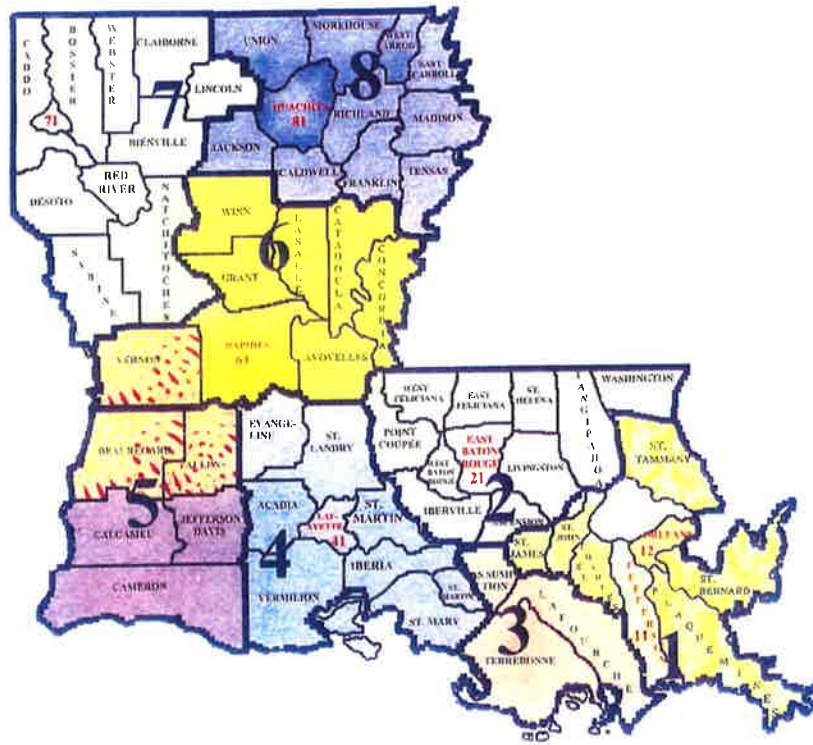


REGION 2

DEMAND DRIVEN REGIONAL / LOCAL WORKFORCE DEVELOPMENT FOUR YEAR PLAN

For the period July 1, 2016 – June 30, 2020



Governor
John Bel Edwards

Executive Director
Ava Dejoie

For Title I of the Workforce Innovation and Opportunity Act

Updated: February 12, 2019

Workforce Innovation and Opportunity Act (WIOA) Regional/Local Plan 2016-2020 for Region 2

INTRODUCTION

The Workforce Innovation and Opportunity Act requires each local workforce development board (LWDB) to develop and submit, in partnership with the chief elected (CEO), a comprehensive four-year plan to the Governor. The local plan shall support the vision, goals and strategies described in the State Plan. This regional vision was prepared collaboratively by Local Workforce Development Area #20 and Local Workforce Development Area #21 which encompasses the parishes of Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, West Baton Rouge, West Feliciana, Tangipahoa and Washington.

The WIOA four-year plan will be effective July 1, 2016-June 30, 2020. This plan, developed by Local Workforce Development Areas #20 & #21, serves as the comprehensive strategy for addressing a customer-centered workforce system that supports the regional economies and aligns with the K-12 and post-secondary education systems.

PUBLIC COMMENT

In accordance with the Workforce Innovation and Opportunity Act, Section 108(d), the workforce development board shall make copies of the proposed local plan available to the public electronically and allow for public comment for a 30-day period.

The essence of the Regional/Local Plan includes strategic and operational elements, coordination with core partners and programs, including program specific State Plan requirements, and common assurances as required by WIOA legislation. Each local area will provide links to their local workforce development area plan and the draft combined regional plan via their websites

PLAN SUBMISSION AND DUE DATE

The final plan will be submitted to the Louisiana Workforce Commission Office of Workforce Development and placed on the local areas' websites.

Economic and Workforce Analysis

(A) Economic Analysis

The Baton Rouge region, which includes both the Baton Rouge and Hammond MSAs, has a positive outlook, with both short and long term employment projections predicting growth outstripping that of the state, 2.8 percent and 10.1 percent respectively. The Health Care and Social Assistance industry is poised to add the most jobs, with over 8,000 new jobs expected through 2026. Not-seasonally adjusted nonfarm employment has been on the rise in the region, despite a temporary 7,400 decline in August 2016 after the Baton Rouge flooding. The NSA unemployment rate in the region has trended downward over the past three years.

The Hammond MSA is Louisiana's newest and smallest MSA. Composed of just Tangipahoa Parish, it is part of the Baton Rouge region. It is also the only MSA for which seasonally adjusted employment data is not available. The MSA has experienced a steady climb in not-seasonally adjusted nonfarm employment, adding 1,025 jobs over the past year. The unemployment rate, in keeping with state trend, has also fallen, to 5.5 percent in September 2018.

The Health Care and Social Assistance industry – a backbone of the state's economy – is the largest contributor to long term growth, accounting for 17.2 percent of total forecasted growth in the region through 2026.

Health Care and Social Assistance in 2018 Quarter 2 has an average weekly wage of \$874, below the regional average. Health Care and Social Assistance accounted for 14.1 percent of the region's total employment in 2018 Quarter 2, and the industry is further highlighted in Existing Demand Industry Sectors and Occupations below.

Despite the rocky past few years, Louisiana's not-seasonally adjusted unemployment rate declined to 4.4 percent in October 2018. Louisiana's labor force participation declined through 2016, but has remained relatively flat: it was 59 percent in September 2018.

All nine MSAs and eight regions are making strides to put the state on target to reach its projected employment of just over 2 million jobs through 2019. The continually declining unemployment rate in all MSAs is another positive sign that the state is slowly regaining the ground lost to falling oil prices. The Louisiana Workforce Commission's Labor Market Information (LMI), Louisiana Occupational Information System (LOIS) Scorecard is the state's Virtual Labor Market Information Web Portal. This interactive site provides users with access to the latest Louisiana labor force, wages, population, industry employment, training schools, training programs, Scorecard for completion rates, Youth Web Portal, projections, demographics, nonfarm employment, employer database, unemployment claimants, industry staffing patterns, licensed occupations, demand occupations, and career products. The LMI tables and charts and figures that follow provide projections for Louisiana's long term industry growth.

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

(i) Existing Demand Industry Sectors and Occupations¹

The Baton Rouge region's short term and long term employment projections suggest that the annual average workforce demand to increase by 2.8 percent and 10.1 percent respectively, both above the state average. Table 1 shows short term and long term growth for the state and its eight regions. The Lake

¹ Louisiana Workforce Commission Short Term and Long Term Industry and Occupational Projections

Charles region anticipates the most growth in the short term, while the Baton Rouge region predicts the most through 2026.

Table 1: Short Term and Long Term Industry Growth by Region

RLMA	Region	2016 Employment	2019 Projected Employment	Short-term Growth Rate	2026 Projected Employment	Long-term Growth Rate
0	Statewide	2,034,986	2,075,099	2.0%	2,203,144	8.3%
1	New Orleans	585,916	601,514	2.7%	638,602	9.0%
2	Baton Rouge	471,859	484,920	2.8%	519,607	10.1%
3	Houma	96,906	93,362	-3.7%	103,082	6.4%
4	Lafayette	270,015	267,211	-1.0%	288,544	6.9%
5	Lake Charles	154,563	167,658	8.5%	166,595	7.8%
6	Alexandria	96,893	96,959	0.1%	101,943	5.2%
7	Shreveport	239,944	241,872	0.8%	256,167	6.8%
8	Monroe	118,890	121,604	2.3%	128,604	8.2%

Table 2 highlights the ten fastest growing industry subsectors in the Baton Rouge region through 2019. Fishing, Hunting, and Trapping has the highest rates. Building Material and Garden Supply Stores is expected to add the most jobs, 644.

Table 2: Short Term Growth Rate in Top Industries in the Baton Rouge Region

Industry	NAICS Code	2016 Employment	2019 Projected Employment	Employment Growth	Short-term Growth Rate
Fishing, hunting and trapping	114	6	7	1	16.7%
Lessors of nonfinancial intangible assets	533	44	51	7	15.9%
Building material and garden supply stores	444	4,346	4,990	644	14.8%
Forestry and logging	113	429	487	58	13.5%
Air transportation	481	158	177	19	12.0%
Water transportation	483	1,111	1,235	124	11.2%
Furniture and home furnishings stores	442	1,315	1,461	146	11.1%
Transit and ground passenger transportation	485	681	751	70	10.3%
Furniture and related product manufacturing	337	413	455	42	10.2%
Primary metal manufacturing	331	857	931	74	8.6%

In Table 3, Other Information Services is also a top growing subsector the long-term in the Baton Rouge region. Professional and Technical Services is expected to create the most jobs, 4,435.

Table 3: Long Term Growth Rate in Top Industries in the Baton Rouge Region

Industry	NAICS	2016 Employment	2026 Projected Employment	Employment Growth	Long- term Growth Rate
Other information services	519	73	108	35	47.9%
Lessors of nonfinancial intangible assets	533	44	61	17	38.6%
Water transportation	483	1,111	1,462	351	31.6%
Building material and garden supply stores	444	4,346	5,540	1,194	27.5%
Furniture and home furnishings stores	442	1,315	1,616	301	22.9%
Warehousing and storage	493	2,794	3,406	612	21.9%
Securities, commodity contracts, investments	523	780	938	158	20.3%
Professional and technical services	541	21,974	26,409	4,435	20.2%
Ambulatory health care services	621	22,561	26,943	4,382	19.4%
Membership associations and organization	813	2,883	3,440	557	19.3%

High demand occupations are those with three, four, or five star rankings as determined by the Louisiana Workforce Commission. LWC's star ratings system takes into account wages, job openings, employment, and projected growth for over six hundred occupations, both statewide and regionally. Table 4 shows some of the highest rated occupations sorted by employment.

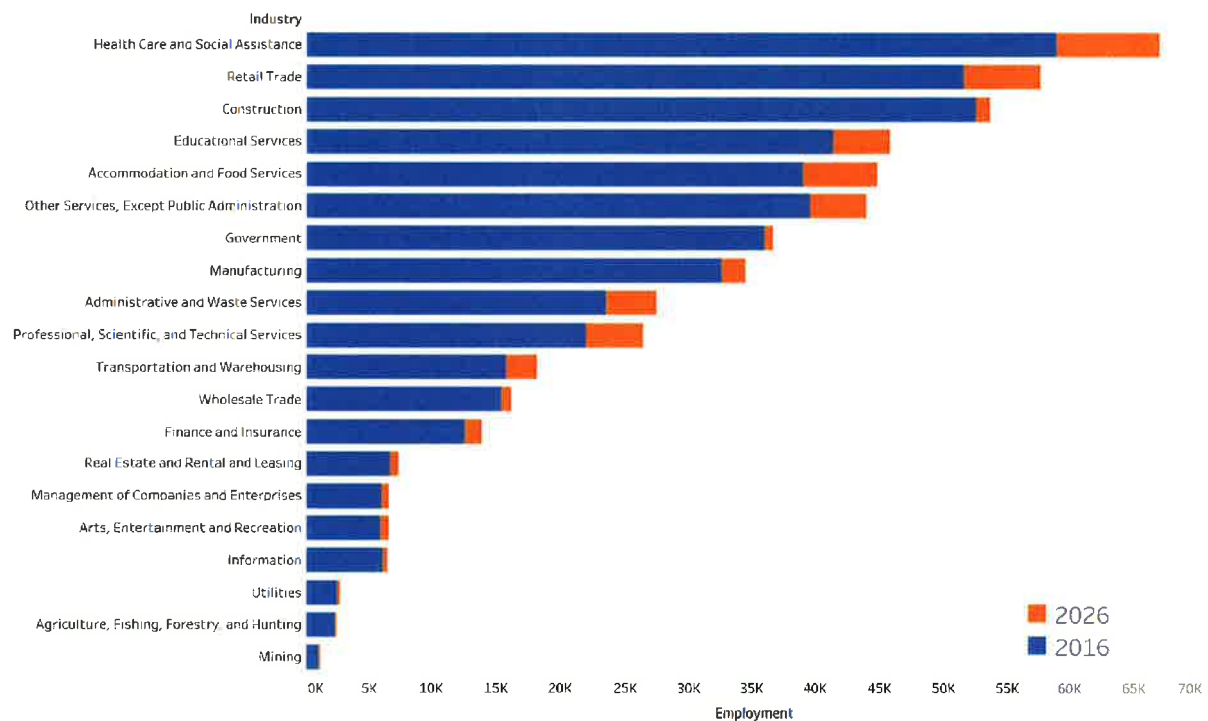
Table 4: Top 20 High-Demand Occupations Long Term by Employment

Star Rating	Occupational Title	2016 Employment	2026 Projected Employment	Annual Total Openings	2017 Annual Average Wage
★★★★★	Registered Nurses	8,840	10,210	620	\$60,176
★★★★★	General and Operations Managers	6,700	7,570	660	\$122,098
★★★★★	Heavy and Tractor-Trailer Truck Drivers	5,840	6,500	720	\$43,340
★★★★★	Elementary School Teachers, Except Special Education	4,710	5,230	400	\$49,678
★★★★★	First-Line Supervisors of Office and Administrative Support Workers	4,650	4,990	500	\$51,617
★★★★★	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	4,610	5,020	520	\$60,229
★★★★★	Welders, Cutters, Solderers, and Brazers	4,100	4,530	500	\$55,564
★★★★★	Plumbers, Pipefitters, and Steamfitters	3,520	3,810	410	\$55,598

★★★★	Maintenance and Repair Workers, General	6,150	6,940	710	\$36,364
★★★★	First-Line Supervisors of Retail Sales Workers	5,870	6,560	720	\$38,119
★★★★	Carpenters	4,910	5,100	470	\$41,947
★★★★	First-Line Supervisors of Construction Trades and Extraction Workers	4,790	5,010	490	\$67,054
★★★★	Bookkeeping, Accounting, and Auditing Clerks	4,680	4,790	530	\$37,070
★★★★	Licensed Practical and Licensed Vocational Nurses	4,150	4,370	320	\$37,897
★★★★	Electricians	4,020	4,190	470	\$53,579
★★★	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	7,990	7,730	810	\$31,739
★★★	Construction Laborers	5,560	5,910	610	\$34,040
★★★	Customer Service Representatives	5,020	5,530	720	\$31,417
★★★	First-Line Supervisors of Food Preparation and Serving Workers	3,970	4,570	660	\$31,887
★★★	Light Truck or Delivery Services Drivers	3,490	3,940	440	\$32,445

(ii) **Emerging Demand Industry Sectors and Occupations²**

Figure 1: 2026 Industry Projections for the Baton Rouge Region, Two-Digit NAICS



The chart above provides projections on what industries are expected to experience the greatest growth by 2026. The highest growth occupation according to these projections will be the Health Care and Social Assistance industry. The aging of the baby boom generation will necessitate more people working to care for this segment of the population. Specifically, these projections show the Health Care and Social Assistance Industry growing by 8,194 through 2026. Tables 5 and 6 below echoes these results.

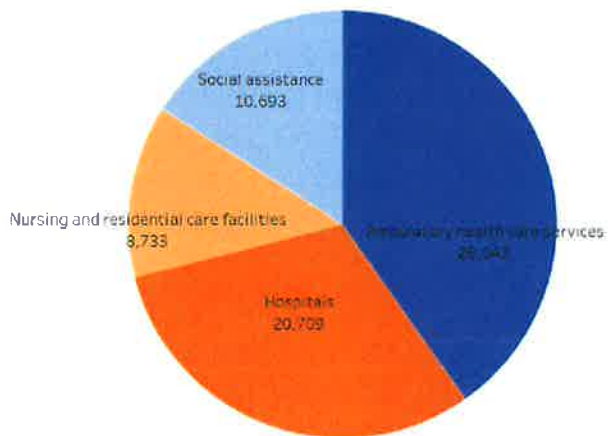
Table 5: 2026 Industry Projections for the Baton Rouge Region, Highest Forecasted Growth Jobs

Industry Sector	Employment Growth	Percent Growth
Professional, Scientific, and Technical Services	4,435	20.2%
Administrative and Waste Services	3,930	16.7%
Transportation and Warehousing	2,412	15.3%
Accommodation and Food Services	5,789	14.8%
Health Care and Social Assistance	8,194	13.9%
Retail Trade	6,027	11.7%
Other Services, Except Public Administration	4,385	11.1%
Educational Services	4,376	10.6%
Finance and Insurance	1,246	9.9%
Mining	101	9.6%

² Louisiana Workforce Commission Short Term and Long Term Industry and Occupational Projections

Table 6: 2026 Occupational Projections for the Baton Rouge Region, Highest Forecasted Growth Jobs

Star Rating	Occupation Code	Occupation Title	Growth Rate
★★★★★	15-1132	Software Developers, Applications	94.4%
★★★★★	15-1122	Information Security Analysts	42.3%
★★★★★	13-2071	Credit Counselors	40.0%
★★★★★	15-1142	Network and Computer Systems Administrators	38.5%
★★★★★	15-1134	Web Developers	36.4%
★★★★★	15-1133	Software Developers, Systems Software	35.0%
★★★★★	15-2031	Operations Research Analysts	34.2%
★★★★★	29-1071	Physician Assistants	33.3%
★★★★★	41-9031	Sales Engineers	33.3%
★★★★★	49-9097	Signal and Track Switch Repairers	33.3%

Figure 2: Projected Employment through 2026 in the Health Care and Social Assistance Industry**Quick Facts**

Fueled by the aging of the baby boomers, the Health Care and Social Assistance Industry is projected to grow by 8,194 between 2016 and 2026. This growth is broken down further into the Ambulatory health services, Hospitals, Nursing and residential care facilities, and Social assistance industries. Nearly three quarters of the growth is attributable to Hospital workers and emergency care professionals, 71 percent. The number of job vacancies in this sector also show strong demand for workers in the Education and Health Services Sector.

(iii) Employers' Employment Needs

The Baton Rouge region has a focus on three industries – Health Care and Social Assistance, Retail Trade and Construction. Below are employment, wage, and projections data for the top five employing industries, as well as job opening data for top occupations in each industry.

Table 7: 2018 Quarter 2 Establishment, Employment, and Wage Data for Top Industries in the Baton Rouge Region

Industry Sector	Establishments	Employment	Average Weekly Wage
Total, All Industries	27,660	441,222	\$946
Health care and social assistance	2,909	61,945	\$874
Construction	2,696	56,728	\$1,250
Retail trade	3,708	50,349	\$544
Educational services	421	41,375	\$778
Accommodation and food services	2,191	40,756	\$309

Source: 2018 Quarter 2 Quarterly Census of Employment and Wages

Table 8: Short Term and Long Term Projections for Louisiana's Top Industries in the Baton Rouge Region

Industry Sector	2016 Employment	2019 Projected Employment	Short Term Projected Growth	2026 Projected Employment	Long Term Projected Growth
Total, All Industries	471,859	484,920	2.8%	519,607	10.1%
Health Care and Social Assistance	58,884	60,511	2.8%	67,078	13.9%
Construction	52,574	52,724	0.3%	53,662	2.1%
Retail Trade	51,599	53,505	3.7%	57,626	11.7%
Educational Services	41,465	42,783	3.2%	45,841	10.6%
Other Services, Except Public Administration	39,595	40,910	3.3%	43,980	11.1%

Source: Louisiana Workforce Commission Short Term and Long Term Industry Projections

Table 9: 2018 Job Openings for Top Construction Sector Occupations

Construction	2016 Employment	Job Openings
Construction Laborers	5,560	3,614
Construction Carpenters	4,910	1,073
Pipe Fitters and Steamfitters	-	735
Helpers, Construction Trades, All Other	640	553
Electricians	4,020	389

Source: LWC Long Term Staffing Patterns and HiRE Internal Job Order Reports

Table 10: 2018 Job Openings for Top Health Care and Social Assistance Occupations

Health Care and Social Assistance	2016 Employment	Job Openings
Healthcare Practitioners and Technical Workers, All	290	502

Other		
Occupational Health and Safety Specialists	490	262
Licensed Practical and Licensed Vocational Nurses	4,150	259
Registered Nurses	8,840	240
Occupational Health and Safety Technicians	440	99

