

**CITY OF SHREVEPORT
LOCAL WORKFORCE DEVELOPMENT BOARD
AND
ONE-STOP PARTNERS**

MEMORANDUM OF UNDERSTANDING



JULY 2023 - JUNE 2026

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PART I
SECTION I: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The purposes of this Act are the following:

- To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.
- To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
- To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, and the global competitiveness of the United States.
- To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States.
- For purposes of subtitle A and B of Title I, to provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

The cornerstone of the new workforce development system is One-Stop service delivery which unifies numerous training, education, and employment programs into a single, customer-friendly system in each community through a "no wrong door" approach. The underlying notion of One-Stop is the coordination of programs, services, and governance structures so that the customer has access to a seamless system of workforce development. The WIOA mandates that local Workforce Development Boards, with the agreement of the Chief Elected Official shall develop and enter a Memorandum of Understanding (MOU) between the CEO, local Board and the One Stop Partners concerning the operations of the workforce development system. The MOU provides the local WDB with an opportunity to ensure that all One Stop Partners are aware and accountable for the operations and performance of the One Stop Delivery System. The MOU contains provisions covering core and other services, provisions for funding of the services and operating costs, and methods for referring individuals. The MOU also contains provisions for duration and procedures for amending the MOU. The management of the American Job Center is the shared responsibility of States, local workforce development boards (WDBs), elected officials, the six WIOA core program partners, required one-stop partners and other additional one-stop partners, American Job Center operators and service providers. (TEGL 16-16 page 3).

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Elected Official (CEO), to develop and enter a Memorandum of Understanding (MOU) between the Local Board and the One-Stop Partners. This is consistent with WIOA Sec. 121(c)(2), concerning

the operation of the one-stop delivery system in a local area. This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

By the authority granted LWDB 71, under the provisions of WIOA, LWDB 71 will oversee the Caddo American Job Center to ensure compliance with the intent and objectives of WIOA and this MOU. LWDB 71 will monitor overall performance of the system including but not limited to, the One-Operator's management of the center and its responsiveness to the needs and expectations of the LWDB 71, the partners and the customers. In addition, LWDB 71 and the parties to this MOU agree to remain responsive to those changes in the spirit of continuous improvement. In all matters regarding its role, the LWDB 71 and its partners are guided by the following vision and mission statement:

Vision: Empower Shreveport employers, individuals, and communities to prosper and grow the region's economy through a workforce development system that is inherently customer-centered, seamless, and effective.

Mission: To establish a workforce that provides data-driven and employer-validated talent solutions through the integration of education, workforce, and economic development resources across systems.

Duration of the MOU

Pursuant to WIOA Section 121(c)(2)(A) which requires the MOU to specify the duration of the agreement, this MOU is effective from July 1, 2023, which corresponds to the date of signing by the final signatory below through June 30, 2026, unless any of the reasons in the Termination Section Apply.

SECTION II: MEMORANDUM OF UNDERSTANDING (MOU)

PURPOSE OF MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is an agreement developed and executed by the Shreveport Local Workforce Development Board 71 (LWDB 71) and the One-Stop Delivery System's signatory partners (Partners), with the agreement of the Chief Elected Official (CEO), the Mayor of the City of Shreveport, and One-Stop Partners, relating to the operation of the One-Stop delivery system (20 CFR 678.500 and 34 CFR 463.500). Pursuant to management of the Caddo American Job Center is the shared responsibility the of States, Local WDBs, elected officials, the WIOA core programs, the required One-Stop partners (as defined at 20 CFR 678.400, 34 CFR 361.400, and 34 CFR 463.400), other entities that may serve as additional One-Stop Partners (as defined at 20 CFR 678.410, 34 CFR 361.410, and 34 CFR 463.410), and the One-Stop Operator (Southern University at Shreveport -SUSLA), this MOU is the result of local discussion and negotiation. The MOU is an essential component in ensuring that the roles and responsibilities of the parties involved with Shreveport's workforce system are well-defined and mutually agreed upon, thereby, providing structure to achieve the successful operation of the integrated delivery system.

