the coordination and provision of all services available, the sharing of staff and use of technology is being used in areas where leasing issues prevent co-location at this time.

All available services and/or referrals to appropriate services are provided to job applicants on an “as needed” basis at all locations in the area covered by the LWIA. Shared staffs are located in five local centers-Hammond, Walker, Gonzales, and Baton Rouge-North and South Offices and negotiations are currently in progress to plan and further implement co-housing and/or shared staff.

Five veterans’ representatives including: Local Veterans Employment Representatives (LVERs) and Disabled Veterans Outreach Program representatives (DVOPs) work specifically to facilitate priority services to veterans.

The state level Rapid Response Program initiates services in response to WARN notices or information otherwise obtained regarding mass layoffs. Rapid Response staff members are co-housed in 2 local centers in Hammond and Baton Rouge-South Office and coordinate on-site services with the LWIAs’ staffs. Once notified by the state level Regional Rapid Response Coordinator, the LWIAs assign staff to participate in all services planned in response to the layoff-in particular, to provide on-site services as needed. The LWIAs’ staff provides the employer with descriptive information on all services available and also recommends appropriate services. On-site services can consist of any customized service or combination of services desired by the specific employer experiencing the layoff.

The WIBs will assume leadership for management, policy, planning, implementation, budgeting and resource assistance for Business and Career Solutions Centers, and will be responsible for effective coordination and integration of work in operating the One-Stop centers. Center teams that consist of Membership, Recruitment and Placement, Skills Development Teams, and Business Services Teams will use an integrated team approach designed to deliver demand-driven, employer focused customer service.

Center teams utilize a seamless service design that directs universal customer flow through a tiered triage approach regardless of “program eligibility”. All customers receive an orientation to the “system” concept and are processed through an intake registration procedure. Customers are screened for program eligibility and referral to additional services. An initial assessment sorts individuals into job ready and not job ready categories. “Customer service

teams” comprised of partner agency staff are responsible for providing day-to-day customer service utilizing “Core, Intensive and Training” level strategies. Service options consist of self-directed and staff facilitated self-help at Core level, staff assisted services at Intensive level, and enhanced assistance and case management at Training level.

Services are organized into two divisions, one for employer services and the other for jobs seekers and incumbent workers. Functional work groups designed around service clusters such as: employer focus; outreach; intake and orientation; assessment; job search and job development; screening, referral and placement; counseling; eligibility determination and program enrollment are provided as needed to center customers. Self-directed activities are available in each center resource area, with staff assistance available for facilitated self-help. The LAVOS system offers job seekers on-line access to basic labor exchange and other services that can be accessed on-site or from any remote Internet connected location. Trained center staff facilitates customer movement between and among tiered levels of services for those individuals requiring more intensive and/or training services provided through specific funding streams. Program specific services are coordinated through case management among partner staff to ensure all customers receive appropriate services that may be beneficial to them.

Employers can access the LAVOS system to directly enter job listings and to search the on-line resume database for qualified applicants. LAVOS and the LAWWORKS website offer a number of valuable on-line services and resources. Employers can also utilize specialized services through direct contact with staff who work exclusively with employers.

In order to ensure that all programs are represented in the One-Stop system, electronic linkage is provided for access to programs that are unable to participate in co-location in Business and Career Solutions Centers at this time. Referral of customers between partners will be accomplished through a formal referral method outlined in the MOU signed by each partner.

b. Describe how the State helps the Region identify areas needing improvement and how technical assistance will be provided.

The state has technical assistance staff that reviews performance reports and financial expenditures and works with each local workforce investment area.

c. Identify any additional State-mandated One-Stop partners and how their programs/services are integrated into the Business and Career Solutions Centers.

The Title V Older Workers, Louisiana Rehabilitation Services, Migrant Seasonal Farm Workers (MSFW) and Veterans programs are represented in the Business and Career Solutions Centers. Through effective partnering, the programs and services of partners are integrated into the Business and Career Solutions Centers and provide information and referral to the array of services available, through the system, to the clients of each respective partner.

- d. Describe the criteria/procedures the Region utilizes to move the One-Stop system towards the State's vision and achievement of goals identified above such as the use of mystery shoppers, performance agreements, etc.**
Region Two will utilize partner collaboration, case management, customer satisfaction surveys, and performance agreements to move the Career Solutions Centers toward the State's vision of an environment in which our businesses can grow and our people can prosper.

10. Provide a description of the grievance procedures utilized by the Region.

The LWIAs' grievance policy establishes procedures to receive, investigate and resolve grievances, and conduct hearings to adjudicate disputes made by WIA participants, applicants for participation, or others as required by Section 181 of the Act and according to the requirements of 20CFR667.600.

11. Describe the following policies and procedures that have been developed to facilitate effective local workforce investment systems:

a. State guidelines for the selection of One-Stop providers by the local boards.

In accordance with state guidelines, the Chief Elected Official and the local Board selected the One-Stop partners to operate the Business and Career Solutions Centers. Partners include the Louisiana Workforce Commission and Workforce Investment Act Title I and collaboration with Louisiana Rehabilitation Services and the Senior Employment Program. The local One-Stop System includes two comprehensive centers in East Baton Rouge Parish.

The WIB is charged with providing coordination, strategic planning and oversight for the integrated One-Stop system.

b. Procedures to resolve impasse situations at local levels in developing MOUs to ensure full participation of all required partners in the One-Stop delivery system.

Each local area has entered into memorandums of understanding with all one-stop partners that detail services provided and means of financial support of the system. The state and/or federal government are notified of partners who are unwilling to participate in the system. Partners who fail to execute an MOU may not be permitted to serve on the Local Workforce Investment Board.

c. Criteria by which the State determines if local boards can run programs in house.