Source: LWC Long Term Staffing Patterns and HiRE Internal Job Order Reports

Table 11: 2018 Job Openings for Top Education Occupations

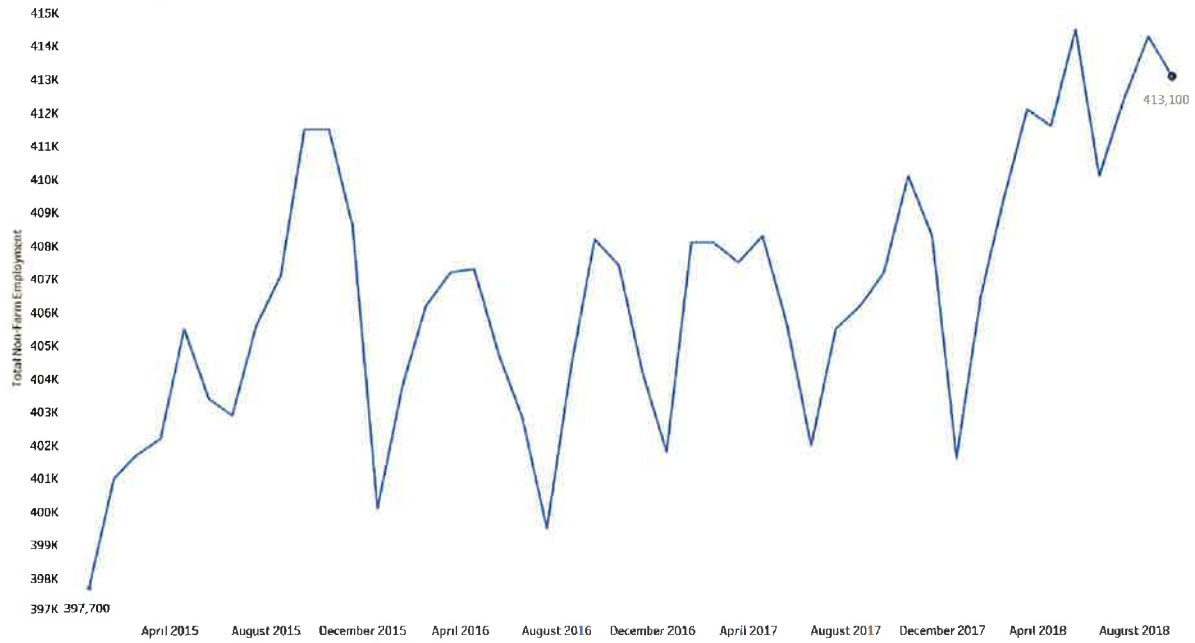
Educational Services	2016 Employment	Job Openings
Recreation and Fitness Studies Teachers, Postsecondary	-	52
Secondary School Teachers, Except Special and Career/Technical Education	2,810	52
Vocational Education Teachers, Postsecondary	-	43
Elementary School Teachers, Except Special Education	4,710	30
Archivists	30	30

Source: LWC Long Term Staffing Patterns and HiRE Internal Job Order Reports

(B) Workforce Analysis

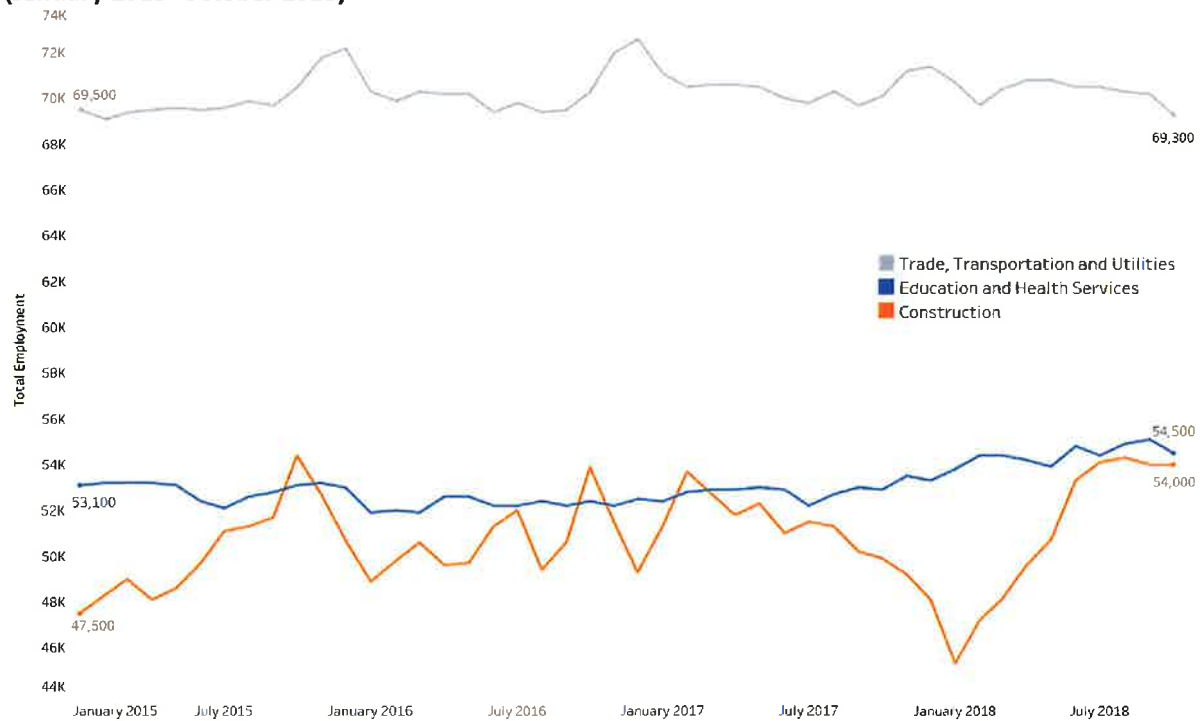
(i) Employment and Unemployment

Figure 3: Total Nonfarm Employment, Not-Seasonally Adjusted, Baton Rouge Region (January 2015-October 2018)



Source: Current Employment Statistics (CES) Program.

Figure 4: Total Employment for Selected Sectors, Not-Seasonally Adjusted, Baton Rouge Region (January 2015- October 2018)



Source: Current Employment Statistics (CES) Program.

Figure 5: Over the Year Change in Total Nonfarm and Private Sector Jobs, Not-Seasonally Adjusted, Baton Rouge Region (January 2015- October 2018)

■ Total Non-Farm
■ Total Private

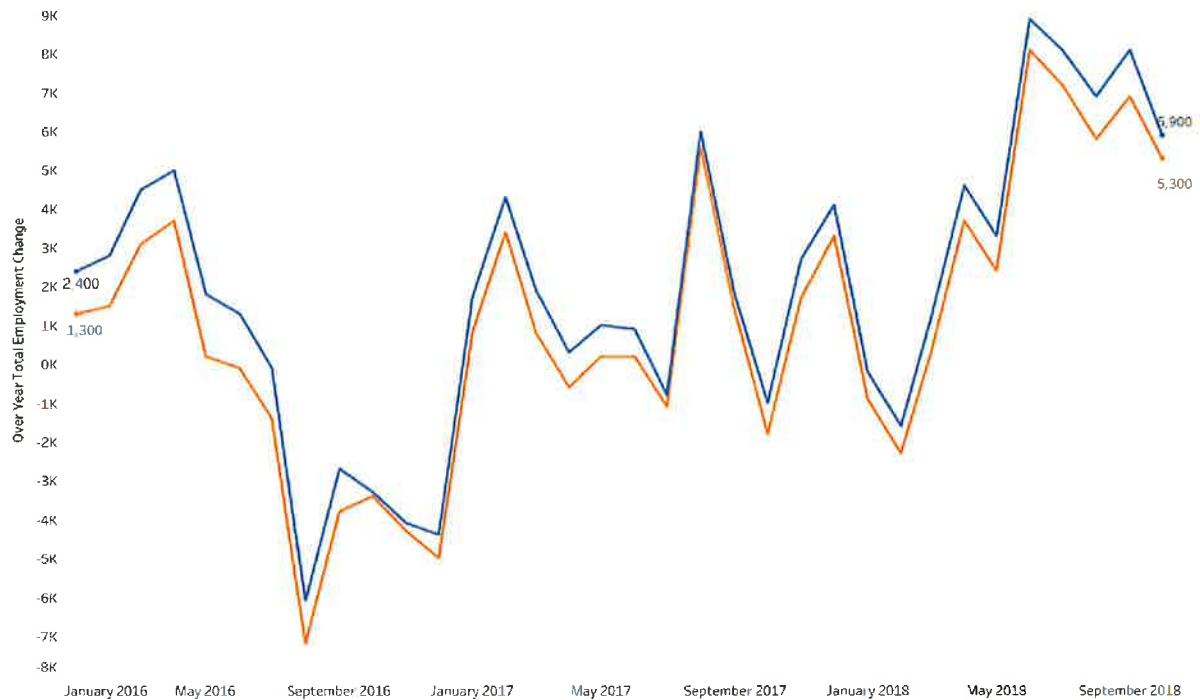


Figure 5 shows the over-the-year change in total nonfarm jobs in the Baton Rouge region. The region saw a slump in nonfarm jobs from 2015 to 2017. Another trend evident in Figure 5 is the decline in the number of jobs in the public sector. The difference between these data series represents the over-the-year change in all government employment in the region. More clearly, Figure 6 demonstrates the year-over-year change in the number of total government employees (federal, state, and local) over the last three years.

Figure 6: Year over Year Change in Total Government Jobs, Not-Seasonally Adjusted, Baton Rouge Region (January 2015- October 2018)



Source: Nonfarm, Private, and Government Employment Data from the Current Employment Statistics (CES) program

Figure 7: Louisiana and Baton Rouge Region Employed to Unemployed Ratio, January 2015 to October 2018

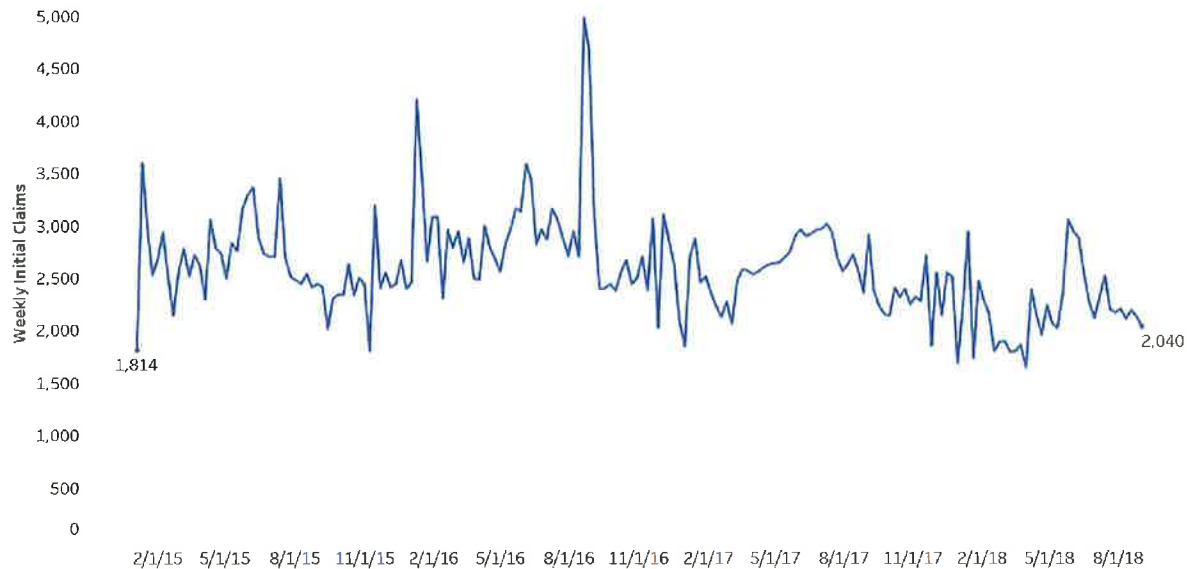


Source: Employment and Unemployment data produced by the Local Area Unemployment Statistics (LAUS) Program

Quick Facts

While the labor force participation rate in Louisiana is below the national level, it mimics the overall trends found nationally. Similarly Louisiana's employed to unemployed ratio—which compares the rate at which people are finding jobs to the rate at which they are being separated—reflects the national trend but at a higher level (Figure 7). While the US reached its high of 26.2 percent in September 2018, Louisiana's employment to unemployment ratio remains just below the 21.5 percent enjoyed in March 2018.

Figure 8: Louisiana Initial Weekly UI Claims, January 2015 to September 2018

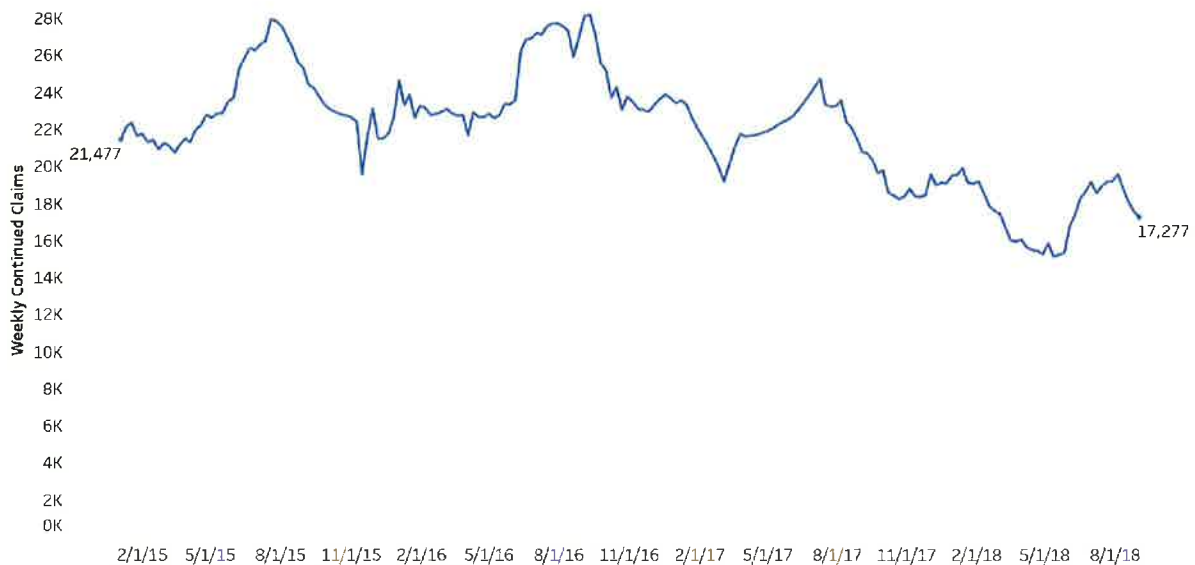


Source: Weekly Unemployment Claims produced by Louisiana Workforce Commission.

Quick Facts

The graph above illustrates the number of weekly initial unemployment insurance claims from January 2015 to September 2018. There has been a modest decline in weekly claims over the past three years. A significant jump in claims is visible in August 2016, likely a result of the Baton Rouge area flooding. Along with the graph below, illustrating continued claims, the general trend in unemployment insurance claims suggests improving labor market conditions in Louisiana.

Figure 9: Louisiana Continued Weekly UI Claims, January 2015 to September 2018



Source: Weekly Unemployment Claims produced by Louisiana Workforce Commission.

Worker Profiling and Reemployment Services (WPRS) Model

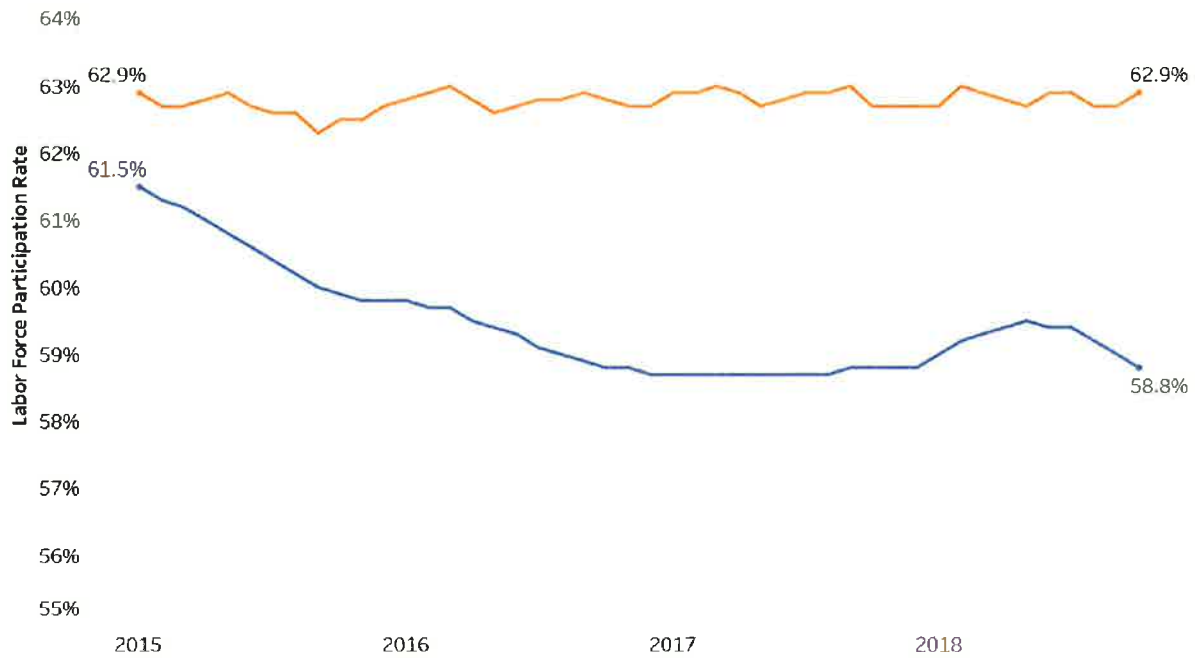
Changes to the U.S. economy—including the contraction of entire industries as a result of changes in technology and overseas competition—have led to increases in the length of unemployment. Unemployed workers are now less likely to be rehired by their previous employers and are at a greater risk of long-term unemployment than in the past. As a result, the Worker Profiling and Reemployment Services (WPRS) system was established nationwide following the 1993 enactment of PL 103-152. Profiling is designed to identify UI claimants who are most likely to exhaust their regular benefits, so that they may receive reemployment services that will help them find a job more quickly.

Louisiana Workforce Commission's Labor Market Information developed a model for profiling all new claimants for regular UI benefits. The WPRS system strengthens the link between Unemployment insurance and Employment Services for those most likely to exhaust benefits. The worker profiling model for Louisiana helps us achieve the objectives of reducing the weeks of UI benefits, reducing UI benefits per beneficiary, increasing earnings per beneficiary, and providing a management tool for targeting resources and aiding staff in understanding the customers they serve.

(ii) Labor Market Trends

Figure 10: National and State Labor Force Participation Rate, January 2015 to October 2018

■ Louisiana
■ United States

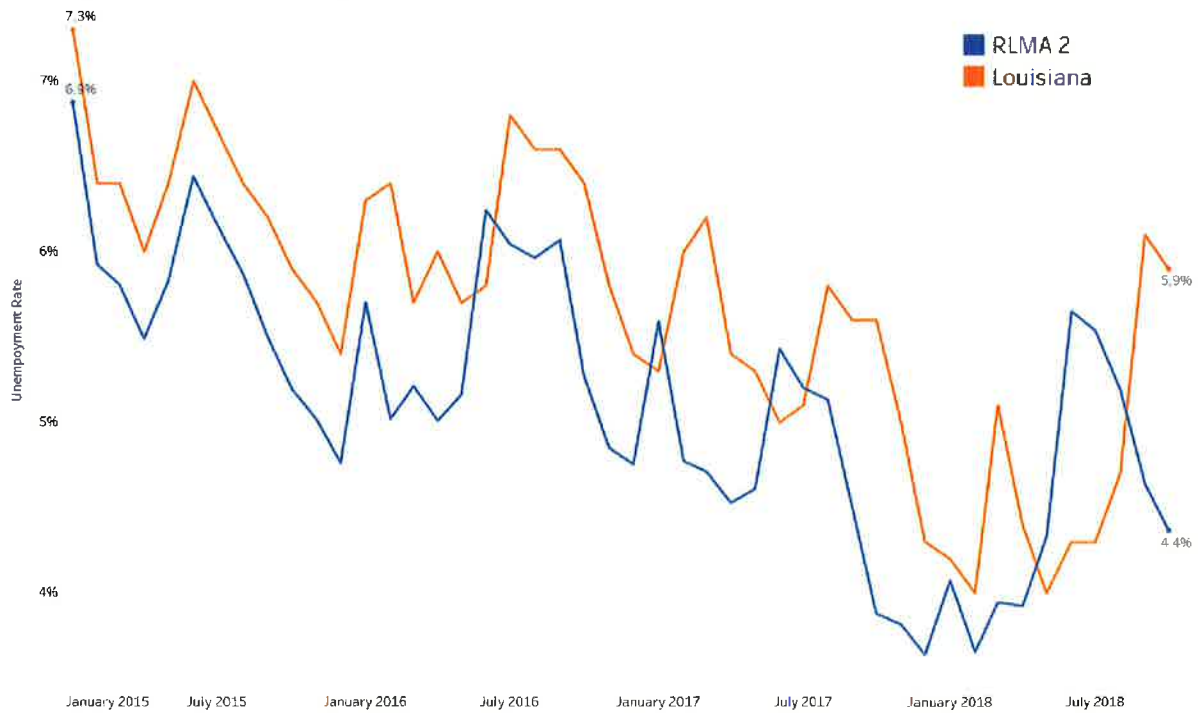


Source: Labor Force data produced by the Local Area Unemployment Statistics (LAUS) Program.