This MOU outlines and describes the relationship between parties' their respective roles, duties, obligations and responsibilities and expectations for the implementation of the provisions of Section 121(c) of Title I of WIOA. It intends to lay the foundation to facilitate a cooperative and mutually beneficial relationship between the LWDA 71 and the MOU's parties. The goal of this WIOA MOU is to coordinate resources, prevent duplication of services, and to ensure the effective delivery of workforce development services to all customers of the Caddo American Job Center. This MOU establishes shared processes and procedures that facilitate the transition from obsolete service delivery system into a seamless, integrated system that is characterized by a shared client base, who although representative of multiple programs, have access to information and services that lead to positive educational and employment outcomes. Parties to this document propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies. This MOU also documents the importance of WIOA performance measures and continuous improvement initiatives.

Type of Memorandum of Understanding - Umbrella

To facilitate transparent and flexible agreements, LWDB 71 operates a single "umbrella" MOU that (a) addresses issues related to the Caddo American Job Center and (b) aims to allow partner programs to focus on service delivery and not the process of negotiating several MOUs (20 CFR 678.505(a), 34 CFR 361.505(a), and 34 CFR 463.505(a)).

System Overview

This MOU serves the key purpose of defining partner roles and focuses, in part, on defining and developing the local workforce system. The system process is evidenced through shared resources, one principal referral agreement and process, and other tasks and responsibilities designed to create an American Job Center system that operates simultaneously with the LWDA 71's vision and mission as well as one that supports and mirrors the State of Louisiana's workforce development plan. To this end, the primary goal is to ensure the efficiency of operation within LWDA 71. As such, this MOU confirms that all partners clearly understand the roles and responsibilities of each partner under the workforce system.

Memorandum of Understanding Content Development Process

The Local Board will convene representatives of the LWDA 71 Required Partners and non-required Partners and other stakeholders in the local workforce area to

- (a) develop shared service strategies for youth, job seekers, and businesses and
- (b) identify shared customer flow.

Local strategies will include but not be limited to operational and service workflows, related referral processes, coordinated staff development and training, marketing and community integration, co-locations of staff (physical and virtual) and the nature and provision of related infrastructure and shared costs.

These strategies will be designed locally to meet the service, resource and technology needs of the CAJC and take into consideration of the individual characteristics, service needs, and resources of each of the LWDA 71 Required Partners.

Strategies should be both data and demand driven to advance the development of local service strategies and the needs of businesses and job seekers.

The umbrella MOU will include agreements on the specific infrastructure and shared program costs

including the method by which revenue and costs will be supported by each partner.

Cost calculations will be taken into consideration the proportionate share of use by each partner consistent with budgets mandates and program limitations and must be spent solely for purposes allowable according to the partner authorizing statutes and other applicable legal requirements including Federal costs principles.

SECTION III: KEY ELEMENTS OF A MEMORANDUM OF UNDERSTANDING

The MOU is the product of local discussion and negotiation. The Local WDB, with the agreement of the CEO develops and enters a signed MOU with the One-Stop partners, as described above. Pursuant to Section 121(c)(2), each memorandum of understanding must contain a provision describing MOUs must, at a minimum, describe the services to be provided and contained on funding the costs of services and the operating costs of the system, as well as several other elements outlined in section 121 (c)(2) of WIOA and 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500. The MOU must include:

Services

This MOU includes a description of the services provided through the Caddo American Job Center network, which includes: the method or means of providing partner access to those services. This MOU also must include a description of the coordinated delivery in the system and methods for referring individuals between the One-Stop Operators and partners for appropriate services and activities.

One-Stop Operating Budget

The One-Stop operating budget is the financial plan that the One-Stop partners, and the local WDB agree will be used to achieve the MOU's goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of services provided by the One-Stop system (including career services and other shared services) and the operating costs of such system will be funded, including the infrastructure costs for the One-Stop system (WIOA sec. 121(c)(2)(A)). The One-Stop operating budget may be considered the master budget that contains a set of individual budgets or components that consist of two types of costs that are specifically outlined in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs, which consist of shared operating costs and shared services that are related to the operation of the One-Stop delivery system (but do not constitute infrastructure costs), described in WIOA sec. 121(i).

The information required to be included in the infrastructure funding agreement (IFA) is found in 20 CFR 678.700 through CFR 678.755, 34 CFR 361.755, and 34 CFR 463.755; and the information required for an interim IFA is described in 20 CFR 678.715(c), 34 CFR 361.715(c), and 34 CFR 463.715(c).

Access

The MOU must include methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the One-Stop system.

Referral

The MOU must include methods for referral to appropriate services and activities between One-Stop Operators and partner programs.