Local Boards may not directly provide core services or intensive services, or be designated as a Career Center operator unless agreed to by the chief elected official and the governor. Nor can they provide training services unless the governor grants a waiver in accordance with the provisions in WIA section 117(F)(1). The LWIB must also submit a written request in accordance with criteria established by the State.

d. Performance information the OJT/customized training providers must provide.

The LWIAs have policies in place that address performance requirements for OJT/customized providers. Requirements not only include contract completions and placement information, but take into consideration post-placement information such as wage increases, retention rates, etc. Selection criteria also includes length of time in business, demand occupation, non displacement or reduction in hours of current workers, wage rate and benefits provided, long-term employment projection and the ability to provide the necessary employment and skills training including instructions, materials, equipment, supplies and personnel to assure sufficient supervision.

e. Reallocation policies.

The State's reallocation policies are in accordance with the provisions of sections 128(c) and 133(c) of the Act.

f. State policy for approving local requests for authority to transfer funds between Adult and Dislocated Worker funding streams at the local level.

The State has a waiver that allows local boards to transfer up to 50% of a program year allocation for adult employment and training activities and up to 50% of a program year allocation for dislocated worker employment and training activities between the two programs. The local boards must obtain LWC's approval prior to making a transfer.

g. Policies related to displace homemaker, non-traditional training for low-income individuals, older workers, low-income individuals, disabled, and others with multiple barriers to employment and training.

The LWIAs have established policies and a priority system that address services to special populations such as low-income individuals, individuals with substantial language or cultural barriers, offenders, homeless individuals, the disabled and other hard-to-serve population as defined by the Governor. Additionally, the WIA Title I Program has allocated funds for serving dislocated workers and displaced homemakers through intensive and training services. A representative of the Governor's Office of Elderly Affairs serves on the WIBs. Senior Employment Specialists are co-housed in some of the Business and Career Solutions Centers to address the employment needs of older workers.

h. Provide the local LWIBs definitions regarding the sixth youth barrier criteria ("requires additional assistance to complete an educational program or to score and hold employment") for the determination of youth-services eligibility.

LWIA 21's sixth youth barrier is "Requires additional assistance to complete an educational program or to secure or hold employment" using the following criteria:

- Member of a single parent household

- No or unstable work history
- Lost student loan or Pell Grant
- Individual with a disability
- Experienced a sudden family trauma deemed a barrier by the Youth Services Manager and Center Director

J. One-Stop Service Delivery Strategies

1. How are services provided by each of the required and optional One-Stop partners coordinated and made available through the One-Stop system?

The LWIAs are working with all partners within our eleven-parish area to develop solutions and provide services to meet the needs of the local citizens. In order to facilitate the coordination and provision of all services available, the sharing of staff and use of technology is being used in areas where leasing issues prevent co-location at this time.

All available services and/or referrals to appropriate services are provided to job applicants on an “as needed” basis at all locations in the area covered by the LWIA. Shared staffs are located in five local centers-Hammond, Walker, Gonzales, and Baton Rouge-North and South Offices and negotiations are currently in progress to plan and further implement co-housing and/or shared staff.

Five veterans’ representatives including Local Veterans Employment Representatives (LVERs) and Disabled Veterans Outreach Program representatives (DVOPs) work specifically to facilitate priority services to veterans.

The state level Rapid Response Program initiates services in response to WARN notices or information otherwise obtained regarding mass layoffs. Rapid Response staff members are co-housed in 2 local centers in Hammond and Baton Rouge-South Office and coordinate on-site services with the LWIAs’ staffs. Once notified by the state level Regional Rapid Response Coordinator, the LWIAs assign staff to participate in all services planned in response to the layoff-in particular, to provide on-site services as needed. The LWIAs’ staff provides the employer with descriptive information on all services available and also recommends appropriate services. On-site services can consist of any customized service or combination of services desired by the specific employer experiencing the layoff.

The WIBs will assume leadership for management, policy, planning, implementation, budgeting and resource assistance for Business and Career Solutions Centers, and will be responsible for effective coordination and integration of work in operating the One-Stop centers. Center teams that consist of Membership, Recruitment and Placement, Skills Development Teams, and Business Services Teams will use an integrated team approach designed to deliver demand-driven, employer focused customer service.

Center teams utilize a seamless service design that directs universal customer flow through a tiered triage approach regardless of “program eligibility”. All customers receive an orientation to the “system” concept and are processed through an intake registration procedure. Customers are screened for program eligibility and referral to additional services. An initial assessment sorts individuals into job ready and not job

ready categories. “Customer service teams” comprised of partner agency staff are responsible for providing day-to-day customer service utilizing “Core, Intensive and Training” level strategies. Service options consist of self-directed and staff facilitated self-help at Core level, staff assisted services at Intensive level, and enhanced assistance and case management at Training level.

Services are organized into two divisions, one for employer services and the other for jobs seekers and incumbent workers. Functional work groups designed around service clusters such as: employer focus; outreach; intake and orientation; assessment; job search and job development; screening, referral and placement; counseling; eligibility determination and program enrollment are provided as needed to center customers. Self-directed activities are available in each center resource area, with staff assistance available for facilitated self-help. The LAVOS system offers job seekers on-line access to basic labor exchange and other services that can be accessed on-site or from any remote Internet connected location. Trained center staff facilitates customer movement between and among tiered levels of services for those individuals requiring more intensive and/or training services provided through specific funding streams. Program specific services are coordinated through case management among partner staff to ensure all customers receive appropriate services that may be beneficial to them.

Employers can access the LAVOS system to directly enter job listings and to search the on-line resume database for qualified applicants. LAVOS and the LAWORKS website offer a number of valuable on-line services and resources. Employers can also utilize specialized services through direct contact with staff who work exclusively with employers.