Quick Facts

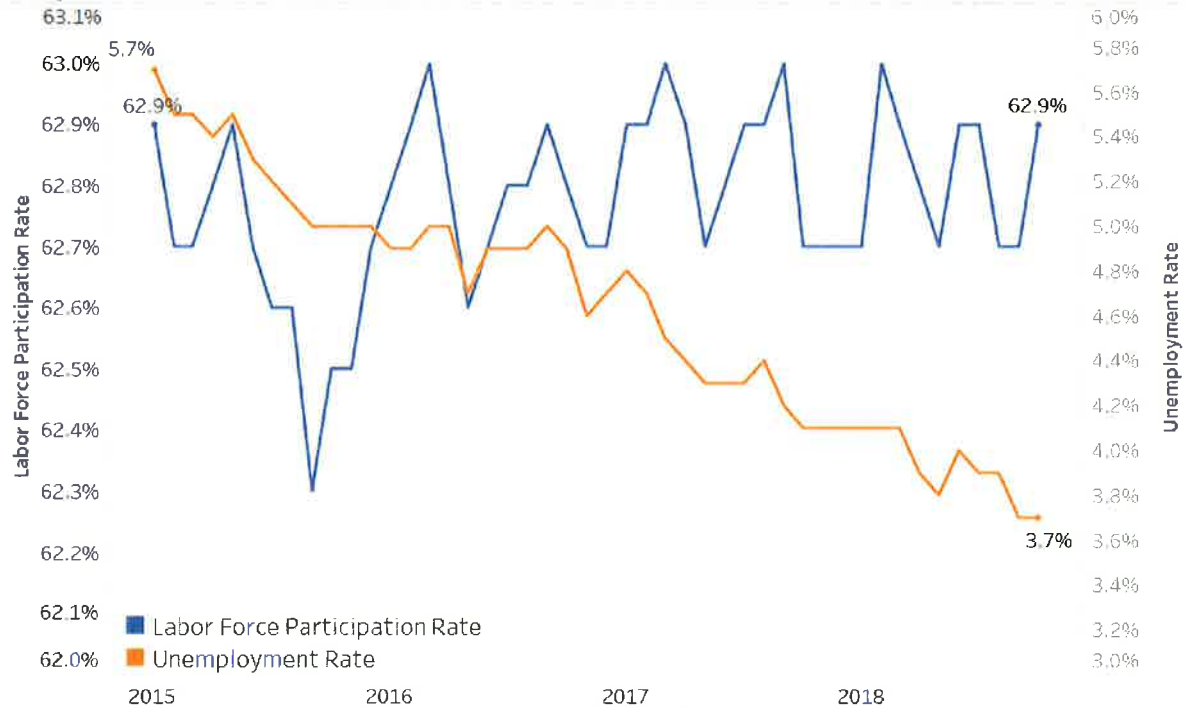
The labor force participation rate is a measure of how well labor force growth has kept pace with population growth. Both nationally and in Louisiana, participation rates have experienced a slight decline in recent years. It is widely expected that this will continue in future periods as the baby boom population leaves the labor force and enters retirement.

Figure 11: Not-Seasonally Adjusted, Unemployment Rate in Louisiana and Baton Rouge Region (January 2015- October 2018)



Source: Labor Force data produced by the Local Area Unemployment Statistics (LAUS) Program.

Figure 12: Labor Force Participation Rate and Unemployment Rate in U.S. (January 2015- October 2018)



Source: Labor Force data produced by the Local Area Unemployment Statistics (LAUS) Program.

Quick Facts

Figures 11 and 12 above show the unemployment rate and labor force participation rate from January 2015 to October 2018. No recessions have occurred in this time period, although oil prices saw a strong decline that began in 2014 and 2015. Recent increases in the labor force participation rate have led to modest increases in the unemployment rate.

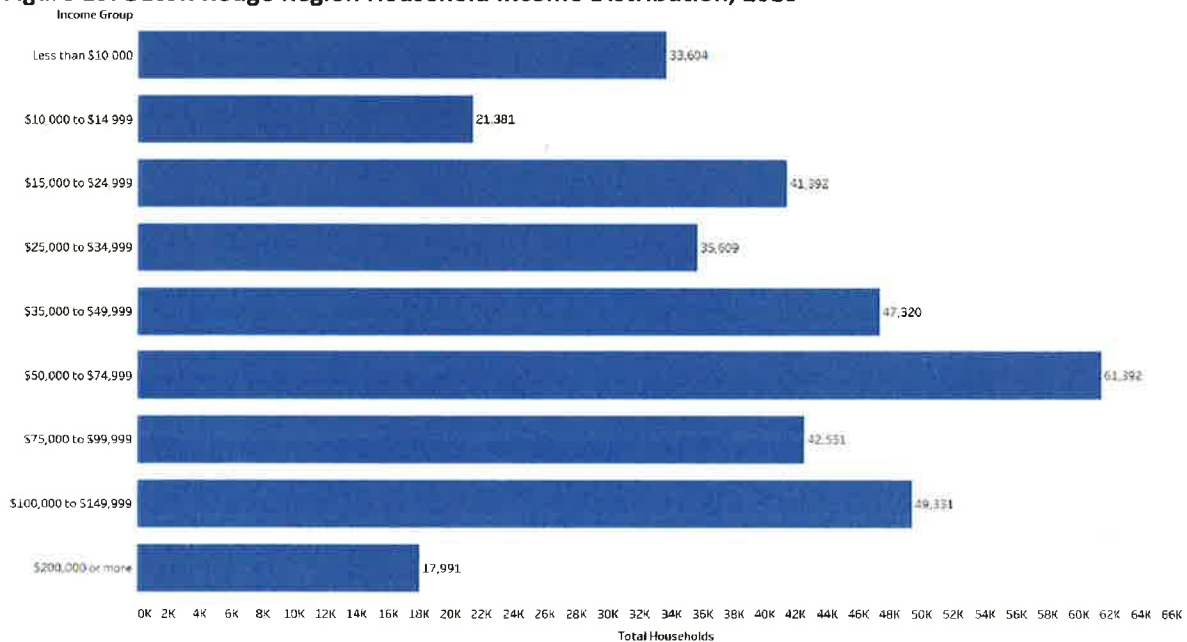
Table 12: Employment Status of the Civilian Non-Institutional Population, 2012-2016 5-Year Annual Averages, Baton Rouge Region

	Race			Gender	
	White	Black	Hispanic	Male	Female
Civilian Non-Institutional Population	494,296	259,399	25,708	378,956	406,091
Civilian Labor Force Participation Rate	62.9%	61.5%	71.4%	67.0%	58.5%
Civilian Labor Force	310,956	159,603	18,359	253,791	237,477
Percent of Labor Force	63.3%	32.5%	3.7%	51.7%	48.3%
Total Employment	294,599	140,981	17,116	234,542	220,099
Total Unemployment	16,357	18,622	1,244	19,249	17,378

Source: 2016 ACS 5-Year Survey, Table S2301

The American Community Survey (ACS) provides estimates of the composition of the Civilian Non-Institutional Labor Force. The labor force is all individuals over the age of 16 that are employed or unemployed and actively seeking a job. The chart above provides some information on how different ethnic groups and genders are represented in Louisiana's workforce. From this information, the proportion of each race in the labor force is approximately equal to the proportion of the race of the population. By gender, it is clear that males comprise a significantly larger proportion of the labor force than the total population.

Figure 13: Baton Rouge Region Household Income Distribution, 2016



Source: 2016 ACS 5-Year Survey, Table B19001

(iii) **Education and Skill Levels of the Workforce**

Table 14: Educational Attainment of the Population Aged 18 to 24 Years

Population 18 to 24 years	Percent
Less than high school graduate	15.3%
High school graduate (includes equivalency)	28.5%
Some college or associate's degree	48.2%
Bachelor's degree or higher	8.0%

Source: 2016 ACS 5-Year Survey, Table S1501

Tables 14 and 15 highlight the educational achievements of the Baton Rouge region's population. Table 14 looks at a younger cohort, aged 18 to 24, who may still be in postsecondary education. Their relative age likely accounts for the low percentage of Bachelor's degree or higher completers, and the high percentage of Some college or associate's degree completers. Table 15 studies a slightly older population more likely to have left the educational system.

Table 15: Educational Attainment of the Population Aged 25 Years and Over

Population 25 years and over	Percent
Less than high school graduate	14.0%
High school graduate (includes equivalency)	33.5%
Some college or associate's degree	26.9%
Bachelor's degree	16.9%
Graduate or professional degree	8.6%

Source: 2016 ACS 5-Year Survey, Table S1501

Table 16: Louisiana Disability Characteristics of the Workforce Aged 18 to 64 by Employment Status*

Disability Characteristic	Employed	Unemployed	Not in Labor Force
With a hearing difficulty	27.6%	13.8%	16.0%
With a vision difficulty	27.5%	20.9%	20.8%
With a cognitive difficulty	30.2%	53.4%	47.7%
With an ambulatory difficulty	31.1%	30.5%	59.1%
With a self-care difficulty	6.4%	8.3%	22.1%
With an independent living difficulty	14.0%	24.2%	45.0%

*Disabilities are not mutually exclusive

Source: 2016 ACS 5-Year Survey, Table B18120

Table 16 highlights the rates at which various disability characteristics appear in the employed, unemployed, and not in the labor force populations. Over 361,000 Louisianans aged 16 to 64 live with one or more disabilities. The majority of residents with disabilities either unemployed or not in the labor force face cognitive and/or ambulatory difficulties. Disability characteristics are not mutually exclusive, meaning one individual may have multiple difficulties, accounting for the high percentages.

Table 17: Labor Force Status of Veterans Aged 18 to 64

Labor Force Status	Percent
Population	4.5%
Labor Force Participation Rate	75.9%
Employed	93.6%

Unemployed	6.4%
Not in Labor Force	24.1%

Source: 2016 ACS 5-Year Survey, Table B21005

Table 17 breaks out the labor force status of veterans aged 18 to 64 in the Baton Rouge region. Veterans in the Baton Rouge region have a fairly high labor force participation rate, with over 75 percent of those aged 18 to 64 part of the labor force. Veterans account for 4.5 percent of the region's population.

Table 18 compares incarceration rates statewide and nationally. Louisiana has the highest incarceration rate in the nation, with 762 of every 100,000 residents behind bars in 2016. 99.9 percent of those incarcerated have sentences in excess of one year.³

Table 18: Louisiana 2016 Year End Population Jurisdiction Population Rates (Per 100,000 U.S. Residents)

Jurisdiction	Total Jurisdiction Population	Sentences Greater than 1 Year	Sentences Less than or Equal to 1 Year
National Statistics (US Total)	464	450	7
Louisiana	762	761	0

Source: Bureau of Justice Statistics Corrections Statistical Analysis Tool

In 2016 the state had 16,404 releases and 15,968 total admissions to the prison system. 65 percent of the admissions were new court commitments, and 34.4 percent were parole violators. 91.8 percent of the releases were conditional; another 6.7 percent of releases were unconditional. Another 0.8 percent of releases were attributable to death and 0.6 were AWOL/escape, according to the Bureau of Justice.

(iv) Skill Gaps

Table 19: Public Postsecondary Education Program Completers by Degree Level with Projected Annual Openings

Degree Level	2013	2014	2015	2016	2017	Annual Projected Openings
Some Postsecondary, No Degree	10,142	9,250	9,268	8,802	9,232	13,880
Associate Degree	5,836	5,788	6,183	5,800	5,662	3,250
Baccalaureate Degree	18,807	18,296	18,516	18,973	5	5,570
Graduate or Professional Degree	6,655	6,707	6,918	6,997	7,150	920

Source: Louisiana Board of Regents Degrees and Certificates Awarded by Degree, Degree Level, Gender, Race, and Citizenship. Annual Projected Openings from LWC's Long Term Occupational Projections

The preceding table shows the number of completers from Louisiana's public postsecondary education programs by degree level. Academic years 2013 through 2017 are included. The academic years are labeled by the year in which they begin, so 2017 is the school year beginning in June 2017 and ending in May 2018.

³ Bureau of Justice Statistics Corrections Statistical Analysis Tool

This is compared to the number of annual openings in the Baton Rouge region from LWC's long-term projections, which provides an approximation of what skill levels may show gaps in the future.

Below is further breakdown of degrees awarded by occupational category. The same comparison is drawn between 2017 graduates and annual projected job openings in the Baton Rouge region through 2026.

Table 20: Public Postsecondary Education Program Completers by Occupational Group with Projected Annual Openings

Degree Category	2017 Completers	Annual Projected Openings
Medical	1,337	1,810
Construction	688	4,420
IT	237	580

Source: Louisiana Board of Regents Degrees and Certificates Awarded by Degree, Degree Level, Gender, Race, and Citizenship. Annual Projected Openings from LWC's Long Term Occupational Projections

The Baton Rouge region has numerous occupations with high demand (3, 4, or 5 stars) and high base year employment (employment greater than or equal to 1,000). The table below shows the star ratings, ten year growth, and education levels required of each occupation.

Table 21: High Employment, High Demand Occupations in Louisiana

Star Rating	Occupational Title	10 Year Growth	Education
★★★★★	Registered Nurses	1,370	Associates degree
★★★★★	General and Operations Managers	870	Bachelors degree
★★★★★	Heavy and Tractor-Trailer Truck Drivers	660	Postsecondary non-degree award
★★★★★	Elementary School Teachers, Except Special Education	520	Bachelors degree
★★★★★	Welders, Cutters, Solderers, and Brazers	440	Postsecondary non-degree award
★★★★★	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	410	Postsecondary non-degree award
★★★★★	Accountants and Auditors	390	Bachelors degree
★★★★★	First-Line Supervisors of Office and Administrative Support Workers	340	Associates Degree
★★★★★	Secondary School Teachers, Except Special and Career/Technical Education	320	Bachelors degree
★★★★★	Insurance Sales Agents	310	Postsecondary non-degree award
★★★★★	Plumbers, Pipefitters, and Steamfitters	290	Postsecondary non-degree award
★★★★★	Financial Managers	280	Bachelors degree
★★★★★	Computer User Support Specialists	250	Some college, no degree
★★★★★			

★	First-Line Supervisors of Production and Operating Workers	210	Postsecondary non-degree award
★★★★★	Lawyers	210	Doctoral or professional degree
★★★★★	First-Line Supervisors of Mechanics, Installers, and Repairers	200	Postsecondary non-degree award
★★★★★	Industrial Machinery Mechanics	190	Postsecondary non-degree award
★★★★★	Chemical Engineers	190	Bachelors degree
★★★★★	Educational, Guidance, School, and Vocational Counselors	180	Masters degree
★★★★★	Petroleum Pump System Operators, Refinery Operators, and Gaugers	170	Postsecondary non-degree award
★★★★★	Machinists	160	Postsecondary non-degree award
★★★★★	Bus and Truck Mechanics and Diesel Engine Specialists	150	Postsecondary non-degree award
★★★★★	Civil Engineers	140	Bachelors degree
★★★★★	Construction Managers	130	Bachelors degree

Star Rating	Occupational Title	10 Year Growth	Education
★★★★	Maintenance and Repair Workers, General	790	High school diploma or equivalent
★★★★	First-Line Supervisors of Retail Sales Workers	690	Postsecondary non-degree award
★★★★	Licensed Practical and Licensed Vocational Nurses	230	Postsecondary non-degree award
★★★★	First-Line Supervisors of Construction Trades and Extraction Workers	220	High school diploma or equivalent
★★★★	Teachers and Instructors, All Other, Except Substitute Teachers	220	
★★★★	Automotive Service Technicians and Mechanics	210	Postsecondary non-degree award
★★★★	Carpenters	190	Postsecondary non-degree award
★★★★	Middle School Teachers, Except Special and Career/Technical Education	180	Bachelors degree
★★★★	Electricians	170	Postsecondary non-degree award
★★★★	Property, Real Estate, and Community Association Managers	170	Associates Degree
★★★★	Operating Engineers and Other Construction Equipment Operators	150	High school diploma or equivalent
★★★★	Billing and Posting Clerks	140	Postsecondary non-degree award
★★★★	Industrial Truck and Tractor Operators	130	Less than high school
★★★★	Police and Sheriff's Patrol Officers	120	Postsecondary non-degree award
★★★★	Bookkeeping, Accounting, and Auditing Clerks	110	Associates Degree
★★★★	Inspectors, Testers, Sorters, Samplers, and Weighers	110	High school diploma or equivalent
★★★★	Compliance Officers	110	Bachelors degree
★★★★	Shipping, Receiving, and Traffic Clerks	90	Postsecondary non-degree award
★★★★	Human Resources Specialists	90	Bachelors degree
★★★★	Structural Iron and Steel Workers	70	High school diploma or equivalent
★★★★	Telecommunications Equipment Installers and Repairers, Except Line Installers	60	Postsecondary non-degree award
★★★★	Boilermakers	60	High school diploma or equivalent
★★★★	Painters, Construction and Maintenance	40	Postsecondary non-degree award
★★★★	Chemical Plant and System Operators	10	Associates Degree

Star Rating	Occupational Title	10 Year	Education
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		Growth	
★ ★ ★	First-Line Supervisors of Food Preparation and Serving Workers	600	High school diploma or equivalent
★ ★ ★	Customer Service Representatives	510	Postsecondary non-degree award
★ ★ ★	Light Truck or Delivery Services Drivers	450	High school diploma or equivalent
★ ★ ★	Construction Laborers	350	Less than high school
★ ★ ★	Helpers--Production Workers	210	Less than high school
★ ★ ★	Pharmacy Technicians	180	Postsecondary non-degree award
★ ★ ★	Parts Salespersons	100	Postsecondary non-degree award
★ ★ ★	Insulation Workers, Mechanical	40	High school diploma or equivalent
★ ★ ★	Helpers--Electricians	40	High school diploma or equivalent

Source: LWC's Long Term Occupational Projections

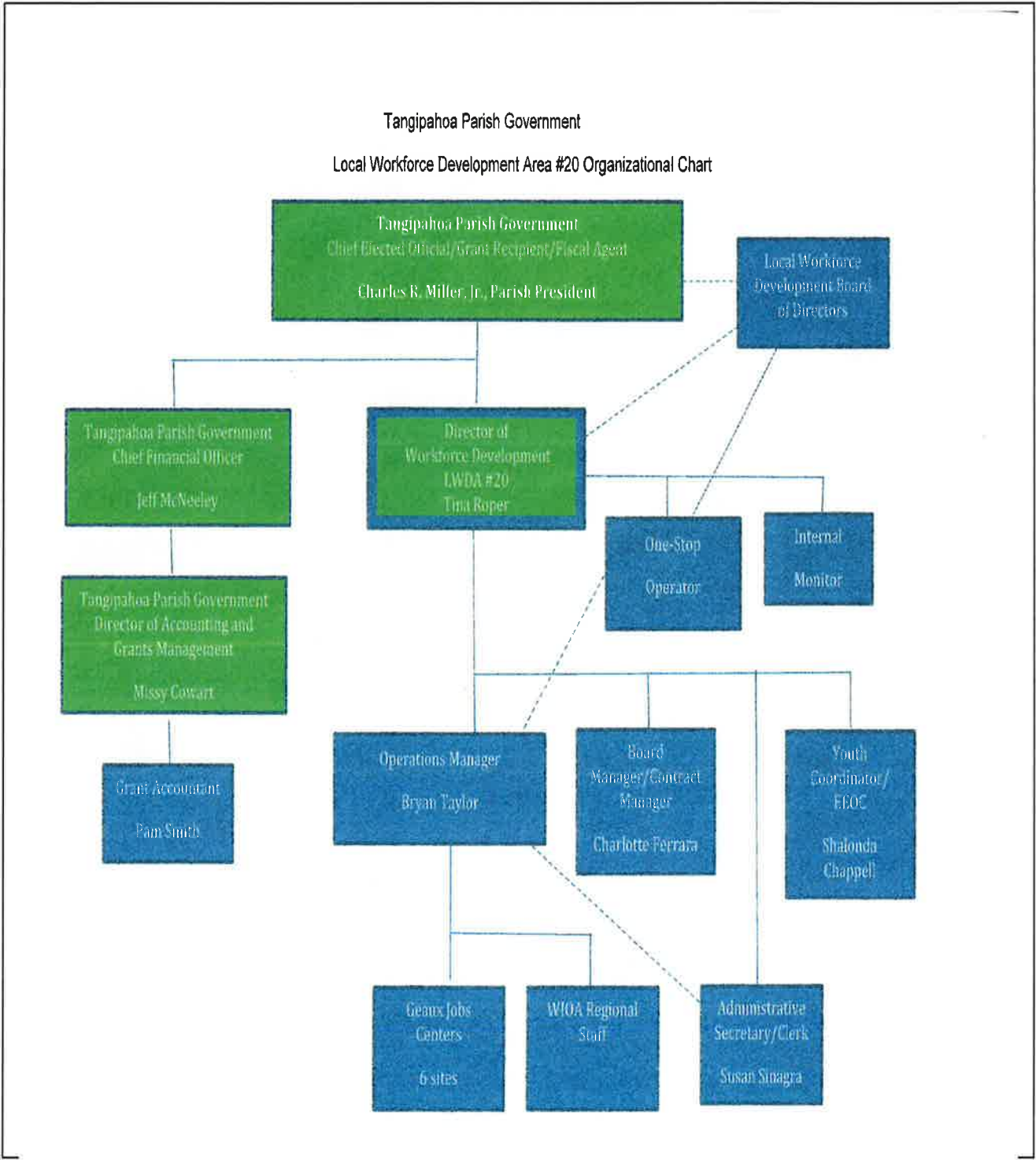


LOCAL WORKFORCE DEVELOPMENT AREA 20

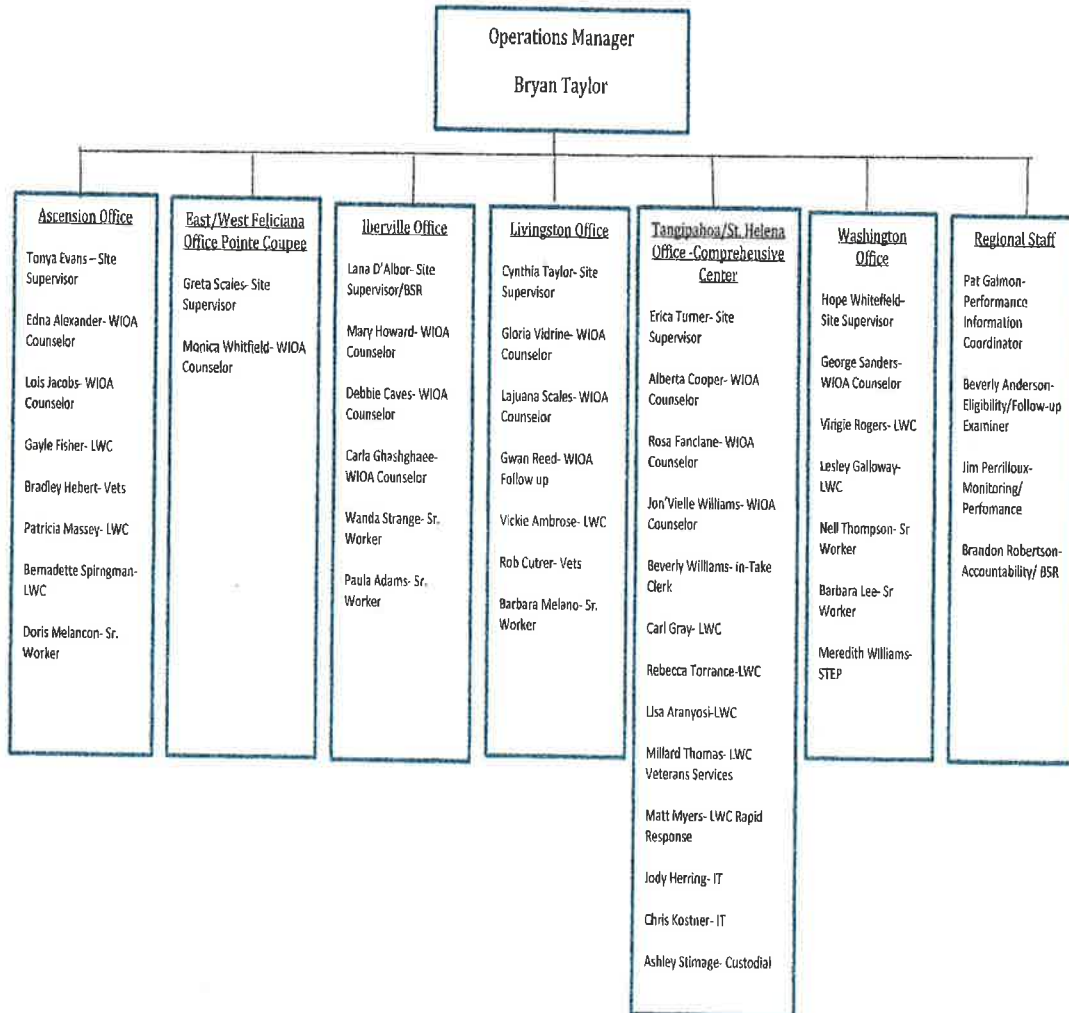
LOCAL PLAN

Section II. Local Workforce Development Plan – LWDA 20

- (1) Items (2) thru (22) below constitutes LWDA 20’s Local Plan A. Description of the Workforce Development System:
Organization – the following charts describe the organizational structure of LWDA 20