Duration

This MOU must include provisions specifying its duration and the procedures for amending it. The MOU must contain assurances that it will be reviewed and, if substantial changes have occurred, be renewed. The MOU must be renewed not less than once every three years.

Other Contributors

The MOU must include contributions made to the One-Stop system through other avenues, such as donations made by a non-partner entity (e.g., a local business donating a computer for a learning lab). Third-party in-kind contributions made to supplement the operation of the American Job Center must also be documented.

Modification Process:

The MOU must include a description of the process for amending it.

Signatories

The MOU must contain signatures of the CEO, Local WDB director, and authorized representatives of each partner program.

Appeals

If a One-Stop partner appeal to the State regarding infrastructure costs, results in a change to the One-Stop partner's infrastructure cost contributions, the MOU must be updated to reflect the final One-Stop partner infrastructure cost contributions.

PART II: ORGANIZATION OF SERVICES**SECTION I: PARTIES TO THE MEMORANDUM OF UNDERSTANDING**

Section Overview: This section includes a description of the services provided through the American Job Center network, which includes: the method or means of providing partner access to those services. This MOU also includes a description of the coordinated delivery of services in the system and methods for referring.

American Job Center Network

The American Job Center Network includes six core partners including Title I Adult, Dislocated Workers, and Youth Programs, the Title II Adult Education and Literacy Act (AEFLA) program; the Wagner-Peyser Act Employment Service (ES) Program, authorized under the Wagner-Peyser Act, as amended by Title III of WIOA; and the Vocational Rehabilitation (VR) Program, authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV of WIOA. The American Job Center Network also includes other required and additional partners identified in WIOA and discussed in Section IV of the Training and Employment Guidance Letter One-Stop Operating Guidance for the Workforce Innovation and Opportunity Act (NO. 16-16). Through the American Job Centers, these partner programs and their direct service providers ensure businesses and all job seekers -a shared client base across the multiple programs- have access to information and services that lead to positive educational and employment outcomes.

Organizational Structure

Louisiana Workforce Development Area 71 has one comprehensive American Job Center (One-Stop Center). LWDA does not operate an affiliated site or a specialized One-Stop Center. Established under the Workforce Investment Act of 1988 and continued by the Workforce Innovation and Opportunity Act of 2014, American

Job Centers assemble partners under one roof that provide a range of services to match *shared customers'* talent with career opportunities. Located at 2121 Fairfield Avenue, Suite 100 in Shreveport, Louisiana, the Caddo Business and Career Solution Center, transformed its office space, marketing, and promotional materials to reflect the agreed upon, common identifier, Caddo American Job Center (CAJC). The administrative structure of the LWDB 71 CAJC consists of the following:

- Chief Local Elected Official – Mayor, City of Shreveport
- Fiscal Agent – City of Shreveport
 - Name of Fiscal Agent Contact Person: Sherricka Fields Jones, Chief Financial Officer
 - Fiscal Agent Mailing Address: 505 Travis Street, Shreveport, LA 71101
- Fiscal Agent Phone Number: (318)673-54050
- LWDA Designee – Community Development, Bureau Chief of Workforce (City of Shreveport)
- CAJC Operator – Southern University at Shreveport

Required Partners

Table I identifies the Core and Required One-Stop partner programs.