In order to ensure that all programs are represented in the One-Stop system, electronic linkage is provided for access to programs that are unable to participate in co-location in Business and Career Solutions Centers at this time. Referral of customers between partners will be accomplished through a formal referral method outlined in the MOU signed by each partner.

2. How are youth-formula programs integrated into the One-Stop system?

Universal access through the One-Stop system includes youth. Business and Career Solutions Centers’ staff are available to assist youth in accessing needed services and in determining their career goals and employment paths. The LWIAs work with a number of partner programs such as Wagner Peysner, Adult Education, Job Corps, MSFW, Options III Program, local school systems, LSYOU, LCTCS, Juvenile Justice, Youth Build, Literacy Organizations and community and faith-based programs to coordinate an array of specialized youth services. Every effort is made to address at-risk and out-of-school youth barriers by providing education, training and job search activities, as well as appropriate community and supportive services.

3. What minimum service-delivery requirements does the State mandate in a comprehensive Business and Career Solutions Center or an affiliate site?

The Local WIBs mandate the same service delivery requirements set forth by the state that include establishment of comprehensive Business and Career Solutions Centers that provide Core, Intensive, and Training levels of service. Universal access is available

through the LAVOS system and at each center where self-service information and activities are available, as well as staff-assisted services and access to training and supportive service opportunities. Coordination and collaboration between and among mandated and optional partners and co-location of staff, where feasible, are strongly encouraged by the WIB. Mid level and point-of-contact satellite centers are required to provide all core services and as many intensive and training level services as appropriate to each location.

4. What tools and products has the State developed to support service delivery in all One-Stop Centers state-wide?

The LAVOS system is the backbone of the One-Stop system in supporting seamless service delivery in the Business and Career Solutions Centers, as well as providing a mechanism for case management and service tracking. This Internet-based system provides an array of workforce information for both employers and job seekers, and the currently under-employed worker. Job seekers can access job openings, check training provider information, review occupational skills requirements and labor market information, use assessment tools, and post on-line resumes. Employers can directly post job listings, check the resume database for applicants, obtain a variety of publications, file tax information on-line, review training provider information and research labor market information on-line.

Business and Career Solutions Centers use a variety of Internet based job search and career exploration sites, which include in particular, the comprehensive O'NET Occupational Information Network and America's Career Business and Career Solutions Centers site. Each center provides basic literacy skills assessment using the TABE (Test of Adult Education), Occupational and Personal Skills assessment and WorkKeys®, a job skills assessment system that measures real-world skills. WorkKeys® identifies skills gaps, supports economic development, and can be used by education and training programs to improve workforce development.

5. What models/templates/approaches has the State recommended and/or mandated for service delivery in the One-Stop Centers?

Specific Workforce Development services, resources and procedures are mandated by the LWC for all Business and Career Solutions Centers. Our Centers have specific staff dedicated to employer services. Where feasible, Business and Career Solutions Centers are staffed by four integrated teams each providing discreet services to system members. Career Solutions is composed of Membership services and Skills Development services and Business Solutions is composed of Recruitment and Placement services and Business services. Smaller offices must provide the same menu of services without the use of teams. All services are provided through facilitated self help and workshops. All offices have computers with internet access. LAVOS contains all of the USDOL tools including interest inventories, work importance profiler, career explorer and skills matching. The Skills Development area includes telephone, fax and copier for customer job search use and literature: such as books, pamphlets, newspapers and videotapes that enhance an individual's job search. The Membership Team staff triage customers to determine the appropriate mix of services: Employment Express, Career Advancement or Career Development. Once the Membership Team has completed the membership process, customers are handed over to the Skills Development team to help develop a skills based

strategy to help the job seeker develop an approach to build skills and obtain employment. The goal is to ensure all customers are receiving value added services within fifteen minutes of entering a center and have tangible results from all visits to the centers. Customers have access to services provided by all mandatory partners. All Unemployment Insurance claimants must be registered and receiving job search assistance. Special emphasis is placed on those claimants most likely to exhaust their benefits. The system has a goal to assist all claimants return to work prior to receiving their tenth unemployment check. Services mandated by the Jobs for Veterans Act are required. Business and Career Solutions centers must be accessible to all individuals. Beyond the mandatory components, Business and Career Solutions centers are urged to provide workshops on specific job search issues to all customers

6. Workforce Information

a. Describe the approach the Region will use to disseminate accurate and timely information to businesses, job seekers, and remote locations/homes in an easy to use format.

LWC's Research and Development department has compiled a comprehensive accumulation of accurate, timely information pertinent to the needs of businesses, job seekers, employment counselors, schools, libraries and others. This information is available through the user friendly LAVOS system that can be accessed from any Internet connected computer.

LAVOS also provides a number of informative links to additional data provided by USDOL and the Census Bureau. SLU, LSU, local Chambers of Commerce also provides a variety of useful information. Printed copies of information may also be obtained through the various Business and Career Solutions Centers in the region. Printed materials are handed out at school career days, job fairs, and community outreach locations as well.

b. Describe how Regional workforce information, products and tools are coordinated with national, electronics-workforce, information tools.

Workforce information is the driving force for the WIBs to have insight to understanding the current status of the labor force within our region. Through Louisiana's information system the Business and Career Solutions Centers are lined to occupational information, including job openings and training information. LOIS and LAVOS both provide information about the local labor market area. LAVOS also provides links to additional data provided by USDOL and the Census Bureau. LMI, economic data, census data, educational data, chamber information, partner surveys and information, job orders and job vacancy information all working together aid our WIBs in their planning and decision making process.

7. Adults and Dislocated Workers

a. Describe the Core Services provided to adults and dislocated workers in your Region.