Local Workforce Development Area 20 Geaux Jobs Centers



The LWDA 20 Board has representatives of all required entities as outlined in WIOA legislation. The majority of board members are representatives of Business and Industry. The remaining members represent other (public sector) entities as required by WIOA. The Business representatives are owners, chief executives, operating officers or employers with optimum policymaking or hiring authority. The Chief Elected Official (CEO) of area Twenty appoints all members representing the private sector from nominations made by business and trade organizations. 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 policymaking authority. Public Sector members are appointed by the CEO based on nominations made by their respective agencies.

Attached is the membership roster of Local Workforce Development Area Twenty Board members. (See Attachment 1)

Local Workforce Area Twenty is large in geographical area, consisting of ten parishes and a population of approximately 557,021. Every attempt is made to have each parish is represented on the local board. The diversity of the area, 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. Based upon needs, committees are created to address needs and/or concerns of the Board. The Chairperson and Vice-Chairperson are private sector representatives.

The LWDA 20 board focuses their activities on strategic, not operational, management of the local system. The board, along with key partners, strives to shape a clear, local vision that is consistent with Governor's goal and responsive to local needs. In order to carry out its required WIOA functions, the board meets on a regular basis LWDA 20 has assigned staff to assist the Board in carrying out their roles and responsibilities.

Duties of the LWDB, in partnership with the CEO, include:

Development of the local/regional plan

Selection of the Geaux Jobs Center operator

Selection of youth providers

Program oversight

Negotiation of local/regional performance measures

Development of employer linkages

The CEO of LWDA 20 has designated the Tangipahoa Parish Government as the Administrative Entity and fiscal agent for the local area.

B. Operating Systems and Policies Supporting the State's Strategies:

1. Local operating systems that support and coordinate implementation of state strategies

Programs at the local level are delivered through coordination and integration of services in various ways. The following programs: Title V Older Workers, Louisiana Rehabilitation Services, Veterans Services, WIOA, Wagner Peyser, TANF/STEP and Rapid Response assigned staff are all co-located in the comprehensive Geaux Jobs Center located in Hammond. Other required partners are accessible through a multitude of avenues to include electronic, telephone and part-time hours. The programs and services of partners are integrated in various degrees into the Geaux Jobs Centers and provide accessible and comprehensive information and referral to an array of services to the clients of each respective partner. Through collaborative partnerships, the centers serve as a focal point for

workforce development services and program integration. All system partner programs are committed to the One-Stop system concept and have an understanding of the different services each has to offer. The HIRE system serves as the backbone for service integration. Also, input from Local Board members representing Economic Development, Education, Wagner Peyser, Office of Social Services, Rehabilitation Services, Community Based Organizations, Organized Labor and private business is used to coordinate and align the state's workforce programs and to support integrated service delivery.

Currently LWDA uses the State's HIRE operating system as the comprehensive platform for providing consumer information; automated job-matching; employment and training components; the ETPL Scorecard; and workforce information including job growth and demand occupation projections. The State utilizes the HIRE system to provide electronic access for job seekers and employers. The HIRE employer component provides an opportunity for employers to manage a company profile, input job vacancies, and search for qualified candidates, as well as, access additional employer services and information. Likewise, HIRE provides electronic tools to help job seeker customers match workforce information with career tools such as O'NET's Interest Inventory, Skills Analysis and Work Importance Locator. Additionally, O'NET provides a plethora of occupational information job seekers can use in making career decisions. The state forecasting committee uses LSU's Division of Economic Development Chamber Analysis and the Louisiana Department of Economic Development to identify targeted cluster industries. The State's H.I.R.E. system will greatly increase the local area's ability to provide efficient services through its Geaux Jobs Centers. The Workforce Data Quality Initiative (WDQI) allows the State to gather multi-agency information on attainment of workforce improvement goals and performance reporting to further assist local areas in providing quality services.

2. Local policies that support coordination and implementation of the State's strategies.

LWDA 20 has established a local vision that aligns with the State's vision and mission statement. Center staff have received copies of OWD's Integrated Service Model Work Processes policies and received training on implementation of these policies. Policies and procedures have been developed and implemented at the local level to compliment state policies. A series of Standard Operating Procedures has been put into place to facilitate the delivery of seamless integrated workforce development services. The advanced technology-based delivery of services across multiple funding streams has served well to reduce duplication of services for both business and job seekers. The main focus of the State and local redesign project has been to provide employers and businesses with the qualified skilled workers needed to grow the state and local economy. Universal access to services is delivered through an integrated team-based approach that directs job seekers to a variety of employment, training and supportive services necessary to facilitate employment opportunities that lead to hiring, retention, training and advancement of workers.

Under the direction of the LWDB and administrative personnel who provide guidance on an on-going basis, Geaux Jobs Center staff will continue to retool and improve services to better serve employers and job seekers as the local workforce climate dictates and to adjust as staffing and funding issues allow. The WDB in turn will continue to work closely with the OWD in achieving the State's goals and to ensure that all centers are in compliance with state and federal mandates.

3. How the delivery of services to jobseeker customers and employer customers, including Registered Apprenticeship sponsors, will be aligned across programs.

Advancements in technology and restructuring of state agencies have had a profound impact on how services are delivered across multiple programs for job seekers and employer customers. The HIRE system set an excellent foundation for full integration of services to improve customer service, drive employment opportunities, to create a collaborative environment and transform services from being a collection of cumbersome intensive services to a more demand driven system. This effort will create connectivity of services offered at the Geaux Jobs Centers and manage the focus of job seeker needs to employer needs and provide occupational data that will assist unemployed/underemployed workers to gain meaning employment in a timely manner through a more streamlined approach.

With a focus on the employer customer, we will balance funding, services, and human capital to improve the workforce supply and demand match. One way to achieve this goal is to partner more closely with Registered Apprenticeship partners. Enrolled job seekers will have an opportunity to “earn” while they “learn” when enrolled in apprenticeship programs. Increasing the number of enrollments in post-secondary education will also help provide additional skilled workers. The need to address skills gaps for a number of individuals in the available labor pool presents an ever-increasing challenge. LWDA 20 will increase efforts to partner with educational resources to provide much needed basic skills upgrades and attainment of HiSets. We will continue to work closely with the LCTCS and other entities who share similar strategies to provide specialized education and training for jobs in demand today and those of the future. We will help steer customers toward Industry Based Certification programs whenever possible by providing accurate and timely labor market information with an emphasis on high demand, large growth potential occupations.

As our region embraces our mission of “Putting People to Work”, Geaux Jobs Centers will continue to utilize a seamless, team-based triage service design to direct job seekers to appropriate services, regardless of program eligibility. The Employment and Re-employment initiatives should begin to drive more qualified job seekers to services provided in our centers. Many of these individuals already possess the skills and/or credentials and attitudes required by employers to fill vacant positions.

The H.I.R.E. system will provide customer choice in selecting an appropriate level of service for job seekers either by direct access to employer job vacancies through the Internet-based MIS system, independent of the Geaux Jobs Centers, or through facilitated self-help and group activities in the centers. Independent access job seekers will complete on-line skill-based resumes, conduct on-line job search, set up a Virtual Recruiter account, and apply directly for job vacancies. For services provided through a Center a quick triage assessment by Geaux Jobs Center staff will quickly identify customer needs and help direct individuals to the appropriate mix of services, such as providing assistance with applying for jobs through the Internet, developing resumes to match skills-specific jobs, analyzing individual skills sets, completing interest inventories, conducting career exploration and making career choices, development of an individual employment plan and/or determining training needs and options for those job seekers who require assistance through the Centers. Individuals in need of additional services will be directed to intensive level programmatic services, such as basic skills assessment, upgrade/HiSet, development of a financial plan, access to training programs, applications for scholarship vouchers, financial aid assistance, and referral to supportive services beyond the center.

Unemployment Insurance claimants are required by LWC to register in the HIRE system, conduct weekly job search, attend appropriate orientation/workshop assignments and receive job search assistance. Failure to comply may result in a loss or interruption of benefits. UI claimants who remain on the rolls and are most likely to exhaust benefits are required to report to Geaux Jobs Centers for enrollment in WIOA services.

Veteran customers receive priority of service at all levels and are identified at initial registration in the system. The HIRE system provides for priority in referral to job vacancies for qualified candidates or spouses. Eligibility is noted in the WIOA enrollment application with Veterans receiving priority of service. They are given priority for training opportunities where qualifying criteria are met for services. LVER staff assigned to the Geaux Jobs Centers provides employer outreach services on behalf of Veteran customers and DVOP staff to provide intensive level and case management services for Vets.

4. How the local area will support and coordinate with WIOA state rapid response activities to dislocated workers.

The Director of Workforce Development receives WARN notices from the Rapid Response Unit at OWD. This information is forwarded to the Operations Manager and the site coordinators who share the information with staff to alert them in the event that affected workers come to centers for services. Rapid Response staff is co-located at the Hammond Geaux Jobs Center and coordinates on-site services with WIOA & WP staff. The site coordinator may assign WIOA staff to assist Rapid Response functions on an as-needed basis at the request of Rapid Response Unit staff. Upon arrival at the Geaux Jobs Center, WIOA staff delivers services as needed to rapid response designated customers. Referral to WIOA training orientations will be scheduled for those wishing to explore training options.

5. Common data-collection and reporting processes used for all programs & activities present in One-Stop Career Centers.

WIOA Title I, Wagner-Peyser, Veterans, Business Services, TAA, Rapid Response, and Seasonal & Farm Worker Program all share an integrated Internet-based management system which includes common intake, program enrollment, case management and data tracking required for reporting purposes. The HIRE system provides integrated workforce information, transferable skills analysis and career path information in the case management system. LWC data provides seamless information sharing and data exchange with One-Stop partners to increase customer service and enhance interagency data exchange. Use of the WRIS wage record system facilitates maximized documented performance outcomes across programs.

6. Local performance accountability system for workforce development activities carried out through the LWDA workforce development system.

Through the LWC comprehensive MIS system (HIRE), the LWDA is able to provide oversight and monitor on-going performance of the ETPL & WIOA program performance. The LWDB holds quarterly meetings, oversees development of the local plan and policies and provides program monitoring staff. LWDA 20 Workforce Director

presents an overview of program performance along with monitoring reports, at regularly scheduled LWDB meetings to keep the board abreast of program activities.

LWDA 20 has financial policies and procedures in place to address cost principles, allowable costs, cost allocation, classification and limitations, cash management/internal controls, etc. These policies provide guidance and establish financial procedures to ensure that the financial structure is in accordance with generally accepted accounting procedures and ensures funds are charged to the appropriate categories, as required by the Workforce Innovation and Opportunity Act, federal and state regulations.

Policies are also in place to regulate performance requirements, including completion and placement information, average wage, retention rates, growth potential, targeted demand occupation training and evaluation of instructional curricula.

7. Local strategies for collecting and using other information to measure the progress on local performance measures.

On a monthly basis the Operations Manager reviews customer traffic counts and flow to determine increased or decreased patterns, such as UI claimants, Veterans, dislocated workers, youth, and adult job seekers. The Director of Workforce Development calculates the monthly Fund Utilization Rates to ensure the program stays on track in expending funds and reviews the enrollment numbers and areas of training. Quarterly Performance monitoring is used through the Louisiana Performs Website to determine participant outcomes and to assure LWDA 20 is in line with state negotiated performance requirements.

Site Coordinators run periodic reports in the HIRE system to evaluate overall performance of each Geaux Jobs Center in order to address any deficiencies or errors in documentation or in services provided to customers. Data from daily customer satisfaction forms are reviewed on a monthly basis to provide feedback from customers on how staff and the centers are performing and to address problems or deficiencies.

(3) Services to Local Target Populations:

In providing universal access to services for the public at large, a broad spectrum of individuals entering our Geaux Jobs Centers on a daily basis, including individuals referred by partner and supportive service agencies. Some of these individuals fit the local targeted population category. LWDA 20 works closely in a collaborative effort with partner agencies to meet the needs of these special populations and serves as a focal point for workforce development services. Through delivery of Career, individualized career, and training services, LWDA 20 strives to meet the needs of job seekers identified as part of the targeted population. We adhere to all state and federal discrimination laws in providing services. LWDA 20 has an established priority of service policy to address services to its special populations.

LWDA 20 will connect UI claimants with re-employment and training services delivered through the-Geaux Jobs Centers by making sure claimants have access to the full array of services available at the centers, enabling a quick return to work, and reducing average duration of claims, while ensuring accountability for UI requirements. Re-employment and Eligibility Assessment Services (RESEA) for UI claimants is a high priority and focuses on increased accountability on the part of the claimant, while utilizing stronger integration between UI and workforce services to assist UI claimant job

seekers in becoming a vital part of the labor force. This is accomplished through three in-person service points in the process for selected eligible jobseeker UI claimants.

For other long-term unemployed individuals who have exhausted extended benefits, been denied benefits, or been out of the workforce for an extended period of time, Geaux Jobs Centers provide staff-assisted services to assess the individuals past work history, education and training background, transferable skills levels, labor market information awareness, resume development capability, job search and interviewing skills, work ethic, and barriers to employment. Dependent upon assessment results, staff will work individually with job seekers to facilitate job readiness capability and if needed, refer them for individualized career services and training services as appropriate. Individuals will be screened for WOTC and referral to supportive service agencies for additional assistance.

For underemployed individuals a similar set of services, as stated above, are offered to job seekers who wish to obtain additional or upgraded employment opportunities. Low income job seekers who receive public assistance are identified at initial assessment or through referral by a partnering agency. LWDA 20 has an established policy that provides priority of service to low-income individuals, recipients of public assistance, and basic skills deficient persons. STEP/DCFS participants are required to report to a Geaux Jobs Center for WP registration and to participate in job search activities and other services offered through the center. Staff are required to provide information required by the referring agency to verify that the individual completed the requirements.

Dislocated workers seeking services at Geaux Jobs Centers, who are unemployed due to loss of employment from layoffs or shutdowns are screened for TAA eligibility during the initial assessment and registration process. They may be identified through a WARN notice or may present appropriate documentation at the center. Currently TAA participants are assigned to a LWC staff member housed in the Baton Rouge office. Center staff will contact the TAA representative to set up an appointment to facilitate services for the affected individual. TAA specific services under this program are handled by the LWC staff member on an as-needed basis and are coordinated closely with the WIOA/WP staff of the Geaux Jobs Center, who assists in providing services as needed. If the individual so chooses, he/she may pursue the full array of services offered by the Geaux Jobs Center in addition to any TAA services that may be offered.

Dislocated workers who meet the definition and eligibility criteria for dislocated worker services, but are not TAA eligible, will be identified at initial assessment registration/enrollment at a Geaux Jobs Center. They have access to the full array of services provided through the Center. If interested in training/retraining, they will be screened for WIOA funded training services as appropriate as funding and eligibility criteria permit or be referred to additional partner programs or financial aid assistance as deemed necessary. Eligible displaced homemakers will have access to the full array of services at Geaux Jobs Centers and proceed through the same process as other dislocated workers.

Veterans receive priority of service at all levels of service in Geaux Jobs Centers and have access to the full array of services available. LWDA 20 has established a written priority of service policy for veteran customers. VETS are identified during the initial assessment/registration process and so noted in the HIRE system. Recruitment and placement staff conduct VET searches for priority on job referrals for qualified veteran job seekers. Other staff may identify barriers to employment and refer VETS identified as needing additional services to a DVOP specialist. DVOPs assigned to Geaux Jobs Centers provide intensive level and case management services to VETS seeking assistance. LVER staff assigned to Geaux Jobs Centers provides employer outreach and job development services on behalf of job ready qualified veteran job seekers. Additionally, they may provide job search workshops and job fairs for veterans and

conduct employer seminars. DVOP and LVER staff conducts targeted outreach to veterans through the HIRE registration and visits to other entities and agencies serving the veteran population. VETs receive priority for training opportunities where funding is available and appropriate qualifying criteria are met for services.

LWDA 20 is committed to providing persons with limited English Proficiency (LEP) access to programs and services through the use of interpreters (both sign language and foreign language), and through the appropriate use of a TTY and/or Louisiana Relay Services number. The Equal Opportunity (EO) Coordinator for LWDA 20 is responsible for implementation of the methods of effective communication with LEP persons and will maintain and routinely update a list of bilingual persons, organizations, and staff members who are available to assist the hearing impaired and individuals with limited English proficiency. Further, according to the demographic profile of the population of LWDA 20, the primary language spoken is English and Spanish. LWDA 20 will contract with a sign/language interpreter as necessary to provide speech/language translation and interpretation services for non-English speaking and/or hearing-impaired customers in all ten LWDA 20 parishes.

The current cultural climate is rife with pitfalls and barriers to success for today's youth. The task at hand is larger than any one agency can attempt to undertake. In order to best serve the youth population, LWDA 20 has established collaborative efforts with numerous youth focused partners who provide expertise in addressing the needs of our youth. Our partnerships include coordination with Adult Education, Job Corps/Youth Challenge, local school systems, LCTCS, Juvenile Justice, Youth Build, as well as, community and faith-based organizations. Through these partnerships, youth have access to an array of specialized services especially for at-risk and out-of-school youth who have multiple barriers to employment and educational opportunities. In addition, we have enrollees in two YouthBuild programs and a number of occupational training programs throughout the LCTCS system. Youth accessing services through Geaux Jobs Centers are assessed at registration for eligibility, as well as being introduced to the full array of services, including the 14 elements of services available as appropriate for the individual youth. Under the direction of the LWDB, LWDA 20 strives to provide services that best serve to increase youth enrollment in post-secondary education, credentialing programs, increase graduation rates, encourage basic skills upgrade, address skills gaps, offer HiSet prep as needed, address soft skills deficiencies and lead youth to productive employment opportunities and lifelong success. The 14 elements of youth services shall be obtained at no cost with other public and non-profit agencies and organizations or if necessary, thru procurement of services thru LWDA-20 procurement procedures.

Migrant and Seasonal Farm Workers are served through the Geaux Jobs Centers' career services for job search and career exploration activities and receive individualized and training services. Housing and utilities assistance are two services they offer in addition to training and education programs through the MET Houma office.

LWDA 20 has an established policy to ensure that the full array of services, provided through the Geaux Jobs Center, are available to individuals with disabilities. They are served in the same manner as other customer-seeking services through our centers and are afforded the same rights and privileges. Services are provided in the most integrated setting appropriate to the needs of each individual. Individuals with disabilities who request special accommodations are served in the most appropriate manner possible through use of assistive technology and assistance from partnering agencies that also serve the disabled population. Louisiana Rehabilitation Services (LRS) have moved under OWD, Geaux Jobs Centers can better connect customers to vocational rehabilitation services which offer a cadre of more comprehensive services than were previously available. LRS staff assigned to designated areas utilize office space and resources in the Geaux Jobs Centers to provide convenience for clients. Appointments are scheduled by VR staff assigned to the center, and center staff in turn refers customers to LRS for services. LRS staff provides specialized

assessment, job counseling, individual employment planning, job development and out-reach with employers, and placement assistance. Geaux Jobs Centers share job board and job fair information with LRS staff. All centers are compliant with the Americans with Disabilities Act.

Older workers as universal customers have access to basic labor exchange and career exploration services through HIRE. Geaux Jobs Centers offer career services, individualized career services, and training services, as appropriate, through WIOA and/or partnering agencies. In addition, centers facilitate SCSEP services provided through Catholic Community Charities. Their staff conducts outreach and job development for older worker employment opportunities. LWDA 20 has several senior employment program workers assisting in our Geaux Jobs Centers. In addition, they represent the Senior Worker Program at the local level by collecting applications for the SCSEP and forwarding them to the main office in Baton Rouge for review and possible program enrollment.

LWDA 20 has worked through the years to facilitate enrollment in non-traditional occupational training. Scholarships may be awarded to eligible individuals for demand, non-traditional, occupational training provided funding is available and all criteria are met or they may be referred to partner programs for additional assistance. We currently have enrolled females in tractor-trailer driver training programs. All job seekers have access to the full array of services provided through the Geaux Jobs Centers to access information about non-traditional training opportunities.

LWDA 20 worked in coordination with ex-offender programs such as the Capital Area Re-entry Coalition, prison work release programs, Probation & Parole, J-core and juvenile justice to provide connection to workforce development opportunities for ex-offenders. Geaux Jobs Centers provide career services and access to individualized and training services as appropriate, including referral to supportive service agencies to address barriers. The homeless and multiple barrier populations are the most difficult to serve. LWDA 20 works with a variety of supportive service and community and faith-based organizations to best seek assistance for these individuals. Often individuals must address personal issues before they can attempt to seek suitable employment. Through collaboration with partnering agencies and organizations, we attempt to assist individuals in need with referral to services to obtain adequate housing, food assistance, clothing, medical, and financial aid assistance. Once the necessities of life are addressed, these individuals are better able to pursue workforce development services offered by the Geaux Jobs Center. Each center has an array of supportive service information, contact numbers, and applications for food stamps and the LaChip program.

(4) Services to Employers:

As our LWDA continues to focus on a demand-driven system that responds quickly to the immediate and long-term needs of the business community, our focus will be on connecting skilled and credentialed job seekers with employers who have job vacancies in demand occupations. In order to accomplish this goal, our region will utilize occupational forecasting data and input from business to improve existing services and develop new services to meet the customer's needs. We will engage business in an effort to better align training, education and workforce development to alleviate employer challenges in filling vacant positions when they are unable to find qualified applicants.

By utilizing the Targeted Industry Sector and the Career Pathways Initiatives to the maximum extent feasible, we will focus on creating an improved job seeker pool of applicants who possess the skills employers need and want. We will strive to build regional partnerships with small businesses and targeted industry sectors to increase overall business utilization rates, reduce employer costs, increase the number of direct posted job vacancies, reduce the time it takes to fill vacancies, and increase the number of employers utilizing employer-based training.

As HIRE has become fully operational, LWDA 20 is better able to serve employer customers. Employers are now able to post job vacancies and access resumes, find information on training programs, as well as compliance information, and real-time labor market data. Employers are also able to access the WOTC Program through an integrated process that provides a streamlined, automated method of document input.

The Business Service Representatives (BSR) assigned to the LWDA 20 will work closely with, WIOA Business Staff and employers throughout the area as a point of contact to the employment and training system. They will work closely with Economic Development and local Chamber partners to pool resources. The Geaux Jobs Centers and Business Service Representatives will assist employers at the local level with their workforce needs and to provide specialized services, and participate in planning, implementing and hosting job fairs and additional employer related services as needed.

(5) Coordination with Economic Development Activities

Coordination of workforce development activities carried out in the local area with economic development activities in the region will occur primarily thru the Regional Business Services team comprised of the Director of Workforce Development, Operations Manager, LWC regional Business Services Consultant, local Recruitment and Placement staff, Vocational Rehabilitation staff, TAA staff, and Veteran staff. The members of this team meet with economic development agencies, chambers of commerce, and other business organizations and communicate regularly with one another. They also meet at least quarterly to share information and coordinate activities.

(6) One-Stop System

(A) Continuous Improvement

The Board will ensure continuous improvement of eligible providers of services and ensure that such providers meet the employment needs of local employers and job seekers thru the review of monitoring reports issued by the Board monitor, as well as, thru other performance reports provided by the LA Performs Program. Data will be reviewed by Director of Workforce Development and Operations Manager to determine corrective actions for improvements. Any noted deficiencies will be addressed with the appropriate agency and if necessary by a corrective action plan.

(B) Access to Services in Remote Areas

Access to services provided through the One-Stop delivery system, especially in remote areas is facilitated primarily thru the use of technological links to State and Local workforce development websites and through five LWDA-20 satellite Geaux Jobs Centers strategically located throughout the ten-parish area. These five Centers are in addition to the main comprehensive Geaux Jobs Center located in Tangipahoa Parish. Additionally, public libraries located in most parishes have offered the use of their facilities and computers for our workforce development customers. Finally, customers who have computers at home may access certain one-stop services electronically from their homes.

(C) Compliance with Section 188 (Nondiscrimination) and Americans with Disabilities Act

All entities within the one-stop delivery system must assure compliance with nondiscrimination laws and applicable provisions of the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities. Compliance with these requirements is monitored on a regular basis by State LWC staff, as well as, the LWDA-20 local EEO Compliance Officer and LWDA-20 local monitor.

(D) Roles and Resource Contributions of One-Stop Partners

The comprehensive Geaux Jobs Center partners physically located in the One-Stop Geaux Jobs Center in Hammond and the programs/activities they carry out include the following:

- Tangipahoa Parish Government– Title I WIOA Adult, Dislocated Worker and Youth programs;
- Louisiana Workforce Commission (LWC) - Wagner Peyer programs; LWC-Vocational Rehabilitation programs; Trade Act program; Unemployment Insurance program; Veterans program – Title 38 of US Code, TANF/STEP;
- Catholic Charities of Baton Rouge– Senior Community Service Employment program – Title V of Older Americans Act.

The other required one-stop partners currently not co-located in the comprehensive Geaux Jobs Center include LCTCS Adult Education and Literacy under Title II of WIOA; LCTCS Career and Technical Education under the Carl D. Perkins Career and Technical Education Act of 2006; Community Services Block Grant (CSBG) Agency under the CSBG Act; Department of Housing and Urban Development (HUD); Agency administering programs under the Second Chance Act of 2007; and Department of Children and Family Services (DCFS) - Temporary Assistance for Needy Families (TANF) program under Part A of Title IV of the Social Security Act, MET and YouthBuild. The programs, services, and activities provided by these partners are currently accessible at the Geaux Jobs Center thru electronically or technologically linked access points to staff who can provide meaningful information or services.

To the maximum extent feasible, LWDA-20 will continue working with these partner entities going forward with the goal of actual physical location in the comprehensive one-stop Center depending upon available space.

(7) WIOA Adult and Dislocated Worker Programs

As previously indicated in item #3 above, LWDA-20 has an established policy, which is consistent with State guidelines for the Adult programs that provide priority of service (51% minimum) to low income individuals, recipients of public assistance, and to basic skills deficient persons. The LWDA-20 Geaux Jobs Centers provide staff assisted services to assess the individuals' work history, education and training background, transferable skill levels, labor market information awareness, resume development capability, job search and interviewing skills, work ethics, and barriers to employment. Dependent upon assessment results, the individual may be referred for further individualized career services and/or training services as appropriate.

Also, as indicated previously, Dislocated Workers who meet the definition and eligibility criteria for the Dislocated Worker program will be identified at initial registration/enrollment. They will have access to the full array of services provided thru the Geaux Jobs Center. If training services are deemed appropriate, they will be considered for WIOA funded training services, and/or be referred to additional partner programs for financial aid assistance as necessary.

(8) Coordination with State Rapid Response

As discussed earlier, coordination with State Rapid Response activities is accomplished thru the receipt of WARN notices from the State Rapid Response Unit which are dispersed to appropriate Geaux Jobs Center staff with instructions to assist the State Rapid Response staff in providing services on an as needed basis. Coordination is further strengthened by the co-located of State Rapid Response staff at the comprehensive Geaux Jobs Center in Tangipahoa Parish.

(9) Youth Workforce Development Activities

In addition to the youth activities described in item (3) above, in order to enhance individual choice in their education and training plans and provide flexibility to service providers, LWDA-20 shall utilize WIOA-ITAs for out-of-school youth, ages 18-24 using WIOA youth funds when appropriate, as permitted at 20 CFR 681.550. We will also look to secure OJT's for out-of-school youth.

(10) Coordination with Secondary and Post-Secondary Education

The Local Board will coordinate education and workforce development activities carried out in the local area with relevant secondary and post-secondary programs to enhance services and avoid duplication through reports and information exchange from the members of the Board who represent those programs. Additionally, coordination is further enhanced thru reciprocal referral agreements and partnership agreements with the relevant agencies. Further, participation in the JUMP Start initiative should also prove beneficial in this regard. LWDA 20 works closely with school system dropouts through cooperative referral endeavors to attempt to secure HiSET and employment.

(11) Coordination with Transportation and Other Supportive Services

All LWDA-20 Geaux Jobs Centers have been informed of how to access the on-line Louisiana Transit Resource Guide published by the Louisiana Department of Transportation and Development. This guide provides information on transportation resources located in each parish of the State and is updated periodically. Other appropriate supportive services such as public assistance benefits, child care, food stamps and housing assistance are provided thru referral to the relevant partner agencies.

(12) Coordination with State Employment Services under Wagner Peyser Act

In an effort to improve service delivery and avoid duplication of services, the State employment service now named the Louisiana Workforce Commission-LA Department of Labor, has been co-located in the LWDA-20 Comprehensive Geaux Jobs Center since the year 2002. They are also co-located in two (Livingston and Ascension) of the other five LWDA-20 satellite Geaux Jobs Centers. This co-location and partnership arrangement provide maximum coordination of the labor exchange services under Wagner Peyer with the career services under the WIOA Adult, Dislocated Worker, and Youth Programs.

(13) Coordination with Adult Education

Coordination of workforce development activities under Title I of WIOA with adult education and literacy activities will be accomplished primarily thru Memorandums of Understanding and/or Partnership Agreements between LWDA-20's six Geaux Jobs Centers and the relevant adult education/literacy providers located in each of the 10 parishes comprising LWDA-20. Adult Education is also a "core" partner under WIOA and is represented on the Local Workforce Development Board which further enhances coordination of services. Though adult education is not physically located in our One Stop Geaux Jobs Center, there is an automated referral kiosk at the center. We are hopeful one day staff will be co-located at the center.

The local Board intends to carry out its responsibility to review local applications of eligible providers of adult education and literacy services and make any needed recommendations to promote alignment with the local LWDA 20 Plan.

(14) Coordination with the Vocational Rehabilitation Agency

Louisiana Rehabilitation Services (LRS) which is under the Louisiana Workforce Commission (LWC), is a one-stop system partner and is also represented on the LWDA-20 Board. Thru cooperative agreement and memorandum of understanding, LRS case managers maintain a full-time presence at the One Stop Geaux Jobs Center and part-time in the other five centers, which provides additional access points and more effective services to individuals with disabilities. Further, in an effort to improve services to individuals with disabilities, LWDA-20 in partnership with LWC-LRS has updated its handicap accessible computer equipment with new equipment in 2015 at all six of the Geaux Jobs Centers.

(15) Identification of Entity Responsible for Disbursal of Grant Funds

In accordance with section 107 (d)(12)(B)(i)(II) of WIOA, the administration of the grant will be through the Tangipahoa Parish Government, administered by the Chief Elected Official for LWDA 20, Mr. Charles Robert Miller, Jr., Tangipahoa Parish President.

(16) Competitive Process for Awarding Sub-grants and Contracts

LWDA-20 has procurement policies and procedures in place (Attachment 2) to be used in awarding sub-grants and contracts for activities under Title I of WIOA. These policies and procedures are consistent with Federal, State, and Local procurement requirements.

(17) Local Levels of Performance

The 2018-2019 negotiated performances are:

WIOA Adult, Dislocated Workers and Youth Measures

	<i>Adult</i>	<i>Dislocated Workers</i>	<i>Youth</i>
Entered Employment Rate 2 nd Quarter after exit	64.5	66.5	68.5
Entered Employment Rate 4 th Quarter after exit	66.3	67.2	69.0
Median Earnings 2 nd Quarter after exit	4990	6750	-----
Credential Attainment Rate	63.8	72.0	66.0
Measurable Skill Gain	In Negotiations	In Negotiations	In Negotiations

State Business Services Measures are still being negotiated

- Market Penetration
- Demand Occupations with staff referrals
- Repeat customers
- Employer-Based Training

Once planned performance levels are negotiated with the State, quarterly reports are available thru LA Performs system with which to evaluate actual performance and take corrective actions to improve on any deficiencies.

(18) Continuous Improvement

Local Workforce Development Area 20 (LWDA 20) has been a top performing area in the State, meeting and/or exceeding the majority of Federal and State performance measures under the WIA program during the past years, and with the Board's guidance, will continue to strive toward remaining a high-performance area under the Workforce

Innovation and Opportunity Act (WIOA) program. The Local Board will work with the Geaux Jobs Center staff, local elected officials and other workforce development partners to ensure access to employment, education, training and support services for job seekers while matching employers with the skilled workers they need. Additionally, the Board will continue to support proven, effective industry sector strategies, career pathways, and work-based learning in an effort to ensure continuous improvement of services.

(19) Coordination of Training Contracts with Individual Training Accounts (ITAs)

The Louisiana Workforce Commission-LA Department of Labor is responsible for developing and maintaining the statewide Eligible Training Provider List (ETPL) and notifies training providers of the opportunity to apply for status as an approved training provider and thus eligible for ITAs under WIOA. The Local Board staff also provides interested training providers with application information on the State's ETPL.

The ETPL/ITA system is LWDA-20s primary source for skill training of WIOA eligible participants. Training contracts for classroom occupational training may also be utilized when indicated by employer demand and when not available thru the ETPL/ITA System. Utilizing the ETPL provides participants with an informed choice, considering costs and other factors, of which school they wish to attend using their WIOA Individual Training Account and other funding such as Pell Grant monies. The decision to provide training on a limited basis, when deemed appropriate, thru a training contract as opposed to the ETPL/ ITA System should not limit or impact participant choice to attend other training programs.

(20) Public Comment

A comment period of thirty (30) days will be provided and comments may be received from members of the public, partner agencies, and representatives of business and labor organizations. The Local and Regional Plans will be available for review on the LWDA 20's website (www.geauxjobs.org).

A public notice will also be placed in local newspaper of record for the grant recipient in the area notifying the public of the availability of the Plan for review and comment. All comments received will be submitted to the Louisiana Workforce Commission as an attachment to the Final Plan.

(21) Integration of Intake and Case Management in One-Stop Centers

Implementation and transitioning to an integrated, technology-enabled intake and case management information system will require funding and decisions at the State level from the various partner agencies. LWDA-20 would be happy to assist the State in the development of technology improvements, to the maximum extent feasible that would result in the integration of intake and case management systems thus minimizing duplication and increasing efficiencies across all core and mandatory partner programs.

(22) Common Assurances

- (1) The Local Area has established a policy identifying circumstances that may present a conflict of interest for a Local Board or the entity or class of officials that the member represents, and procedures to resolve such conflicts;
- (2) The Local Area has established a policy to provide to the public (including individuals with disabilities) access to meetings of Local Boards and information regarding activities of Local Boards, such as data on board membership and minutes;

- (3) the Local Area has established a policy on fiscal control and fund accounting procedures that are necessary to ensure proper accounting for, funds allotted to the local area (this applies to Title I and other discretionary funds allotted to the local area);
- (4) The Local Area has established a policy which describes action to secure compliance with uniform administrative requirements of this Act, including that the Local Area will annually monitor;
- (5) The Local Area has a policy taking the appropriate action to be in compliance with WIOA Section 188, Nondiscrimination, as applicable;
- (6) The Local Area has implemented a policy to ensure adult-program funds provide a priority in the delivery of career and training services and individualized career services to individuals who are low income, public assistance recipients or basic skills deficient;
- (7) The Federal funds received to carry out core programs will not be expended for any purpose other than for activities authorized with respect to such funds under that core program;
- (8) the Local Area will not use funds received under WIOA Title I to assist, promote or deter union organizing in accordance with WIOA Section 181(b)(7).

ATTACHMENT 1

Geaux Jobs – Local Workforce Development Area 20

Second Planning District Consortium

LWDA 20 Board Members

LWDA 20 Board Member Name	Membership Category
Joseph Ardoin	<i>Public - Labor</i>
Rene' Ragas	<i>Private - Washington</i>
Christy Corne	<i>Private - Tangipahoa</i>
Jason Dedon	<i>Public - Labor Organization</i>
Jon Craft	<i>Private - East Feliciana</i>
Mike DiVincenti	<i>Private - West Baton Rouge</i>
Brian Dowden	<i>Private - Pointe Coupee</i>
Vacant	<i>Private - West Feliciana</i>
Lisa Dugas	<i>Private - Livingston</i>
Megan Warde	<i>Public - Wagner Peyser</i>
Julie Gaudin	<i>Private - Livingston</i>
Anthony Howell	<i>Public - Labor Organization</i>
Mack C. Hurst	<i>Private - St. Helena</i>
Lisa Jones	<i>Private - Tangipahoa</i>
Craig Kaiser	<i>Public - Labor Organization</i>
Ronald LeBlanc	<i>Private - Iberville</i>
Ismay McLemore	<i>Public - LA Rehabilitation Services</i>
Ronnie Rosser	<i>Public - Labor Organization</i>
Glenda D. Shaheen	<i>Private - Ascension</i>
Torri Buckles	<i>Public - Economic Development Agency</i>
Errick Baldwin	<i>Public - Adult Education</i>
Jo Hano	<i>Public - Dept. of Children & Family Services</i>
William Wainwright	<i>Public - Post-secondary Education</i>

ATTACHMENT II
LWDA 20 Procurement

TANGIPAHOA PARISH GOVERNMENT

PROCUREMENT POLICY AND PROCEDURES FOR USE OF FEDERAL FUNDS IN TANGIPAHOA PARISH ADMINISTRATION

This policy and procedures are intended to serve as guidelines for the procurement of supplies, equipment, construction services and professional services for federally funded programs, including HUD programs such as the Louisiana Disaster Recovery Community Development Block Grant (DRU-CDBG) Program, LCDBG and ESG programs (Emergency Shelter or Emergency Solutions Grant), the Restore Act Program through U.S. Treasury, Federal Transit Administration, EDA, EPA, and other federal programs. These guidelines meet the standards established in 24 CFR 85.36 and state requirements and 2 CFR 200 of the Code of Federal Regulations (Uniform Administrative Guidance). For third party contracts, the Parish will follow FTA Circular 4220.1F. State funded programs or projects will be required to follow State procurement/bid guidelines, which in many cases are different from federal guidelines. So it will be important to know the source of the grants or funding coming into the Parish, since some of the federal funds are pass-thru through the State and then to the Parish. Local procurement standards, when federal or state funds are not involved, may vary from what is outlined herein by this document.

CODE OF CONDUCT

No employee, officer, or agent of the TANGIPAHOA PARISH GOVERNMENT shall participate in the selection or in the award or administration of a contract supported by federal funds if a conflict of interest, real or apparent, would be involved (see 18 U.S.C Part 208-209). Such a conflict could arise if the employee, officer or agent; any member of his/her immediate family; his/her partner; or an organization that employs or is about to employ any of the above, has a financial or other interest in the firm selected for award. The TANGIPAHOA PARISH GOVERNMENT, when conducting procurement using any funding, local, State, or federal, will comply with Title 42, Chapter 15 of the State of Louisiana Code of Governmental Ethics

No officer, employee or agent of the TANGIPAHOA PARISH GOVERNMENT shall solicit or accept gratuities, favors or anything of monetary value from contractors or firms, potential contractors or firms, or parties to sub-agreements, except where the financial interest is not substantial or the gift is an unsolicited item of nominal intrinsic value.

Any alleged violations of these standards of conduct shall be referred to the TANGIPAHOA PARISH GOVERNMENT Parish President or to the Parish's District Attorney. Where violations appear to have occurred, the offending employee, officer or agent shall be subject to disciplinary action, including but not limited to dismissal or transfer; where violations or infractions appear to be substantial in nature, the matter may be referred to the appropriate officials for criminal investigation and possible prosecution. If any party is unsure of a conflict of interest issue, or of possible nepotism, then written letters for clarification should be sent to the State Ethics Commission or to the Parish District Attorney.

PROCUREMENT SUPERVISION AND GENERAL POLICIES

The Director or Supervisor of each department or agency of the TANGIPAHOA PARISH GOVERNMENT, in conjunction with the Parish's Purchasing Agent, is responsible for procurement of goods or services, and shall review all proposed procurement actions within their departments. Procurements shall be also reviewed to ensure the procurement of prohibited, unnecessary or duplicate items.