Core services including eligibility, outreach, intake, orientation, initial assessment, job search and placement, employment statistics, job vacancy, occupations in

demand with earning and skill requirements and eligible service provider information are available to all individuals seeking assistance at our Business and Career Solutions centers, satellite sites, or affiliate partner sites. These services are delivered through self-help and limited staff assisted formats. There are no specific program eligibility requirements to receive Core Services. Universal access is achieved through close integration of services provided by Wagner Peyser, WIA and workforce partners. The Louisiana Workforce Commission has indicated that they will provide funding to support the hiring of sufficient staff to provide services required to meet the needs of customers affected by the economic downturn. These services are accessed through use of technology or co-location and/or rotation of partner program staff to ensure a seamless delivery of Core Services. With a “no wrong door” approach to services, customers can access these services via telephone, internet or walk-ins. Customers are given a choice of the content, intensity, and mode of delivery of services needed from a comprehensive menu of services.

b. Describe the Intensive Services provided to adults and dislocated workers in your Region.

The delivery of intensive services to adults and dislocated workers is determined by the workforce demands identified in the local area and through a service strategy set forth by the local WIA Board to serve the unemployed and underemployed. Individuals who have received at least one core service and are still unable to obtain adequate employment may receive intensive level services as deemed appropriate by center staff. This decision triggers the need for program registration into the WIA Title I program and/or referral to an appropriate program partner. Intensive level services require significant staff involvement in terms of resources or time, and may include comprehensive and specialized assessment, development of an individual employment plan, individual or group counseling, career planning, case management short-term pre-vocational services, and follow-up after employment.

The sharing of pertinent information among partner agencies will reflect integrated service strategies, which enhance the effectiveness of the variety of intensive services available to Business and Career Solutions customers in order to fully meet their needs. The depth and breadth of specialized assessment tools, evaluation techniques, counseling opportunities, and pre-vocational and case management services further strengthen the benefits of shared staff, resources, experience, and perspectives.

c. Describe the training provided to adults and dislocated workers in your Region. *Include how the Region will implement the Governor’s vision for increasing training access/opportunities to include the investment of WIA Title I funds and the leveraging of other funds and resources.*

The changes in the local economy present an upsurge in the need for additional quality training opportunities in our area. It has become increasingly more necessary to upgrade worker skills in current and projected demand occupations. The LWIAs envision a system that will enhance lifelong learning opportunities for today and the future workforce environment. In order to provide an appropriate balance between meeting the needs of our employer and job seeker customers, we must provide

adequate and appropriate training opportunities thru WIA Title I funds and other funds and resources, for those who need it. It will require streamlining the move of customers from one service level to another without much delay, while still maintaining time limits and dollar amounts to ensure appropriateness of training.

The LWIAs will work with area training providers, and in particular with the LCTCS system, to expand the training provider list and make additional training programs available including possible contracts with institutions of higher education, thereby, providing for greater customer choice. Through comprehensive assessment and case management we will expose customers to good information to assist them in making right choices. We will make every effort possible to provide training opportunities for the special needs populations in our area, including public assistance recipients and other low-income adults.

Access to training in our area has been increased through the Incumbent Worker Training program. This venture has expanded the opportunities that already exist within the Business and Career Solutions system to include incumbent workers who need upgraded skills to remain gainfully employed. These partnerships help leverage the use of private resources and business commitment and have increased access and opportunities for training. Through partner collaboration and case management, the LWIAs utilizes the various funding streams of Pell Grants, MSFW; La. Rehabilitation Services; Title V Older Workers; TAA/NAFTA; Veterans; IWTP; Rapid Response; WIA Title I Adult and Dislocated Worker Programs; CSBG; and various other supportive service agencies to leverage training and supportive services opportunities to provide the most comprehensive mix of services available to our customers.

d. Provide a description of the ITAs used in your Region/Area and any governing policies/procedures for ITAs.

LWIA 21's policies provide comprehensive guidance and information on all areas of the ITA system, including Individual Service Strategy, Training Services, Eligibility, Priority System, Limited slots, Funding, Scholarships, Individual Training Account value and limitations, assessments, and Training Provider Selection, and Agreement. The Training Services section of the local policy states that occupational training will be provided in areas identified as targeted occupations based upon criteria such as average entry level wage, potential for long term/stable employment and only for those occupations where skill shortages exists. In depth research is conducted on the curriculum of interest to determine the potential for placement in jobs earning wages that lead to self sufficiency upon completion of training. ITA scholarship amounts are determined on a case-by-case basis as determined by the total cost of training and shall in no situation exceed the maximum tuition limitations as set by the Board.

LWIA 21 is committed to using Title I funds to provide training in high skill, high growth, and high demand occupations as stated in their ITA policy, "Occupational training will be conducted only for those occupations where skill shortages exist and there is a reasonable expectation for growth". The Labor Market Information, which identifies top demand occupations, State and Regional Statistics, Employer Surveys, and collaboration with our workforce system's partners will be used to identify high growth, high demand occupations. Information to train in high growth, high wage,

and high demand occupational fields is available to all education and training providers, workforce system partners and other interested parties through the LAVOS system.

LWIA 21's Individual Training Account Policy establishes a maximum amount that is applicable to all ITAs.

8. Services to Specific Populations

- a. Describe the Region's strategies to ensure that a full range of services are provided to the following specific populations:**
- a) Displace homemakers**
 - b) Migrant and seasonal farm workers (MSFW)**
 - c) Women**
 - d) Minorities**
 - e) Individuals training for non-traditional employment**
 - f) Veterans**
 - g) Low-income individuals to include TANF and SNAP recipients**
 - h) Individuals with multiple barriers such as older workers, limited English speakers, and the disabled**
 - i) Ex-offenders**

Through universal access, Business and Career Solutions Centers are able to serve individuals from all special population groups. The WIA Title I program has allocated funds for serving dislocated workers and displaced homemaker through intensive and training services.

The LWIAs have an established policy that gives priority to low-income individuals and recipients of public assistance.