DBE: The TANGIPAHOA PARISH GOVERNMENT shall take affirmative steps to assure that small and minority firms, women's business enterprises (DBEs), and labor surplus firms, are solicited whenever there are potential qualified sources. The TANGIPAHOA PARISH GOVERNMENT shall also consider the feasibility of dividing total requirements into smaller tasks or quantities so as to permit maximum participation by small or minority firms or women's business enterprises. Where permitted by regulations, delivery schedules will be developed which will include participation by such businesses. Documented "good faith effort", as outlined in Section 200.321 of 2 CFR 200 Uniform Guidelines, is required and must be documented by the Parish. In addition, where required by the federal program, Buy America Act requirements will be included within the Parish's solicitation procedures.

The TANGIPAHOA PARISH GOVERNMENT shall assist the prime contractor whenever possible by providing copies of lists which identify qualified small or minority firms, or women's business enterprises, and labor surplus area firms. The DBE list shall be updated at least annually by the Parish.

SELECTION PROCEDURES

ALL procurements issued by the Parish shall be carried out in a manner that provides open competition. Procurement technical specifications or scopes of works shall not restrict or eliminate competition. TANGIPAHOA PARISH GOVERNMENT shall not place unreasonable requirements on firms or businesses in order for them to qualify to do business, nor will TANGIPAHOA PARISH GOVERNMENT encourage or participate in noncompetitive procurement practices. The TANGIPAHOA PARISH GOVERNMENT will not participate in any organizational conflicts which would jeopardize any procurements. TANGIPAHOA PARISH GOVERNMENT will not require unnecessary experience or bonding requirements and in general will not use geographic based preferences without an acceptable written explanation that is documented and placed in the procurement file.

Pursuant to federal regulations, such as 2 CFR 200 and 24 CFR 85.36(b), all solicitations of offers shall incorporate a clear accurate description of the technical requirements for the goods or services to be procured. When using technical specifications and product descriptions, these specifications and descriptions shall not contain features which unduly limit competition. The description may include a statement of the qualitative nature of the material, product, or service and the minimum essential characteristics and standards to which it must conform if it is to satisfy its intended use. Detailed product specifications shall be avoided. A "brand name or equal" description may be used to define the performance or other salient requirements of a procurement. The specific features of the named brand which must be met by offerors shall be clearly stated.

All solicitations of bids or proposals shall clearly set forth all requirements which offerors must fulfill.

Contracts shall be awarded only to responsive/ responsible contractors/firms that possess the potential ability to perform successfully under the terms and conditions of the proposed procurement.

Consideration shall be given to such factors as the contractor's/firm's capacity, integrity, compliance with public policy, record of past performance, and financial and technical resources.

It is important that the Parish's DBE policies, along with any federal policies, be considered when procuring goods and services in order to provide for and encourage the participation of certified DBE and small businesses, including primary contractors and sub-contractors.

METHODS OF PROCUREMENT

At a minimum, the Parish Government will follow the federal procurement standards outlined in the 2 CFR 200 Uniform Administrative guidelines, the Parish's procurement policy, and any applicable State of Louisiana bid laws. These are summarized in Attachment A attached herein. In addition, procurement files shall include written Procurement Summary that highlights the details of the procurement such as, the method of procurement used, how many bids or proposals were received, evaluation information etc. It is important to note the Parish will follow FTA's 4220 third Party requirements throughout the procurement process.

TANGIPAHOA PARISH GOVERNMENT shall procure goods or services using one of the following methods listed below:

Micro-purchase. For federal funded projects, upper cost limits for use of simplified micro-purchase procedures is \$3000 and below for supplies; \$2500 and below for services; and \$2000 and below for construction. In such cases, there are no specified requirements, except as may be provided by Parish government.

Small Purchase. Relatively simple, informal procurement procedures will be used where the purchase of materials, single task services, supplies, equipment, and/or other property will not cost in the aggregate more than \$10,000, except where further limited by federal law, or HUD or other waiver policies. If such purchases are expected not to exceed \$30,000, but are over \$10,000, then State of Louisiana law, also used by Tangipahoa Parish, requires that the Parish get at least 3 written quotes. In such cases, the procurement officer must obtain a minimum of three written price or rate quotations from responsive, qualified sources. Documentation on all quotations received shall be made a part of the file. If small purchases are expected to cost more than \$30,000, then the Parish will seek sealed bids for non-construction purchases. Selections shall be made principally on price. Payment shall be made upon delivery or completion, unless agreed otherwise.

Invitation for Bid. Using this procurement method, procurements are publicly advertised in accordance with the state's Public Bid Law or the federal bid requirement, now set at \$150,000 minimum for construction projects. A firm fixed price contract (either lump sum or unit price) shall be awarded to the responsive / responsible bidder. Award is based on the lowest bid price. The Invitation for bid procurement method is not to be used for the procurement of professional services.

Request for Proposals (RFP). The RFP method of procurement is used when procuring services, using a variety of rating factors, including price. The RFP will be advertised, proposals will be evaluated and the best value or highest rated proposer that is responsible and responsive will be awarded the contract. Also, the RFP method of procurement includes methodology, experience, price, and possibly other rating factors, and price/costs submittals can be negotiated. A formal RFP shall be issued for solicitation of proposals.

Request for Qualifications (RFQ). The technique of competitive qualification based solicitations is normally conducted with more than one source submitting a response. All competitive solicitations shall be conducted using a formal written RFP or RFQ documents containing at least the minimum items shown in the attached RFP/RFQ Outline (See Attachment A) and in an open and competitive manner. It is generally used when conditions are not appropriate for the use of sealed bids, small or micro-purchases. By Louisiana State law, architectural and engineering services must be procured via requests for qualification statements; administrative consulting services and other professional services can be procured via requests for proposals or qualification statements. Other professional services may also be procured by requests for proposals using the RFP or RFQ format.

The following procedures will be used for competitive negotiations:

- i. Requests for proposals or qualification statements must be advertised in a newspaper in a local or the nearest metropolitan area in accordance with the rules of the federal program. All responsive and responsible proposals will be accepted and documented in the procurement file. RFP's may include the request for price and fee proposals, whereas generally RFQ's negotiate the price or fees during contract negotiation after selection of the respondent, but before an agreement is signed by all parties. A competitive range of fees and associated project cost shall be considered in line with the Parish's Independent Cost estimate.
- ii. Request for proposals or qualification statements shall contain a detailed list of tasks in the proposed scope of work that is expected to be accomplished.
- iii. The request for proposals or technical specifications shall identify all evaluation factors or selection criteria, including the corresponding point system that will be used to rate the proposals/qualification statements. Requests for proposals shall always include costs consideration and at least one non-cost evaluation factor. These factors can also include the participation of certified DBE consultants, contractors, and sub-contractors, which shall be encouraged by the Parish.
- iv. The Parish's selection/evaluation committee shall review all proposals and statements received and make a technical evaluation of each. The evaluation may include oral interviews with the higher ranking proposers. This shall also include a written statement that identifies the basis upon which the selection was made; including the importance of cost (for RFPs). Cost reasonableness will be evaluated by the Parish before and after RFPs are reviewed.
- v. If there is only one proposal submitted after proper solicitation by the Parish, the Parish is encouraged to negotiate prices and costs within a competitive range based upon the Independent Cost Estimate done prior by the Parish.
- vi. Contract award will be made to the responsible offeror whose submission is deemed most appropriate to the TANGIPAHOA PARISH GOVERNMENT with consideration for price, qualifications, and other factors set by the local governing body. Unsuccessful offerors shall be notified in writing within ten working days of contract award. Documentation of notification shall be maintained in the contract selection file for the individual project. Review of cost reasonableness and the use of the Independent Cost Estimate will be considered in all contract negotiations concerning this procurement method (RFP and RFQ)
- vii. If there is only one proposal, the Parish is encouraged to negotiate prices and should use the ICE as a benchmark when negotiating.
- viii. Contract award will be made to the responsive/responsible offeror whose submission is deemed most appropriate to the TANGIPAHOA PARISH GOVERNMENT with consideration for price, qualifications, and other factors set by the local governing body.
- ix. Unsuccessful offerors shall be notified in writing within ten working days of a contract award. Documentation of notification shall be maintained in the contract selection file for the individual project.

Request for Qualifications Noncompetitive Negotiation/Sole Source. Noncompetitive negotiation shall be used when small purchase, formal advertising, or competitive negotiation procedures are not feasible. Noncompetitive negotiation will involve solicitations of a proposal from only one source. This can also occur if solicitations under the competitive negotiation procedures result in only one proposal or qualification statement. Noncompetitive negotiation shall only be used when written authorization has been obtained from the federal funding agency project sponsor. In order to qualify for this type of procurement, one of the following circumstances must apply:

- i. The item or service is available only from a single source;
- ii. It is determined that a public urgency or emergency exists and the urgency will not permit the delay beyond the time needed to employ one of the other three methods of procurement.
- iii. After solicitation of a number of sources, competition is determined to be inadequate.

CONTRACT PRICING

Cost plus percentage of cost contracting is **prohibited and is illegal based on the federal regulations** and NOT be used by the TANGIPAHOA PARISH GOVERNMENT. The Parish shall perform cost or pricing analysis in connection with EVERY procurement action including contract modifications as outlined in 4220 1F Third Party Contracting. It is the parish's policy to only use Lump sum pricing when there is a definable scope of work or technical specifications that provides exact quantities and the proposer assumes most of the risk for cost incurred. Unit prices can be utilized when there is a definable scope of work or technical specifications and the contractor assume all the risk for costs incurred, and the quantity is estimated. Cost reimbursement will be utilized when the task does not result in a definable scope of work or technical specifications or the contractor will not assume the risk of incurring the cost to complete the task.

COST REIMBURSEMENT CONTRACT

A cost reimbursement contract is generally used when the scope of work or technical specifications are not clearly defined, such as in some professional service contracts. A cost reimbursement contract must clearly establish a cost ceiling which may not be exceeded without formally amending the contract and must identify a fixed dollar profit that may not be increased unless there is a contract amendment that increases the scope of the work.

A fixed price contract is appropriate when the scope of work is very well defined. A fixed price contract can only be awarded when fair and reasonable prices can be established through adequate price competition and the solicitation is based principally on price. A fixed price contract must establish a guaranteed price that may not increase unless there is a contract amendment that increases the scope of the work.

Independent Cost Estimates, using qualified project managers or estimators, will be prepared prior to solicitations and bids.

INDEPENDENT COST ESTIMATES (ICE)

An Independent Cost Estimate must be received prior to preparing a solicitation .Generally it is the responsibility of the project manager to prepare the ICE. The ICE will be prepared and document will be placed in the procurement file.

PRICE OR COST ANALYSIS

A. Price Analysis is used if it is determined that competition was adequate, and price was within the expected range established by the ICE. A Cost Analysis is used if it is determined that competition is inadequate, or price is inconsistent with the expected range established by the ICE. Price Analysis is a direct comparison of a supplier's price with benchmark prices for the same good or service. Price Analysis Techniques are as follows:

1. Purchaser must be familiar with market conditions
2. Compare bids
3. Compare price / quantity relationships
4. Compare prices of similar products
5. Published information i.e. supplier price list, trade journals, government publications

B. A Cost Analysis is used when a price analysis will not provide sufficient information, adequate price competition is lacking, using sole source method, including contract modifications, the offeror is required to submit the elements (i.e. labor hours, overhead, materials) of the proposed cost. The recipient must obtain a cost analysis when price competition is inadequate, when only a sole source is available or in the event of a change order. Reference FTA C 4220.1F Chap. VI, 6 A.) It is to be noted a cost analysis must include an analysis of profit or fee.

REQUIRED FEDERAL CLAUSES

All federally funded procurements will include the appropriate Third-Party Contract Clauses. Listed below are the clauses associated with the type of procurement;

PROFESSIONAL SERVICES/ A&E & ASSOCAITED CLAUSES

No Federal government obligations to third parties

Program fraud and false or fraudulent

Access to Records

Federal Changes

Civil Rights EEO, Title VI & ADA

Incorporation of FTA terms

Energy Conservation

Termination provisions > \$10,000

Debarment and Suspension > \$25,000

Provisions for resolution of disputes, breaches, or other litigation > \$100,000

Lobbying > \$100,000

Clean Air > \$100,000

Clean Water >\$100,000

Fly America if involving transport or travel by air

A&E for new buildings & additions

OPERATIONS MANAGEMENT SUBRECIPIENTS & ASSOCIATED CLAUSES

No Federal government obligations to third parties

Program fraud and false or fraudulent

Access to Records

Federal Changes

Civil Rights EEO, Title VI & ADA

Incorporation of FTA terms

Energy Conservation

Termination provisions > \$10,000

Debarment and Suspension > \$25,000

Provisions for resolution of disputes, breaches, or other litigation > \$100,000

Lobbying >\$100,000

Clean Air > \$100,000

Clean Water >\$100,000

Fly America if involving transport or travel by air

A&E for new buildings & additions

Contract work hours & safety standards act >\$100,000

Transit Employee Protective Arrangements

Charter Service Operations

School Bus Operations

Drug and Alcohol Testing

Disadvantaged Business Enterprise (DBE"S) if applicable

ROLLING STOCK & ASSOCIATED CLAUSES

No Federal government obligations to third parties

Program fraud and false or fraudulent

Access to Records

Federal Changes

Civil Rights EEO, Title VI & ADA

Incorporation of FTA terms

Energy Conservation

Termination provisions > \$10,000

Debarment and Suspension > \$25,000

Buy America >\$150,000

Cargo Preference Involving property that may be transported by ocean vessel

Provisions for resolution of disputes, breaches, or other litigation> \$100,000

Lobbying >\$100,000

Clean Air > \$100,000

Clean Water >\$100,000

Fly America if involving transport or travel by air

A&E for new buildings & additions

CONSTRUCTION & ASSOCIATED CLAUSES

No Federal government obligations to third parties

Program fraud and false or fraudulent

Access to Records

Federal Changes

Civil Rights EEO, Title VI & ADA

Incorporation of FTA terms

Energy Conservation

Termination provisions > \$10,000

Debarment and Suspension > \$25,000

Buy America >\$150,000

Cargo Preference Involving property that may be transported by ocean vessel

Provisions for resolution of disputes, breaches, or other litigation> \$100,000

Lobbying >\$100,000

Clean Air > \$100,000

Clean Water >\$100,000

Fly America, if involving transport or travel by air

Davis Bacon Act >\$2,000

Contract Work Hours & Safety standards act >\$100,000 (including safety vessel)

Bonding (not required of states) >\$100,000 (including ferry vessels)

MATERIALS & SUPPLIES

No Federal government obligations to third parties

Program fraud and false or fraudulent

Access to Records

Federal Changes

Civil Rights EEO, Title VI & ADA

Incorporation of FTA terms

Energy Conservation

Termination provisions > \$10,000

Debarment and Suspension > \$25,000

Buy America >\$150,000 for steel, iron, manufacture of goods

Cargo Preference Involving property that may be transported by ocean vessel

Provisions for resolution of disputes, breaches, or other litigation> \$100,000

Lobbying >\$100,000

Clean Air > \$100,000

Clean Water >\$100,000

Fly America if involving transport or travel by air

CONTRACT ADMINISTRATION - USE OF PARISH'S INTERNAL CONTROL POLICIES

The TANGIPAHOA PARISH GOVERNMENT shall maintain procurement and contract administration systems and financial systems that insure contractors/firms/suppliers perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders, Tangipahoa internal control policies, fixed asset policies, and federal Uniform Administrative policies. The accepted performance of contractors/ firms may be a factor in subsequent-future contract negotiations and award. Remedial action by the TANGIPAHOA PARISH GOVERNMENT through legal processes shall be considered in instances of identified significant nonperformance. Maintaining and tracking of **fixed assets** purchased through the use of federal funds will comply with the procedures and disposal policies adopted by the Parish for fixed assets in their internal control policies.

GRIEVANCE-COMPLAINT PROCEDURE FOR PROCUREMENT

See Attachment C herein for the Parish's policy on filing procurement complaints.

This policy has been approved by the Tangipahoa Parish President after review with appropriate Parish staff and by resolution of the Parish Council.

ATTACHMENT "A"

Basic Contracting-Procurement Requirements- State of La. vs Federal Standards

for Local Project funded with State or Federal funds

Micro-purchase Thresholds

- **for federally-funded**
↳ specified requirements
 - \$3,500 and below for supplies
 - \$2,500 and below for services
 - \$2,500 and below for construction
- **State-funded (\$0-\$9,999)**
 - No bid or purchase procedure specified, if under \$10,000, but it is best to get at least 2 written quotes

Small purchases

- **Federal (under \$150,000)**
 - For purchases under \$150,000 (not including A&E Professional Services). Written price quotations are needed from at least 3 qualified sources
- **State (under \$150,000)**
 - \$10,000-\$30,000
 - Includes supplies, equipment, services, or construction
 - Need at least 3 quotes, written or faxed
 - \$30,000 and above
 - Advertise for sealed bids (except for construction contracts which do not need public advertisement if less than \$150,000, but would need 3 written quotes)

Federal and State:

Publicly advertised bid required for construction projects exceeding \$150,000; bid for federal projects or use of federal funds, if equipment, supplies, or services are exceed \$150,000.

Public bid advertising is required for construction projects expected to exceed \$150,000 in cost. Contracts over \$50,000 require the use of State- licensed & bonded contractors. Mandatory bid, payment, and performance bonds.

Professional Services such as architects, engineers, attorneys, auditors, appraisers

Varies for State of La. versus Federal requirements, but open procurement is required

- **Federal**

- Competitive proposals required with maximum open competition; qualification based and cost- price analysis needed during selection; Affirmative steps required to solicit participation by DBE firms

- **State**

Note:

More detailed procurement and contracting requirements for the State can be found in a Powerpoint presentation on the La. Police Jury Association website: <http://www.lpgov.org/Files/Articles/AGOfficeBidProcessandPurchasing2016.pdf>

More detailed federal procurement and contracting requirements can be found in Title 2 CFR Part 200 and in 44CFR and Circular A-110

ATTACHMENT “B” – NOTES ON PREPARING RFP/RFQs

A well-written RFP or RFQ will contain all of the information the proposers need to know in a manner that captures interest and is easy to follow. The RFP or RFQ should consist of an introduction and five sections, each of which is summarized briefly on this page:

1. **Advertisement/Purpose (Introduction)** - Cover letter to summarize the services being solicited and the due date for proposals.
2. **Program Information** - Include an overview of the grant/project status and a summary of the roles and responsibilities of all involved parties to provide the context for the solicited services and capture the interest of potential respondents.
3. **Scope of Services** - Start with an overview of the solicited services, summarize general expectations, specify the anticipated role of the selected firm, and provide a detailed list of tasks to be accomplished. Should be connected to the fee proposal and be detailed enough to be in the final contract.
 - **Statement of Work (RFP only):** List in detail the tasks the selected consultant will be expected to perform. List must be detailed enough for consultant to provide price or estimated cost for the services.
4. **Submission and Evaluation Requirements** - Describe what sections should be included in the proposal (e.g. approach, organization chart or staffing plan, fee proposal (RFP only), etc.) and what information each of those sections should contain. Also describe the criteria the Committee will use to evaluate the proposal and the weights for each criterion. Submission requirements and evaluation criteria should be linked.
 - **Approach section (RFP):** For each task identified in the scope of work, respondent is to describe how they would accomplish the task(s).
 - **Project staffing:** Include an organization chart, names and roles of principal staff members, time commitments for principal staff members, and attach resumes.
 - **Qualifications:** Include project summaries for your team’s relevant experience, organized by firm or by type of experience.
 - **Fee proposal (RFP only):** Price for services described in the approach, broken out by task.
 - **Evaluation Criteria:** List the criteria on which the proposals will be evaluated (e.g. creativity of approach, reasonableness of fee, quality of relevant qualifications, previous experience, etc.) and give the weighting for each criteria. During evaluation, an independent cost estimate and review will be completed for each proposal being considered and during contract negotiations, in compliance with 2CFR200.317-200.326 and with guidance from any specific Departmental Circulars. Written information documenting such review and estimating will be provided in the procurement file.
5. **Schedule and Required Information** - Provide information about the procurement not related to the actual project. This includes a schedule/timetable for the procurement, information on written questions and pre-proposal conference, contractual obligations, information on conflict of interest, and all other required clauses.

6. Attachments - Provide any required forms (e.g. form for fee proposal or Certifications/Assurances), further clarify the expectations by including a sample contract, copies of the roles/ responsibilities checklist, and/or scopes of work for other consultants, and include more detailed information on the project (e.g. application or project summary).

ATTACHMENT C: PROCUREMENT COMPLAINT PROCEDURE

SECTION 1

It is the policy of the TANGIPAHOA PARISH GOVERNMENT to review all complaints received by the local governing body.