Also, low-income individuals, such as public assistance recipients and MSFW's receive a greater availability of streamlined services through the Business and Career Solutions system, due to coordinated efforts of partner agencies that provide services to these populations.

Information on services provided to customers is shared by system partners so that duplication can be avoided. This allows each partner to offer more efficient service, better tailored to the needs of the customer.

Individuals interested in training for non-traditional employment can find a range of partner services available to assist them in reaching their goals. Labor market information, career information, educational and training opportunities, training grant applications, and post-training assistance in finding employment, are accessible through the Business and Career Solutions system.

The special needs of individuals with multiple barriers can be addressed quickly through partner collaboration in the Business and Career Solutions Centers. Partners now understand the services provided by other agency partners and are now aware of

each other's involvement with customers, instead of working in a vacuum, thereby reducing duplication of services. The LWIAs also receive funding for a disability navigator from the LWC under the disability navigator program that assists in training staff to work with disabled persons.

Priority for services to veterans is provided through the Business and Career Solutions system by all USDOL programs. DVOP and LVER staffs in conjunction with Veterans Program advisors work closely with One-Stop staff and job developers to ensure that the full array of employment and training services are available to the veterans' population. Community-based organizations provide a number of specialized services for veterans.

b. How is the Region's workforce investment system working collaboratively with businesses and education providers to develop strategies to overcome barriers to skill achievement and employment experienced by populations listed above and to ensure they are being identified as a critical pipeline of workers?

The LWIBs uses various methods including regional labor market information provided through LAVOS to identify growing industries and occupations that are experiencing or projecting workforce shortages due to skill achievement barriers. Customer satisfaction surveys and employer follow-ups will be used to identify barriers and to formulate a plan for continuous improvement. Strategies used by The LWIAs provide soft skills and basic education to overcome barriers to skill achievement. Working with Economic Development, Chambers and Education, the LWIA can successfully provide training and services to public assistance recipients, veterans, minorities, women and other individuals with multiple barriers to employment to move them from dependency to self-sufficiency and address the skills gap experienced by business.

c. Describe re-employment services provided by your Region for Unemployment Insurance (UI) claimants. *Include how the State administers the UI work test and how feedback requirements for all UI claimants are met.*

Re-employment services and worker profiling services available to U.I. claimants are coordinated closely with the other services available in the Business and Career Solutions Centers, and include the full array of core, intensive, and training services under WIA and Wagner-Peyser. A fully integrated work test program on all unemployment insurance claimants is provided by Wagner-Peyser linking claimants' applicants to employers' job orders. Appropriate job referrals are made if possible and job development activities are conducted if necessary. Intensive group activities and job clubs may be provided as part of the service mix for worker profiling and re-employment services claimants.

d. Describe the Region's strategy for integrating and aligning Rapid Response, WIA-Adult and Dislocated Worker, and TAA services for dislocated workers. *Include the State's policy supporting co-enrollment for WIA and TAA.*

TAA Program services have been integrated into the WIA system to co-enroll participants who are eligible for both programs. One state merit staff person has been

assigned to handle all TAA participants for Region Two. LWIA staff performs an initial assessment to determine whether or not the participants are eligible for co-enrollment in TAA as well as WIA. LWIA staff enrolls those eligible for both programs and all services provided will be reported through the LAVOS system.

Historically, our local Rapid Response team, which consists of a variety of One Stop System partners, have worked very closely with business and dislocated workers to provide “just in time” service needed to re-engage dislocated workers into the labor force. Our LWIAs are focussed on employment, re-employment and training opportunities for these individuals in the high growth, high wage occupations in our region and state. Other applicable supportive services may also be provided by WIA and/or TAA/NAFTA as needed. Through close collaboration between WIA and TAA, dislocated workers can benefit from co-enrollment in both programs to provide the appropriate mix of services as long as duplication does not occur. This will prove to be cost effective for both programs and help provide more intense services for the dislocated worker. Once a business or qualified group(s) files a petition for TAA/NAFTA workers will be eligible to apply for such services. We anticipate working with our partners at LDOL to acquire more training.

e. Describe how the Region will ensure that the full array of One-Stop services is available to disabled individuals and that services are fully accessible.

The LWIAs have set forth policy that ensures that the full array of One-Stop services is available to individuals with disabilities. Staffs are required to serve these individuals in the same manner as any One-Stop customer and afford them the same rights and privileges as all other individuals seeking assistance. Services are provided in the most integrated setting appropriate to the needs of qualified disabled individuals enabling them to interact with non-disabled persons to the fullest extent possible. Individuals requesting special accommodations will be served in the most appropriate manner possible.

All Business and Career Solutions Centers and affiliated sites are in compliance with the Americans with Disabilities Act. Appropriately marked parking areas, ramp approaches, signage and facility layout are designed to provide appropriate access for individuals with disabilities. Assistive technology for persons with disabilities is available at each center location. As a partner in the One-Stop system, La. Vocational Rehabilitation Services provides assistance to One-Stop centers in providing needed services.

Additionally, the LWIAs provide funding for a Disability Program Navigator to assist staff in delivery of services to individuals with handicaps.

f. Describe the role LVER/DVOP staffs have in the One-Stop system. How will the Region ensure adherence to legislative requirements for veterans’ program staff?

Disabled Veterans Outreach Program Specialist (DVOPs) and Local Veterans Employment Representatives (LVERs) are being integrated into the One-Stop system in conjunction with LWC staff. The LWIAs’ goal is to work cooperatively to facilitate this process and ensure that every veteran (and certain eligible spouses) that

seek service through a One-Stop, obtain priority of service, as required by U.S. C. 38 and in accordance with the Jobs for Veterans Act.

DVOPs and LVERs will provide assessment, job development, job referral, employer outreach, referral to partner agencies, case management, and intensive services to those veterans with barriers. They will work with One-Stop staff to coordinate efforts in offering the full array of networked and specialized services for veterans.

g. Describe how the Region will ensure access to services for persons with limited-English proficiency.

The LWIAs have taken steps to provide interpretive services through multi-lingual staff and partner resources for One-Stop customers with limited English proficiency. Additionally, Motivation, Education & Training (MET) program staff provides assistance to individuals with limited English skills.

h. Describe the Region's strategies to enhance/integrate service delivery through the One-Stop Delivery System for migrant and seasonal farm workers. How will the Region ensure migrant and season farm workers have equal access to employment opportunities through the One-Stop Delivery System? Include the number of migrant and seasonal farm workers the Region anticipates reaching annually through outreach to increase their ability to access core, intensive, and training services.

MET is co-housed in the Hammond One-Stop center and serves the needs of MSFWs in the area. The program director is a member of the LWIB and ensures that MSFWs are included in the system. MSFWs have access to the full array of services provided through the system at all One-Stop centers and affiliate sites. MET's signed MOU and Cost Allocation Agreement outlines how Core, Intensive and Training services are delivered to MSFWs through the Business and Career Solutions Centers. Region Two serves approximately 2,639 migrant seasonal farm workers annually.

i. What policies/strategies does the Region have to ensure that "Jobs for Veterans Act" priority of service is provided to veterans who are eligible (see TEGL 5-03 for additional guidance)?

The Jobs for Veterans Act of 2002 established priority of service for veterans in all USDOL funded programs operated by the Business and Career Solutions centers. The LWIAs have procedures in place to ensure that Veterans and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of services. Also, all Business and Career Solutions Centers in Louisiana use the LAVOS system. Veterans who apply for programs or training opportunities are identified at intake and coded as veterans in the LAVOS system. If the veteran is otherwise qualified for the specific program or training, then the veteran will be placed in a program or training slot before a non-veteran participant.

Priority of service for veterans also occurs within the Business and Career Solutions jobs listing service. Using LAVOS, staff members are able to locate new job orders daily. These may have been entered by employers on the LAWORKS.NET website, or called into the Business and Career Solutions center where a staff member assists

the employer. Once located, a search for qualified veterans is run against each job order. Vets are promptly notified of this job opportunity. If the applicant is not yet registered after finding a job of interest, the system will prompt the person to electronically register, and then select jobs of interest.

The job order is posted according to the results of the search for applicants, and if any veterans were notified. This information helps determine priority of service, as well as analysing those referred to the job order by veteran or non-veteran status. The LWIAs have DVOPs and LVERs on staff to assist with services to veterans.

The levels of priority within the veteran population are as follows:

1. Veterans with Service-Connected Disabilities
2. Recently Separated Veterans
3. Campaign/War Veterans
4. Other Veterans and Eligible Persons (certain spouses who qualify for veteran registration and priority of service)

These priority levels should be observed when determining placement in a training program or other program.

On behalf of veterans, Business and Career Solutions offices:

1. conduct Job Fairs that brings employers and veterans together;
2. use media and promotional programs to enhance employer awareness of the skills and training Veterans offer;
3. provide immediate job referral information to qualified veterans on new job orders.
4. offer an Internet-based registration system for resumes, background job skills and abilities. Also, job search capabilities on a 24-hour basis
5. employ staff who are trained and aware of veterans' priority of service, who offer core, mediated or intensive services to serve the veteran's employment and training needs;
6. offer a wide network of community services information;
7. offer a variety of training opportunities;
8. electronically networked, using the LAVOS registration and job systems; and have staff dedicated to priority service to veterans.

- j. Describe the Region's strategy for providing comprehensive, integrated services to eligible youth. Describe how coordination with job corps and other youth programs will occur. *Include any state requirements and activities to assist youth who have special needs/barriers to employment including pregnant, parenting, or the disabled.***

The LWIAs recognize the need to serve out-of-school at-risk participants with an integrated comprehensive plan that will focus on participants remaining and returning to school, post-secondary training and military. These services will be community based with goal of coordinated services designed to integrate the participant into academic, vocational, work-based and class-room instruction. Supportive services and work readiness skills will be aimed at single parents, pregnant youth, drop-outs, incarcerated youth who are in need of soft and hard skills

aimed at how to get a job, how to keep a job, so that they can be productive as future Louisiana residents. The LWIAs with the input and cooperation of the Youth Council and other agencies servicing at-risk populations will be goal oriented in serving a higher percentage of out-of-school population.

The LWIAs, through coordination and mutual cooperation with agencies serving at-risk, out-of-school youth populations, will endeavour to identify through the testing and assessment process an integrated comprehensive plan that has goals of high school/GED diploma, post secondary vocational training, 2-year and 4-year colleges.

LWIA 20 has an agreement with the Youth Build program coordinated at the Louisiana Technical College-Sullivan Campus to coordinate services for the out-of-school populations. LWIA 21 refers potential candidates to the local Youth Build Program and collaborates in service delivery.

The largest and newest Job Corp facility in the nation is located at Carville within our service delivery area. Job Corps and LWIAs' staff maintains an on-going collaborative effort and referral system in providing services to youth in our area.

K. Business Strategies

1. Describe the Region's strategies to improve services to employers.

The LWIA's use various methods to measure and assess employers' needs on an ongoing basis both locally and regionally. Employers accessing One Stop System services are provided information on their specific needs and will also be encouraged to provide input by accessing the One-Stop home page via the e-mail comments section. The Louisiana Occupational Information System, LAVOS and the Employer Database from InfoUSA are utilized to better serve employers. The coordination of employer services in the region occurs through the collaborative efforts of the Regional Business Service Representatives and the Recruitment and Placement Teams to provide services to employers and avoid duplication. Regional BSRs provide employers with business incentive information which includes tax credits, work experience, on-the-job and customized training, posting job vacancies, incumbent worker training, small and emerging business development and other employer services available at all career centers. The Recruitment and Placement Teams provide recruitment assistance, rapid response activities, occupational skills analysis and access to the applicant assessment and testing. This joint effort will ensure that all employers are made aware of all workforce development services.