SECTION 2

The following procedures will be followed on all procurement related complaints received by the TANGIPAHOA PARISH GOVERNMENT:

1. The complainant shall notify the Parish Finance Director of the complaint. The initial complaint may be expressed orally or by written correspondence (written correspondence may include an email sent to the proper party)
2. The Finance Director will notify the Grant Administrator or designated Parish project representative of the complaint within 3 working days.
3. The Grant Administrator or designated representative will investigate the complaint and will report the findings to the Finance Director within 3 working days.
4. The Finance Director will notify the complainant of the findings of the Grant Administrator or designated representative in writing or by telephone within 3 working days of receiving the complaint.
5. If the complainant is aggrieved by the procurement decision, he/she must forward the complaint in writing (if previously submitted orally) to the Parish Finance Director who will forward the complaint and all actions taken by the Grant Administrator or designated representative to the Parish President's office for review. This will be accomplished within 5 working days of receipt of the written complaint.
6. The Parish President's Office will have an additional 3 working days to review the complaint and forward their recommendation or decision to the complainant in writing, with a copy to the Grant Administrator.
7. If the complainant is aggrieved with the decision of the Parish President, he/she may notify the granting agency (if the project involves funding from a grant), or the Parish Council Clerk in writing that he/she desires to be afforded a hearing by the local governing body, Parish Council. The complainant will be placed on the next regularly scheduled council meeting agenda. The Parish Council Clerk will notify the complainant in writing or email as soon as possible of the date of the hearing.
8. The complainant may bring all relevant data, witnesses, etc., to the Parish Council meeting. The TANGIPAHOA PARISH COUNCIL at the meeting, will review the complaint and forward to the complainant within 10 days a certified copy of the minutes of the meeting at which the hearing was conducted and for which a decision was rendered. If a decision is not reached at the hearing, the TANGIPAHOA PARISH GOVERNMENT will inform complainant of an appropriate date to expect a response. Within 10 working days of reaching a decision, the complainant will be notified in writing of the decision by the Parish.

SECTION 3

All citizen complaints relative to issues with Equal Opportunity violations alleging discrimination may also be forwarded for disposition by a complainant to the:

Louisiana Department of Justice

Public Protection Division

Post Office Box 94095

Baton Rouge, Louisiana 70804-9095

or

Complainant may contact the Louisiana Department of Justice Division directly at the Toll-Free Telephone number 1-800-273-5718 or 225-342-7900.

SECTION 4

The Parish Finance Director will maintain a file for the purpose of keeping reports of procurement related complaints.

SECTION 5

This policy does not invalidate nor supersede the personnel policy, citizen's participation plan, or other policies of the TANGIPAHOA PARISH GOVERNMENT which are currently adopted, but is intended to serve as an additional guide for procurement related complaints.

SECTION 6

This policy may be amended by the Parish President's office as needed and shall be posted to the Parish's home website.



Workforce Innovation and Opportunity Act (WIOA)

Local Workforce Development Area 21

Local Plan

Strategic Elements

Local Workforce Development Area 21's (LWDA 21) workforce system is under the oversight and guidance of Local Workforce Development Board 21 (LWDB 21), in partnership with the Chief Elected Official (CEO), Mayor-President for the City of Baton Rouge and has representatives of all required entities as outlined in WIOA requirements. Membership of LWDB 21 consists of a majority of business and industry representatives and provides oversight and guidance to Employ BR (American Job Center) and City-Parish of East Baton Rouge's One-Stop system. LWDB 21 Director and WIOA Chief Administrator provides an overview of program performance during quarterly Board meetings and provides oversight and guidance of the workforce development system.

LWDB 21 understands that workforce development is pivotal to the continuation of an economically vibrant region and parish. The Board continues to forge deep partnerships on a local level, aligning workforce priorities with education and economic development and achieves its mission through a focus on five strategic goals aligned with the State's Strategic Goals.

State (S) & State Board (SB) Strategic Goals	Region2 / Local Strategic Goals
(S) Goal 1: Establish career Pathways as a model for skill, credential and degree attainment for Louisiana citizens to secure jobs that provide opportunities for economic independence and family stability.	Goal 5: To establish career pathways, regional sector partnerships, and strengthened alignments with Jump Start and Work Ready U, for in and out-of-school youth, contributing towards a better prepared workforce.
(S) Goal 2: Expand career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and the expansion of the bridge programs.	Goal 2: Provide job opportunities for citizens that will provide a high quality of life through financial and career opportunities;
(S) Goal 3: Increase the participation and utilization of the workforce system by employers and job seekers.	Goal 4: To provide access to job readiness skill training as needed
(SB) Goal 1: Forecasting	Goal 1: To continue collaborating with Economic Development, Chambers of Commerce and Industry within the region to determine industries' greatest needs and to address those needs;
(SB) Goal 2: Growth & Alignment	Goal 3: To close the gap between structural unemployment and traditional unemployment;

Duties of the LWDB, in partnership with the CEO, include:

- Development of the local and regional plan
- Negotiate and reach agreement on local performance indicators
- Program oversight and guidance
- Selection the following providers:
 - One-Stop Operator
 - Youth Service Providers
- Develop effective employer linkages to support utilization of the local workforce development system
- Support economic growth of the local area and region

- Ensure the appropriate use and management of WIOA funds youth, adult, and dislocated worker activities and one-stop delivery system in the local area
- Develop a budget for the activities of the Local WDB, with approval of the chief elected official and consistent with the local plan and the duties of the Local WDB

Local Strategies that Carry Out Core Programs

LWDB 21 will continue to seek out partners and services and collaborate in a manner that aligns and braids the local resources of participating partners to seamlessly address the training and employment needs of system customers, job seekers and businesses. Integrated service delivery (ISD) reduces duplicative and administrative activities in favor of a positive customer experience, allowing partners to use their resources for value added services to ensure that job seekers have the skills to succeed in the local economy. ISD creates a quick connection to resources for the job seeker as well as the business customer. Rather than simply providing a countable service, ISD immediately connects the customer to a robust set of high value system resources relevant to the local and regional economy including screening, assessment, skill development, work-readiness, skill validation and certification. Staff working in an integrated environment are organized into functional teams to meet the needs of customers, rather than to administer specific programs.

The partners are convened and led by Employ BR, the comprehensive American Job Center and designated operator of the One-Stop Center and the administrator of the WIOA funded programs. The mandated core programs include:

- Title I B - Adult, Dislocated Worker and Youth programs
- Title II - Adult Education and Family Literacy Programs
- Title III - Wagner-Peyser Act Program
- Title IV - Vocational Rehabilitation Program

Other partner programs and agencies providing integrated services include:

- Jobs for Veterans Program
- Capital Area Re-Entry Coalition (CAPARC)
- Rapid Response
- Unemployment Insurance (UI)
- Community Service Block Grant Program (CSBG)
- Older Worker Program
- Career & Technical Education
- Carville Job Corps
- Baton Rouge Community College (BRCC)
- Migrant Seasonal Farmworkers (MSFW)
- Trade Act
- Housing and Urban Development (HUD)

There are two (2) Employ BR locations, the comprehensive center located at 4523 Plank Road and an affiliate location at 1991 Wooddale Boulevard. Employ BR has a plan in place to reach all residents who express interest in services via visiting the Centers, through technological means, and traditional outreach techniques.

LWDA 21's Workforce Development System

The local workforce development system is comprised of four main groups of stakeholders with mutual goals: job seekers (both youth and adult), training providers, community-based organizations, and employers. Each of these groups play a clear and critical role in the dual workforce goals of establishing a job seeker's career path and meeting the needs of the current and prospective employers. Employ BR provides leadership and coordination of our partnering entities to ensure that an aligned workforce system serves the needs of job seekers and employers.

All partners in the local area support the coordination and alignment of the local area's workforce programs; and have chosen to co-locate their programs/activities/services in Employ BR's center where feasible or through a formalized referral process.

The core programs work together to effectively serve job seekers and employers. While each program has clearly defined activities to carry-out, as defined by law, it is through leveraging services and resources that optimum outcomes can be achieved. Employ BR's alignment of core programs includes establishing effective career pathways that combine guidance, education, training, and support services to prepare individuals for careers. Given individuals' needs and career goals, the pathway system helps to guide individuals to appropriate programs and services. Employ BR promotes co-enrollment when appropriate to align services and to prevent duplication of services among the core programs, this encourages shared guidance and support services within each career pathway program.

Expansion of Access to Employment, Training, Education, and Supportive Services

Employ BR provides access to the full array of wrap-around services for job seekers and employers the comprehensive center and affiliate office is conveniently located to ensure customers seeking services have access. Employ BR, partnered with Louisiana Workforce Commission (LWC), uses the state's web-based online system HiRE (Helping Individuals Reach Employment), as the portal for providing 24-hour access to labor market information, job search, posting and creating resumes, automated job alerts, filing UI claim, and electronic tools for job seekers. HiRE also assists employers with posting job openings, reviewing job applicants, and other employer services.

Employ BR partners will help expand access to a seamless service delivery to eligible individuals through an integrated service delivery system (ISD), collaboration and partnership with mandated and other partner agencies and programs. The development of career pathways in key areas of Healthcare, Information Technology, Manufacturing, Transportation and Construction will be utilized to improve the successful participation in postsecondary and vocational education activities leading to an industry recognized certificate/certification.

Employ BR's workforce development strategies will not only take a sector based approach but also follow the ISD model with a strengths-based, customer-centric approach seeking to "meet job seekers where they are" in terms of work experience, skills and education. Through this model we will broker relationships with employers that will focus on creating a variety of entry points for entry-, mid-, and intermediate level job seekers including: work experience, transitional jobs, internships, apprenticeships and on-the-job training programs. Employ BR will focus on middle skilled jobs in high demand sectors, as well as on career pathways in areas such as nursing, IT, welding, logistic and construction with entry-level opportunities for individuals just entering employment or with limited employment history.

Employ BR will leverage these partnerships to expand access to workforce services and explore co-enrollment for eligible individuals. The core partners will work together to identify individuals eligible for priority of service and ensure individuals with barriers to employment receive the services they need to be successful in their job searches.

To further expand the access to employment, training, education, and supportive services for eligible individuals, Employ BR will remove barriers to enrollment, where possible, and utilize self-registration in accordance with HIRE to facilitate eligibility validation for individuals with barriers to employment.

Employ BR is also working with the core programs to explore models for increasing co-enrollment where appropriate. Job seekers who enter the Center without a high school diploma or HiSET will be referred to Adult Education services before participating in occupational skills training. Basic skill deficient job seekers are also referred to Adult Education services to increase English, computational, or computer skills. Additionally, Employ BR staff is working to identify models for co-enrollment of both youth and adult participants in order to ensure that individuals with a disability have robust employment services.

Recognizing that Employ BR is the entry point to the public workforce system for a large share of job seekers, all group workshops include a discussion of the WIOA services available to our customers. Employ BR is exploring both face-to-face and virtual solutions to further expand access for job seekers unable to reach Employ BR office in Baton Rouge. Services will be made available through alternative technologies and virtual solutions.

Strategies and Services to Facilitate Engagement of Employers

LWC is engaging employers through the services of an Industry Sector Coordinators who meet with professional/industry association representatives on a regular basis, as well as attends business associations meetings. The primary purpose of this position is to create interest and introduce to the business community and association members the services offered through Employ BR. Businesses who express interest in the services will be referred to Employ BR's Business Service Team (BST) for the development of contracts.

Through this team, Employ BR targets in-demand industries of Healthcare, IT, Transportation, Manufacturing and Construction. Business services are targeted for businesses with high priority occupations as well as challenges to acquire and retain skilled talent. Utilizing WIOA funding, LWDB 21 has policies to ensure that smaller employers, which have more limited resources, are reimbursed at a higher percentage than larger employers in services such as On-the-Job Training (OJT).

Employer engagement starts with a discussion about business' hiring and development needs and then moves into the "solutions" involving services and programs that are coordinated with the Industry Sector Coordinators or offered directly through Employ BR. Outreach activities results in closer ties with businesses. To meet the hiring demands of businesses, Employ BR, in coordination with LWC and some of its partners, provides hiring assistance and workforce readiness, work based training, talent pipeline and diversity, on-site recruitment events and labor market information.

Employ BR is represented on business and community services committees, and interfaces with businesses for research on targeted industry sectors' careers and occupations. To engage with employers, Industry Sector Coordinators promote Employ BR's services and programs with organizations that have business customers or members. Employ BR's engagement with community councils/committees such as the Reentry Employer's Advisory Council (REAC).

Employ BR also engages with employers through our private/public collaborative of more than 80 businesses. LWC serves employers by creating an aligned continuum of workforce development providers that use evidence-based tools to screen, assess, and match job seekers with hiring employers. LWDB 21 and Employ BR will begin hosting regular "Employer Round Table Discussions" as a regular agenda item where employers in key industries present to the collaborative on career opportunities and their hiring needs. These events offer an opportunity for workforce

development organizations across EBR region to engage and interact with employers in high-demand industries, developing connections that benefit the job seekers they serve.

LWDB 21 Youth Committee and Employ BR's Youth Program work closely with local businesses in providing work opportunities for Baton Rouge's youth population. Through internships, companies provide youth with work experience and mentoring which impacts their career and education decisions.

Another special program helps employers connect with untapped pools of talent among veterans. Employ BR also has veteran counselors and case managers who work to increase the number of "veteran-friendly" companies with programs to recruit and retain veterans. Employ BR conducts Lunch & Learns for business attendees during the Annual Job Fair and throughout the year.

Employ BR's goal is to meet with businesses in high-growth, in-demand sectors on an on-going basis to identify their need and connect job seekers.

Strategies to Support the Needs of Businesses

Employers need access to a steady pipeline of qualified talent, assistance in recruitment, retention and up-skilling of the existing workforce. LWDB 21 collaborates with the LWC partners to increase engagement with businesses to customize services to meet employer-driven demand for talent. Employ BR facilitates employers' connection to qualified talent and increases awareness of public workforce system and other workforce development partners. Utilizing Employ BR's job readiness services including career counseling, workshops, assessments, and individual training accounts through on-site recruitments, access to pre-screened prospective employees and job matching process, employers have the ability to reach new pools of qualified candidates at a cost savings. Louisiana Rehabilitation Services (LRS) provides case management, assistance to job seekers with disabilities to meet employer needs.

After engaging an employer and discussing their workforce and hiring priorities, Employ BR assesses current needs and suggests company-specific solutions that coordinates services. Recommendations to participate in talent pipeline development through work-based trainings including On-the-Job, Customized, and Incumbent Trainings to improve employers' talent acquisition with untapped pools of prospective employees, decrease talent development costs, and increase retention of quality employees. Employer-driven career pathways consist of required skills and credentials for high priority occupations. Job seekers receiving these WIOA trainings are registered in HIRE and are recruited, assessed, and counseled by Employ BR staff. To promote employer-requested credentials and career pathways, Employ BR engages employers through programs such as the work experience activities. Based on hiring issues and priorities and initiatives that are common to a specific industry, Employ BR has also established industry specific initiatives.

Strategies to Coordinate Workforce Development Programs and Economic Development

Employ BR partnerships with economic development partners are well-developed and include frequent and strategic interactions. We work closely with economic development agencies at both the city/parish and the state level because being located in the state's capital. We are engaged in the efforts of regional partnership and industry organizations. Our collaboration with economic development partners and programs aims to:

- Increase awareness among employers about resources available through the public workforce development system such as on-the-job training, customized training, and work-based learning

- Streamline workforce development efforts and holistically address employers' needs. We have included economic development partners in our sector strategies for healthcare, IT, manufacturing, construction and transportation. Employ BR has leverage the capacity of business intermediaries for outreach and convening purposes as well as often utilizing their know-how for the delivery of consortium-based employment and training initiatives. We also collaborate with economic development partners to identify and address challenges and solutions to key workforce issues.

Strategies to Strengthen Linkages with Unemployment Insurance (UI)

Employ BR will continue to implement UI special initiatives. More specifically, The Reemployment Services and Eligibility Assessment (RESEA), involves selected UI claimants required to attend sessions conducted by Employ BR. Claimants attend an orientation and receive one-on-one counseling with a case manager. The claimant is required to complete assessments, job search contacts and other services to create an individualized job search plan to be reviewed by program staff. Employ BR also has case managers that provide services to any UI claimant. The services range from assisting them during their application for UI benefits to giving general UI information.

Strategies to Meet the Needs of Employers

Employ BR is in a prime position to continue to align workforce services strategically with economic development activities. The partnerships with local chambers, industry and trade associations in the target sectors are valuable to the successful execution of the strategies and services.

Strategies	Services
On-the-Job Training	Employer based, hands on learning leading to job experiences through internships or apprenticeships
Incumbent Worker Training Program	Training by selected providers to raise skill levels of current employees to meet quality industry standards
Career Pathways Initiatives	A prescriptive path allowing an individual to progress through stackable credentials in a program of study leading to employment in a high wage, high demand career.
Utilizing Business Intermediaries	Job opportunities of different skill levels from entry level positions to middle level positions
Customized Training Programs	Addressing employers expressed needs for a group of new or current employees where the employers contribute at least 50% of the cost for the training.

Strategies to Increase Economic Development and Promote Entrepreneurial Skills Training and Microenterprise Services

LWC's Industry Sector Coordinators and Employ BR's Business Services Team works with economic development agencies in sharing, informing, serving common business customers and developing key industry engagement tactics. In addition, Employ BR will broaden the relationship with Southern University's Louisiana Small Business Development Center and Louisiana State University's Business and Technology Center.

LWDB 21 has expanded its membership in to include more labor representatives, as well as representatives from higher education, reentry and a local entrepreneurial/small business owner. By engaging the entrepreneurship community, there is potential for Employ BR to more strategically support entrepreneurship in East Baton Rouge Parish.

One-Stop Delivery System

Employ BR diligently works to ensure the quality and continuous improvement of contracted service providers and eligible training providers. To ensure quality of providers, training providers must meet a list of requirements to be approved for initial eligibility by the LWC. Monitoring procedures have been developed to evaluate program effectiveness and performance outcomes to ensure programmatic interventions achieve optimal results that meet local needs. Providers must submit monthly and quarterly status reports on programming and the use of funds to Employ BR.

Through workshops, speaker series and one-on-one meetings, Employ BR provides assistance and support to broaden the knowledge base about WIOA and furnish resources for on-going technical support to training providers. Topics and issues to be covered include, but will not be limited to: best practices in workforce development, labor market analysis, building employer partnerships, data-driven decision-making, and WIOA implementation.

Recognizing that the success of the one-stop delivery system depends on effective coordination among program partners, Employ BR partners work together to develop an intake process that eliminates redundant assessments and streamlines the customer experience. Our goal of integrated services requires all service providers to quickly identify needs and then match resources to those needs. Increased collaboration and coordination among system partners ensures that the best of what the system has to offer comes forward with a minimum of duplication. Participants will receive a range of services via various providers and funding streams that may be braided together to meet their specific needs.

Employers, at minimum can receive general or specialized recruitment services through self- service or staff assisted job orders. Employers receive a range of services, including job posting, applicant screening, job fairs, access to on-the-job training reimbursement, tax credits for hiring workers with specific barriers, and assistance to avoid or minimize layoffs. Business Services staff funded through Wagner-Peyser and those funded through WIOA coordinate their service delivery to avoid duplication to ensure that employers receive quality service, including providing customized training for incumbent workers and potential employees if appropriate.

Participants will meet, or be connected technologically to staff with a broad knowledge of available services, including education, training, and support services. This streamlined, integrated approach requires staff to use technology in new ways to simplify administrative processes, provide the participant with easy-to-use interfaces to access relevant information, connect to resources, expand the options available for skill development certification, and portfolio management.

Access to Services, including Remote Areas

A key priority for Employ BR is ensuring universal access to the entire array of education, training, and support services offered through utilization of Helping Individual Reach Employment (HIRE), assist potential and existing customers with access to One-Stop services with this powerful on-line tool. HiRE is also accessible via Employ BR's website, www.employbr.com facilitating use by residents in remote areas. Employ BR works to ensure that every resident of East Baton Rouge Parish has the opportunity to progress along a clearly defined and guided career pathway

that leads to economic self-sufficiency. While access is improved for all job seekers and incumbent workers, services are focused on those most in need and hardest to serve. Employ BR provides the highest quality of service to job seekers, incumbent workers and employers through the use of strategically located centers and creative partnerships with community organizations and other service providers.

Employ BR reaches those remote areas of the parish through sponsoring on-air radio job fairs through buying air time with local media broadcasting companies. These radio stations reach all East Baton Rouge communities and the surrounding parishes inclusive of urban areas with high unemployment rates and rural areas with less access. The other strategy used is reserving the Louisiana Workforce Commission's mobile unit for events throughout the city. The mobile unit is equipped with computers and Wi-Fi providing access to Employ BR and LWC's website and on line services.

Compliance with Section 188 (Nondiscrimination) and Americans with Disabilities Act

Employ BR will take steps to ensure the appropriate auxiliary aids and services are made available when necessary to afford an individual with a disability an equal opportunity to participate in and benefit from our services. Employ BR will work closely with LRS to provide cross-training on technology tools, resources and accessibility. Employ BR offices are universally accessible for individuals with disabilities including the visually and hearing impaired.