Economic Development is represented on LWIA 20 and 21 Boards and provides valuable information on the needs of projected new and existing businesses.

Working in partnership with Economic Development, Chambers of Commerce, Education and other Workforce Development Programs in the region, the LWIAs coordinate and integrate services to businesses to avoid duplication.

L. Innovative Service Delivery Strategies

- 1. Describe innovative service delivery strategies the Region has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration, or meet other key State goals. *Include in the description the initiative's general design, anticipated outcomes, partners involved, and funds leveraged.***

Region 2 is undertaking innovative service delivery strategies to accomplish the state's vision and achieve goals which going forward, should result in attainment of the following objectives:

Increased services to workers and businesses

Quality education and training delivered thru the workforce system

Expeditious and strategic use of Adult, Dislocated Worker, and Youth funds

Targeted work experience, apprenticeships, and on-the-job training in new and expanding industries

Better alignment of workforce activities with education, economic, and community development strategies

The LWIAs continue to participate in the Louisiana Workforce Commission's newly created workforce development system which responds to industry demand and is guided by the principles of universal access, increased accountability, individual choice, and comprehensive services. Goals of the new system include:

- a. Demand-driven – connecting employers to educated and skilled workers**
- b. Provision of labor market information, training, and supportive services needed by employers, job seekers, incumbent workers and future workers including out-of-school youth and other at-risk special populations**
- c. Governance system focused on unified planning, non-duplication, maximizing resources, continuous improvement, and accountability**
- d. Continued development of the network of Business and Career Solutions Centers**
- e. Utilization of a common intake/assessment system that streamlines education and training programs**

Region Two with its nine Business and Career Solutions Centers, fully participates in the new service integration and system alignment model implemented by the Louisiana Workforce Commission in an effort to improve operations, effectiveness and outcomes of the workforce development. This system provides better linkages between employers and workers, and improvements and enhancements toward workforce skills development. The One Stop system is the primary service delivery vehicle for the LWIA to fulfill its workforce development role.

M. Strategies for Faith-based and Community-based Organizations

- 1. Describe activities the Region is undertaking (1) to increase opportunities for participation of faith-based/community-based organizations as committed and active partners in the Business and Career Solutions Center Delivery System and (2) to expand access of faith-based/community-based organizations' clients and customers to services offered by the Business and Career Solutions Centers**

throughout the State.

Faith-based and community-based organizations are an intricate part of our workforce system. We have forged stronger coordination and collaboration efforts with these entities by participation in their community outreach and job fairs. Many of the clients who are served by faith-based and community-based organizations are also served by the Title I program. Faith and community-based representatives serve on the LWIAs Board and Youth Council. Partnerships have been established with faith-based organizations to provide youth services. We are looking forward to expanding our workforce services for this group by conducting joint staff training and trying to engage them in becoming a vital partner in our workforce system.

2. Outline those action steps designed to strengthen Regional collaboration efforts with LWIAs in conducting outreach campaigns to education faith-based/community-based organizations about the attributes and the objectives of the demand-driven workforce investment system.

The LWIAs have expanded faith-based and community organization involvement through a number of outreach activities. LWIA staff participates in a number of faith-based and community collaborations and makes presentations on the One-Stop system and partner services available to the community. Catholic Community Charities, a one-stop partner, is the entity for the Older Worker Program in the area, thereby providing additional linkage to the faith-based community. Local food pantries, homeless shelters, the St. Vincent DePaul Society, the Salvation Army, and Good Will Industries are all familiar with the One-Stop System and refer individuals to the Business and Career Solutions Centers on a regular basis. Centers in turn refer individuals to those agencies for services.

3. Indicate how those resources can be strategically and effectively leveraged in the State's workforce investment areas in order to help meet the objective of the WIA.

Faith-based and Community-based representatives serve on the local boards and youth council and are vital partners in our workforce system. Through their participation on the workforce boards, individuals served by these organizations are made aware of workforce development services. Likewise, collaboration with these organizations benefits the workforce system greatly by providing linkages to those individuals they serve.

N. Performance Accountability

1. Describe the Region's performance accountability system

The LWIAs utilize the state performance accountability system which focuses on "common" performance measures. Generally, the LWIAs have performed well on the required measures.

The LWIAs utilize "LAVOS" which is a comprehensive data collection and management operating system, to enter participant and employer data, case notes, activities, assessments, exits, and follow-ups. It contains on-line case management reports providing staff with demographic, activities, soft exit, youth goals, and case manager information. The system also provides predictive performance reports, as well as quarterly and annual reports based on wage record data. The predictive reports allow

the LWIAs to determine performance and implement corrective action in a timely manner. The LWIAs continuously analyze the data and reports produced by “LAVOS” in an effort to make any needed improvements to the system.

2. Describe any targeted applicant groups under WIA, Wagner-Peyser, or Veterans that the Region tracks.

Adults, Dislocated Workers and Youth, Disabled veterans and other targeted groups in Region Two are tracked using the LAVOS system.

3. Identify any additional performance outcomes/measures, outside of those prescribed by WIA, that the Region is using to track and report performance.

Performance data obtained from the Louisiana Virtual One-Stop System (LAVOS) and performance information gathered at the local level will be used to measure the effectiveness of each workforce development activity and to formulate a plan for continuous improvement. Our goal will be to exceed state-wide performance standards. Our plan of action includes:

- Monthly review and analysis of performance data such as completion rate, placement rate, salary and retention will be conducted.
- Using information obtained from monitoring and review, customers will be guided in selecting providers who meet and/or exceed performance.
- Utilizing information obtained through employer surveys and Louisiana Occupational Information System to determine current job openings and future expansion of business and industry.
- Increasing recruitment efforts to target segments of customers where performance may be low.
- Using customer satisfaction surveys to determine quality of services received and identify areas that need improvement.
- Guiding individuals in selecting a program that meets their training needs as identified in their individual service strategy plan and is suitable for their abilities as determined by assessment.
- Using quality management practices to guide staff in the development of effective system strategies.

In addition to the annual performance evaluation conducted on providers, the board will establish procedures to address continuous improvement of eligible providers. These procedures include:

- On-going review of performance results from information gathered at the local level
- Monitor, review and examine provider’s reports and records, interview enrollers and instructors, review instructional material and equipment, and observe staff and enrollers interaction during training and/or work sessions.
- Employer follow-up to determine if the quality of training was sufficient to prepare the individual for employment.
- Information gained during this process will be used to assess the effectiveness of service providers. Ineffective providers will be encouraged to incorporate additional skills needed for individuals to obtain and retain jobs, to make work ethics a component of their training, and/or to change their method of instruction.

Case managers and counselors may work with providers during the enrollment period to increase knowledge or enrollee needs and abilities.

Strategies we will utilize in our pursuit of performance excellence consist of:

- Coordinating the roles of state and local staff development efforts to maximize benefits.
- Preparing staff for organizational restructuring to work together in a high performance work environment.
- Cross functional training of staff for familiarity with all programs and services available for customers and to carry out broad based skills functions in the One-Stop setting.
- Prepare staff to provide integrated service and support to customers in using resources.
- Training technical support staff in specific new skills needed in a One-Stop system environment including those related to marketing, measuring customer satisfaction and using performance based data to support continuous improvement.

The LWIBs conduct oversight and monitoring for compliance, quality, and continuous improvement. Program policies are adopted using this review process to reinforce the strategic direction of the system.

Information obtained from the oversight and monitoring process will be used to initiate necessary corrective action and to formulate a plan to avoid any further shortfalls.

O. Administrative Provisions

1. Provide a description of the appeals process referred to in WIA, Section 116(a)(5)(m).

In accordance with section 116(a)(5) of WIA, a unit of general local government (including a combination of such units) or grant recipient that requests but is not granted designation of an area as a local area under paragraph (2) or (3) of section 116(a) may submit an appeal to the Louisiana Workforce Commission within 30 days of receipt of written notification of non-designation. The governor will provide a decision within 60 days of receipt of the appeal. If the appeal does not result in such designation, the USDOL Secretary after receiving a request for review from the unit or grant recipient and on determining that the unit or grant recipient was not accorded procedural rights under the appeal process established in the state plan or that the area meets the requirements of paragraph (2) or (3) of section 117(a) of WIA, as appropriate, may require that the area be designated as a local area.

2. Describe the steps taken by the local boards to ensure compliance with the non-discrimination requirements.

Each LWIA has an Equal Opportunity Officer who has participated in training, offered at the state and federal level, on requirements and responsibilities as related to equal opportunity and non-discrimination. The EO Officer reviews policy, procedures, and participant information at the local level to ensure compliance with Section 188. WIA staff and sub-recipients are provided with equal opportunity and non-discriminating

training. Service Providers/Contractors are made aware of the requirements when entering into agreements with WIA and on-sight monitoring is conducted to ensure compliance. Customers are made aware of their rights to file a grievance.

P. Assurances

1. List the Region's assurances as outlined in the Local Plan Instructions.

The Local Workforce Investment Act (LWIA) Grant Recipient assures that it and its sub-recipients will fully comply with the requirements of the Workforce Investment Act (WIA), all Federal and State Laws and regulations pursuant thereto, the State Title I WIA Plan, the approved Local Plan, and any instructions from the Louisiana Workforce Commission and any subsequent changes to any of the above.

- The Local Workforce Investment Area (LWIA) Grant Recipient assures that it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds under WIA
- The LWIA Grant Recipient assures that veterans will be afforded employment and training activities authorized in section 134 of the Workforce Investment Act, and the activities authorized in chapters 41 and 42 of Title 38 US code. The State assures that it will comply with the veteran's priority established in the Jobs for Veterans Act. (38 USC 4215).
- The LWIA Grant Recipient assures that it will comply with the confidentiality requirements of section 136(f)(3).
- The LWIA Grant Recipient assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. (§181(b)(7).)
- The LWIA Grant Recipient assures that it will comply with the non-discrimination provisions of section 188 of WIA.
- The LWIA Grant Recipient assures that it will collect and maintain data necessary to show compliance with the non-discrimination provisions of section 188.
- The LWIA Grant Recipient assures that it and its sub-recipients will comply with the following OMB Circulars and/or Code of Federal Regulations as applicable:
 - 29 CFR part 97 --Uniform Administrative Requirements for State and Local Governments (as amended by the Act)
 - 29 CFR part 95 --Uniform Administrative Requirements for institutions of higher education, hospitals, and other non-profit organizations
 - OMB Circular A-133 – Single Audit Act
 - OMB Circular A-87 – Cost Principles for State, local and Indian Tribal Governments
 - OMB Circular S-122 – Cost Principles for non-profit organizations
 - OMB Circular A-21 – Cost Principles for education institutions
 - 45 CFR part 74, Appendix E – Principles for determining cost applicable to research and development under grants and contract

with hospitals

- Federal Acquisitions Regulations (FAR) at 48CRF Part 31 – allowable cost for commercial organizations and those non-profit organizations listed in Attachment C to OMB Circular A-122
- 29 CFR part 21 and 32 – Non-discrimination and equal opportunity assurance (and regulation)
- 29 CFR part 93 - Restrictions on lobbying
- 29 CFR part 98 – Government wide debarment and suspension and government wide drug free workplace requirements