Roles and Resource Contributions of One-Stop Partners

Partner and Role	Resource Contributions
WIOA – Adult, Dislocated & Youth	The WIOA Program, administered by Employ BR through the City of Baton Rouge, is the operator of the One-Stop Center. As such, staff provides services through WIOA Adult, Dislocated Worker and Youth funding to all eligible customers. Services include basic & individualized career services, based on individualized needs.
Wagner Peyser (WP)	WP staff is fully integrated into the One-Stop and assists in providing the full array of employment and training services to customers. This co-location allows for seamless delivery in the public Workforce system to all individuals accessing services and programs. There is a continuous exchange of information and cross-training of staff that occurs and contributes to ongoing improvement to the One-Stop Customer flow and service delivery. This has been a proven partnership with successful outcomes in both training and employment for our local area.
Louisiana Rehabilitation Services (LRS)	LRS provides services to persons with disabilities. Services will be provided through a referral system. WIOA staff will provide services, but as an additional resource, anyone who self discloses information about their disability will be referred to the assumed point of contact at LRS via email from the WIOA case manager. LRS staff will also

	<p>make referrals to the One-Stop using the same process by referring to designated points of contact. A database will be maintained by the points of contact with referral results for reporting purposes. In-office staff availability shall be arranged on an as needed basis to ensure customers' needs are being met. Staff cross-training will be scheduled initially to assure clear understanding of each other's programs & services. Ongoing training will be arranged as needed.</p>
Department of Children & Family Services (DCFS)	<p>DCFS is partnering with the One-Stop to implement a new program for Supplemental Nutrition Assistance Program recipients. SNAP recipients DCFS identified as Able Bodied Adults without dependents who have registered in the state's HIRE system will be referred for assessments to determine their need for basic & individualized career services in the One-Stop Center. Employ BR staff will provide these services as a means to assist these individuals in becoming self-supporting through employment and training opportunities. Individuals not complying with this referral requirement will be reported back to DCFS by the One-Stop. Employ BR staff shall refer all individuals in need cash through Temporary Assistance for Needy Families or nutrition assistance through Supplemental Nutrition Assistance Program to DCFS for application.</p>
Unemployment Insurance – Reemployment Services & Eligibility Assessment (RESEA)	<p>RESEA implements mandatory orientations to WIOA services & programs and required service points to UI recipients in an effort to assist in returning to work more quickly. Staff assesses the needs of these individuals to assist them in creating their Employment Plans and case manages them while they access services to address deficiencies hindering their employment opportunities.</p>
Adult Education	<p>Employ BR collaborates with multiple entities providing adult education services including East Baton Rouge Parish School System, Up Alliance and Baton Rouge Community College. Referrals are made to all of these entities for basic education skills training or HiSET preparation. Participants from these entities are also referred to Employ BR for information and provision of appropriate services based on assessed needs. Additional services are being coordinated through Adult Education in the One-Stop Center. Computer literacy skills are a major barrier for</p>

	<p>many customers accessing basic career services in the One-Stop. Adult Education will provide community education classes to address this deficiency, especially if it relates to the use of HIRE to post resumes, conduct job searches, file US claims and create an email account. Adult Education will also conduct an on-site HiSET preparation class in the One-Stop. This will allow greater access to educational services by One-Stop customers to address their immediate needs to increase their market ability.</p>
Jobs for Veterans	<p>Disabled Veteran Outreach Program (DVOP) Representatives are co-located in the One-Stop to provide services to Veterans with specific barriers to employment. DVOPs conduct outreach to various programs and agencies serving veterans. Employ BR staff partner with DVOPs to do outreach to ensure that all veterans are provided services. This also allows for non-veterans to receive services since federal law prohibits DVOPs from serving anyone other than veterans with identifiable barriers. Local Veteran Employment Representatives collaborate with Local Business Service team staff to provide services to employers and educate them on the advantages of hiring veterans who provide a highly skilled, trained workforce.</p>
Rapid Response	<p>The Regional Rapid Response Team coordinates employee events for area employers announcing layoffs. Rapid Response coordinates with other agencies, including Employ BR and UI to provide information and services to affected workers as quickly as possible to minimize the effects of their job loss. In addition to initial employee orientation sessions, the collaborative team will assist with RESEA workshops and may also coordinate on-site workshops to assist with resume writing and job search if the employer's facility can accommodate such provisions. Rapid Response is also an integral part of the Regional Business Service Team which serves local employers. The RBST works with employers to identify their needs and create solutions to address these needs.</p>
Community Services Block Grant (CSBG)	<p>CSBG is a partner co-located in the same building with our One-Stop Centers. They provide supports to individuals in the community such as emergency food, rental and energy assistance. This program is a great referral source for customers in need of WIOA services, as well as</p>

	being a wonderful resource for customers needing supports.
Capital Area Re-Entry Coalition (CAPARC)	Individuals returning to the community after incarceration face numerous barriers. CAPARC engages and provides assistance and supports to remove these barriers and make this transition easier. CAPARC and Employ BR partner on services for the returning citizen, but also work together to educate employers on the advantages of hiring these individuals and incentives available for doing so. The two partners frequently refer customers to each other for services and collaborate on projects to serve this target population.
Older Worker Program	Catholic Community Services administers the Older Worker Program which serves qualifying 55+ year olds wanting to remain in the workforce. This program serves as another referral resource for these senior workers. They provide assistance in part-time job placement and all appropriate job readiness programs. Employ BR acts as a host site for older workers to gain work experiences. Employ BR also collaborates with the OWP to sponsor workshops to educate their participants about programs and services available through the One-Stop Center and HIRE.
Carville – Job Corps	The Regional Job Corps Program partners with the One-Stop to serve youth in multiple capacities. Both programs serve as a source for cross referrals. The One-Stop through our youth services provides additional supports to Job Corps by providing a local facility in which they conduct group orientation sessions and hold individual interviews for admission into their program. Weekly workshops are facilitated for Job Corps newly enrolled participants to introduce them to Employ BR services, provide financial literacy instruction and raise awareness of selective service registration requirements. Employ BR also engages participants nearing exit with Job Corps by conducting sessions to include HIRE registration, posting on-live resume and creating a virtual recruiter in preparation for job placement. They are assisted with job search and job readiness resource materials. Each participant is provided copies of their resume for their active job search. This group from Job Corp is invited to participate in Employ BR career fairs and recruitment events.

Baton Rouge Community College (BRCC)	BRCC provide workshops on the programs of study that lead to jobs high demand, high wage, high growth industry sectors. Workshops will be offered monthly on programs, career planning, and transition to college. Career pathway maps and other tools will be used as resources to help increase participants' knowledge of the training and career opportunities available in the region. BRCC provides career counseling, transition to the workforce, and juggling college and work. These services can be offered in small group settings or workshops with 15 or more participants. Services will be available on a monthly basis or as needed at the One-Stop.

WIOA Adult and Dislocated Worker Programs

Employ BR provides both career and training services as required under WIOA. Those services are integrated so individuals are prepared both for the general workplace and for specific in-demand occupations. Employ BR provides the following adult and dislocated worker employment training activities:

- Occupational skills training (Individual Training Accounts) – This service benefits adult and dislocated workers by providing them training in another field so they can gain employment in an in-demand occupation. Employ BR targets high demand, 3 to 5 Star Jobs in the following key sectors: Healthcare, IT, Construction, Manufacturing, and Transportation/Warehouse/Logistics. These occupations were chosen due to current and forecast demand by businesses, LWC projections, and third-party projections.
- Occupational skills training
- Supportive services
- Remedial/pre-vocational training
- Work experience/internships
- On-the-job training
- Follow-up services

Employ BR will determine eligibility for assistance under WIOA and also introduce individuals to the core partner services available based on their specific needs. Employ BR also provides information through its website and partner websites, and conducts outreach activities through partners and community groups. Employ BR and core partners conduct initial assessments of skill levels, aptitudes, abilities, and supportive services. Employ BR and core partners also provide a variety of job search and placement assistance, including career counseling, skills testing and other guidance.

Employ BR, through labor market information and the Louisiana Star Jobs system, provides employment statistics to help individuals make decisions on career and job choices. These statistics include job vacancy listings, skills needed for those jobs, earnings, occupational outlooks and training availability. Employ BR provides a detailed application packet for prospective WIOA training participants at the Center and career guidance in selecting an occupation for training.

Rapid Response Services

Generally, the State Rapid Response Unit is the first point of contact for employers for major dislocation events, including Trade Adjustment Act (TAA) petition notification. Employ BR shares information with the State Rapid Response team in cases where Employ BR first becomes aware of pending closures or curtailment that may not be yet reported to the state team. The charge of the pre-layoff system is to provide comprehensive information and technical assistance leading to employment of dislocated workers affected by layoff, closure and or disaster. Rapid Response activities are time-sensitive and the State's Rapid Response Unit will develop local protocols to ensure contact with affected employers within 48 hours of receiving notice of a layoff, closure or crisis event.

The Rapid Response Team includes a staff member from Employ BR. The majority of Rapid Response activity is conducted at employer sites and includes partner information, workforce information, including WIOA services, and job search workshops. Under WIOA, the Rapid Response team has also shifted their model to serve businesses as customers in order to maximize reemployment and minimize consumption of UI benefits.

The Rapid Response Unit has designated an administrative staff person to be the state's point of contact to coordinate rapid response activities. Employ BR works in conjunction with the state Rapid Response team to provide rapid response activities which generally include:

- Consulting with the State Rapid Response Unit, state and local economic development organizations and other entities to avert potential layoffs;
- proposed layoff schedule and what employer plans are to assist the dislocated workers, including the status of any collective bargaining negotiations affecting layoff benefits;
- Ascertaining and providing the State Rapid Response Unit with information related to severance, separation pay, retirement incentives, and voluntary layoffs so the Unemployment Office handling UI benefits can review and determine eligibility for unemployment insurance benefits;
- Coordinating the delivery of rapid response layoff orientations for affected workers in conjunction with the State Rapid Response Unit.
- Ensuring procedures are in place for the timely access and referral to Employ BR programs, services and information offered by WIOA, UI, TAA, Wagner-Peyser and other programs.

Youth Services

Employ BR has established and strengthened partnerships with youth services providers within EBR. A strategy of pairing HiSET or post-secondary preparation activities alongside career exploration and work-based learning/work experiences is a primary focus for youth services. Partnerships with LWC, East Baton Rouge Parish School System (EBRPSS), Central School District, and BRCC play a key role in expanding services to these individuals facing barriers to employment, housing, and transportation.

Through partnerships, a Youth Round Table Discussion has been established and will convene, at a minimum, quarterly to collaborate with youth service providers in EBR to increase awareness, collaboration, and participant enrollment in WIOA services for in-school youth (ISY) and out-of-school (OSY), ranging between the ages of 14 – 24, that support wrap-around services producing increase academic levels and employment opportunities. Round Table partners include LWC, Performance Partnership Pilot (P3), Career and Technical Education, Juvenile Services, Youth Build, TRUCE and many non-profit, faith-based and community organizations. Employ BR Youth services focuses recruitment efforts on out-of-school youth and connecting with community partners that serve this population.

Employ BR Youth Services has developed a host of educational, skills-based learning opportunities and work support services for East Baton Rouge Parish youth. These include efforts to help youth obtain their HiSET, access to scholarships, postsecondary learning preparation, and opportunities to develop their skills through employer based internships. Youth services are provided at the comprehensive center.

The planning process begins with determining youth's needs to include: An initial assessment for determining eligibility, leading to developing an Individual Service Strategy (ISS) created by both the youth and case manager. Eligible youth are enrolled and benefit from the array of services available through the joint collaboration of the service provider and youth services staff. Youth remain engaged in follow-up services for one year following program completion. Youth determined ineligible for services are referred to appropriate partner agencies.

Employ BR works with its contracted youth providers to ensure an appropriate referral network for youth program participants, which makes workforce and supportive services available for program participants throughout the parish. To avoid service duplication and to provide for the best match between program and participant, youth programs are encouraged to work together. Further, to assist in best practices sharing to improve the services provided by the public workforce system to youth participants, Employ BR hosts a training and technical assistance meeting for youth providers.

LWDB 21's Youth Committee's role is to provide information and assistance in carrying out activities within WIOA law and other issues related to the provision of services to youth. The Committee is chaired by a member of LWDB 21 and include other members of the Board and community partners such as Adult and Basic Education (ABE), EBR School District, and Career and Technical Education representative and other appropriate agencies and businesses.

Employ BR's leadership managers will continue to meet with partner leadership staff to identify ways in which all can strengthen their collaboration to better refer and serve participants.

Secondary and Postsecondary Education Programs and Activities

The focus of Employ BR is maximizing tools, communication, and partnerships in support of LWDB 21's strategic initiatives to serve customers. LWDB 21 supports Business Services, Sector Partnerships, Career Pathways, and Work-Based learning by engaging with business partners to provide organized, evidence-based strategies. This allows Employ BR to guide job-seeking customers to in-demand occupations, growing industries, and opportunities for career identification, development, and growth. Employ BR is committed to promoting youth career development opportunities in Baton Rouge's key industries for integration and seamless services to youth around educational opportunities for in-demand occupations, including soft skills training for youth populations and utilizing local businesses for work-based learning openings.

Employ BR has strong long-standing partnerships with BRCC and EBRPPSS. Employ BR Workforce Programs can support work-based learning opportunities in demand industry sectors, provide career guidance and job search assistance. The collaborative will help to build a strong, systematic approach through the development of local career pathways and each partner will support student career development through education and work-based learning opportunities.

Workforce development programming, activities and investments will be designed and created based upon current local labor market and business demand. Employ BR will utilize economic reports, LWC data, and local board knowledge in

order to inform the development of services, investments in secondary and post-secondary training and identification of industry areas for work-based learning opportunities.

Coordination with Transportation and Other Supportive Services

Employ BR, in partnership with a network of providers, recognizes the value of supportive services in helping people overcome barriers and successfully complete training and obtain and/or retain employment leading to economic sufficiency. Employ BR is accessible via public transportation and can provide transportation assistance to eligible participants of WIOA. Other supportive services include child care assistance, housing, and work-related supports. Through partnerships with local providers, a referral system is in place with relevant agencies for other needed supports.

Coordination of Services Provided by the State Employment Service under Wagner-Peyser

Wagner-Peyser funding provides all job seekers and unemployment insurance claimants access to job search preparation and placement assistance. Job seekers have access to a wide range of job related services including skill assessments, career counseling, job matching assistance, free job readiness and skill development workshops or online course modules aimed at improving employability. All interested job seekers may receive guidance to assist toward a productive work search. Louisiana Workforce Commission, the State's workforce agency, has staff co-located in Employ BR's comprehensive center providing labor exchange services in partnership with WIOA services including career services for adults, dislocated workers, and youth.

Coordination with Adult Education and Literacy Activities

LWDB 21 fully supports the vision of WIOA and the State for improved coordination and collaboration across WIOA programs and partners, including Adult Education and Literacy which is a core partner under WIOA. Through Memorandums of Understanding and/or Partnership Agreements with relevant adult education and literacy agencies in EBRP, Employ BR will continue to engage with eligible adult education providers and offer recommendations to promote partnerships with a network of educational institutions such as career and technical education, and postsecondary education to expand best practices and provide career pathways for jobseekers in alignment with WIOA.

Employ BR has a process for reviewing applications and proposals. This process may establish an evaluation panel that independently reviews applications and has no conflict of interest. Clear scoring criteria will be in place to evaluate the quality of applications and for use in submitting thoughtful and informed recommendations to the Louisiana Community and Technical College System.

Sharing and Protecting Personally Identifiable Information

The local board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable departmental regulations.

No confidential information will be used in open transmission or company distribution except where such transfer of information is done by secure connection or encryption. All documents that include confidential information will be housed in secured, locked areas. When documents are released for destruction, the documents will be shredded.

The manner in which the organization responds to media inquiries and shares customer information is predicated by a wide variety of federal and state regulations. LWDB 21 is responsible for the dissemination and proper implementation of privacy regulations. Disclosure of information about a customer's record is strictly prohibited by organizational policies without the use of Waiver of Confidential Form. A customer may wish to withhold information or may choose to allow limited or unlimited disclosure.

Priority of Service Provisions for Veterans

Employ BR will monitor and ensure that veterans have priority of service when they are triage or self-report upon entering Employ BR. Once these veterans have been identified, staff may refer them to the Disabled Veterans Outreach Program Specialists (DVOP) for targeted services based on their barriers. DVOPs are funded by Jobs for Veterans Grant and work to disseminate information at all of the veterans' agencies and community service providers, implement outreach efforts to recruit veterans who are in need of employment preparation services, and assist with addressing specific barriers to employment.

Posted in all Centers is the priority of service notification making veterans aware that they will receive priority of service. At job fairs and special events veterans are given priority time allotments for engagement.

English Language Learners (ELL)

Employ BR has the customer registration program titled HiRE. This program converts to the language of the user eliminating the barriers to registration for all potential customers. The majority of the ELL customers are bi-lingual and if a customer requests an interpreter, BRCC and Catholic Charities have individuals to assist with non-English speakers. These individuals will be available to assist by appointment as needed.

Coordination with Vocational Rehabilitation Services

Louisiana Workforce Commission's Louisiana Rehabilitation Services (LRS) is a core partner of WIOA and has representation on LWDB 21. LRS case managers are co-located in Employ BR's comprehensive center and provide services to individuals with a disability. Employ BR has assistive technology equipment in the Center providing accessible computer equipment.

Administrator/Administrative Entity responsible for the Grant Disbursal

The Chief Elected Official (CEO), the Mayor-President of the City of Baton Rouge, Parish of East Baton Rouge, shall serve as the grant recipient and as such designates LWDB 21 as the local grant sub-recipient to disburse the grant funds for workforce development activities at the direction of the local board through the established programs.

Competitive Process for Awarding Sub-grants and Contracts

Through the City of Baton Rouge, Parish of East Baton Rouge Council Budget Office, Purchasing and Finance Divisions, LWDB 21 awards all sub-grants and contracts based on the ordinances, policies and procedures set forth by the Metropolitan Council and each of these departments. The Council Budget Office serves as the division that oversees the review process for all federal, state and local grants and contracts which are administered by LWDB 21. Local, state and

federal guidelines are strictly adhered to for the competitive procurement of goods and services for WIOA programs administered by LWDB 21, as deemed appropriate and necessary to facilitate the successful operation of the program.

Local Levels Performance

At this time, the performance levels have not been negotiated. The measures that will be negotiated once notified by the State, include but are not necessarily limited to the following and outcomes will be monitored and evaluated to take corrective actions as needed to improve service delivery:

WIOA Adult, Dislocated Worker and Youth measures

- Entered Employment Rate 2nd Quarter after exit
- Entered Employment Rate 4th Quarter after exit
- Median Earnings 2nd Quarter after exit
- Credential Attainment Rate
- Measurable Skill Gain

State Business Services Measures

- Market Penetration
- Demand Occupations with staff referrals
- Repeat customers
- Employer-Based Training

High-Performing Board

Local Workforce Development Board 21 (LWDB 21) has coordinated with economic development, education, and community and private sector partners to create a shared understanding of the area's workforce needs, a coordinated vision of how programs in the City-Parish of East Baton Rouge can be aligned to meet those needs, and agreement on the key strategies to realize this vision. The Board will lead the overall coordination of partner relationships monitored ensuring connections to local and regional partners. Through oversight and guidance of LWDB 21 will continue to:

- Engage business to assess their workforce needs and utilize the knowledge for continuous improvement
- Identify emerging sectors as targets and develop new sector partnerships
- Coordinate services among partners through regular communication and team meetings
- Convene workforce system partners to coordinate regional workforce activities to reinforce collaboration and strengthen relationships
- Increase capacity of the Board to provide enhanced and expanded service through funding diversification
- Prepare a pipeline of work-ready individuals based on the needs of employers
- Develop and update outreach and recruitment collaterals to engage job seekers and employers
- Establish a universal referral process among partners
- Create cross training staff protocol and curriculum for frontline staff including business services, partner programs, and best practices
- Assess current customer flow and service delivery model to identify opportunities for improvement
- Conduct monthly partner meetings for frontline staff to discuss team-based service delivery, best practices, and challenges

- Update Employ BR's website as a virtual point of entry and identify and promote success stories through social media and disseminate information on workforce activities

Coordination of Training Services Contracts with Individuals Training Accounts (ITA)

Employ BR uses the State's Eligible Training Provider list (ETPL) to identify local providers of training for in-demand occupations identified by Louisiana STAR Jobs rating system. To secure the services of selected providers, contracts must be entered into with the City of Baton Rouge per the required contractors' process. All customers are afforded the opportunity to review eligible training programs on-line through LWC's website and at Employ BR's center. Case managers work with the customer to arrive at a suitable provider based on the expressed goals of the customer thus arriving at an informed customer choice for a training program.

Public Comment

The Local Plan will be available for public comment on Employ BR's website www.employbr.com for not less than 30 days. A public notice will also be made available in Baton Rouge's local newspaper notifying the public of the availability of the Plan for review and comment.

Integrated Technology-enabled Intake and Case Management Information System

Employ BR currently uses LWC's on-line intake and case management system called HiRE (Helping Individuals Reach Employment). We will continue to work with the State and other WIOA interagency workgroups to investigate opportunities for technology enabled processes, system upgrades, and increased efficiency.

Common Assurances

LWDB 21 and Employ BR will update policies to meet the requirements WIOA and the assurances below:

1. The Local Area has established a policy identifying circumstances that may present a conflict of interest for a Local Board or the entity or class of officials that the member represents, and procedures to resolve such conflicts;
2. The Local Area has established a policy to provide to the public (including individuals with disabilities) access to meetings of Local Boards and local boards, and information regarding activities of Local Boards, such as data on board membership and minutes;
3. The Local Area has established a policy on fiscal control and fund accounting procedures that are necessary to ensure proper accounting for, funds allotted to the local area (this applies to Title I and other discretionary funds allotted to the local area);
4. The Local Area has established a policy which describes action to secure compliance with uniform administrative requirements of this Act, including that the Local Area will annually monitor;

5. The Local Area has a policy taking the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable;
6. The Local Area has implemented a policy to ensure adult-program funds provide a priority in the delivery of career and training services and individualized career services to individuals who are low income, public assistance recipients or basic skills deficient; (The policy must align with State policy "Adult, Dislocated Worker and Youth Eligibility"- OWD 2-24);
7. The Federal funds received to carry out a core programs will not be expended for any purpose other than for activities authorized with respect to such funds under that core program. (Plan must include a statement attesting to this assurance);
8. The Local Area will not use funds received under WIOA Title I to assist, promote or deter union organizing accordance with WIOA section 181(b)(7).