| TABLE I LOCAL WORKFORCE DEVELOPMENT BOARD 71 CADDO AMERICAN JOB CENTER PARTNER PROGRAMS | |
|--|--|
| Core Partners | WIOA Title I – Adult, Dislocated Worker, and Youth formula funding programs (Supports job seekers with their job search, career counseling, and job training). |
| | WIOA Title II - The Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA; Assists adults in need of improving their basic skills through services focused on reading, writing, math and English proficiency). |
| | The <u>Wagner-Peyser Act</u> Employment Service program authorized under the <u>Wagner-Peyser Act (29 U.S.C. 49 et seq.)</u> , as amended by <u>WIOA</u> title III; Helps job seekers, including those receiving unemployment insurance benefits, with services focused on finding work. Helps employers with recruiting, retention and training a skilled workforce to meet the needs for thriving businesses and local economy. |
| | The <u>Vocational Rehabilitation (VR)</u> program authorized under title I of the <u>Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)</u> , as amended by <u>WIOA</u> title IV; Focus on individuals with disabilities, maximizing their employability and integration into the workplace through programs that offer comprehensive services including vocational rehabilitation, occupational training, and assistive technology. |
| Required Partners | Career and technical education programs at the postsecondary level authorized under the <u>Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)</u> ; Administered under the Department of Education through the Carl D. Perkins Career and Technical Education Act of 2006 for the improvement of secondary and postsecondary career and technical education for youth. |
| | The Senior Community Service Employment Program authorized under title V of the <u>Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)</u> ; Administered under Title V of the Older American Act and is a job training program for low-income, older Americans to earn and learn while working in local programs serving their communities. |
| | WIOA Title I: Job Corps, YouthBuild; Native American Programs; National Farmworker Jobs Program (NFJP) administered by the Department of Labor and provides job training for targeted populations. |
| | Trade Adjustment Assistance activities authorized under chapter 2 of title II of the <u>Trade Act of 1974 (19 U.S.C. 2271 et seq.)</u> ; Administered under Title II of the Trade Act of 1974, the Trade Adjustment Assistance program provides aid to workers who lose their jobs or hours of work and wages are reduced as a result of increased imports. |
| | Unemployment Insurance (UI) Program: Programs authorized under <u>State</u> unemployment compensation laws (in accordance with applicable Federal law)' Funded by employer payroll taxes. |
| Job for Veterans State Grants (JVSG) Programs: Jobs for Veterans <u>State Grants</u> programs authorized under | |

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| chapter 41 of title 38, U.S.C.; Administered by Title 38, U.S.C and provides dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans. |
| Reentry Employment Opportunities (REO) Programs: Programs authorized under sec. 212 of the <u>Second Chance Act of 2007 (42 U.S.C. 17532)</u> ; Administered by the Second Chance Act of 2007 and provides federal funding for justice-involved youth and young adults and adults who were formerly incarcerated. |
| Employment and training activities carried out by the Department of Housing and Urban Development |
| Employment and training activities carried out under the Community Services Block <u>Grant (42 U.S.C. 9901 et seq.)</u> |
| Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the <u>Social Security Act (42 U.S.C. 601 et seq.)</u> , unless exempted by the <u>Governor under § 678.405(b)</u> . |

SECTION II: PARTNER RESPONSIBILITIES

Responsibilities of the Chief Elected Official

The CEO for the LWDA 71 is the Mayor of Shreveport. The CEO will, at a minimum:

- In Partnership with the SHREVEPORT Local WDB and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities that the Shreveport Local WDB and their Partners shall undertake.
- Approve the SHREVEPORT Local WDB budget and workforce center cost allocation plan.
- Approve the selection of the one-stop operator following the competitive procurement process, and
- Coordinate with the SHREVEPORT Local WDB to oversee the operations of the LWDA 71 American Job Center.

Responsibilities of Shreveport Local Workforce Development Board

The Shreveport Local WDB endeavors to meet the workforce-related needs of employers, workers, and job seekers in the Local WDA and/or the region, to the maximum extent possible with available resources. At a minimum, the Shreveport Local WDB will:

- In Partnership with the CEO and other applicable Partners within the Local WDA, develop and submit a Local WDA plan that includes a description of the activities that the Shreveport Local WDB and its Partners shall undertake,
- Aligns its strategic vision, goals, objectives, and workforce-related policies to the regional plan and economy,
- In Partnership with the CEO and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities the Shreveport Local WDB and their Partners shall undertake and incorporate plans for each of the Local areas in the planning region,
- In collaboration and Partnership with the CEO and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and workforce-related policies,
- In cooperation with the Local CEO and the other Local WDBs within the regional area, design and approve the American Job Center network structure. This includes, but is not limited to:
 - Adequate, sufficient, and accessible one-stop center locations and facilities,
 - Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),

- A holistic system of supporting services, and
- One or more competitively procured one-stop operators.
- In collaboration with the CEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s),
- Determine the role and day-to-day duties of the one-stop operator,
- Approve annual budget allocations for operation of the American Job Center network,
- Help the one-stop operator recruit operational Partners and negotiate MOUs with new Partners,
- Leverage additional funding for the American Job Center network to operate and expand one-stop customer activities and resources, and
- Review and evaluate performance of the LWDA 71 and one-stop operator.

Local Workforce Development Board Staff

Specific responsibilities include, at a minimum:

- Assist the CEO and the Local WDB with the development and submission of a single regional plan,
- Support the Local WDB with the implementation and execution of the regional vision, goals, objectives, and workforce-related policies, including all duties outlined above,
- Provide operational and grant-specific guidance to the one-stop operator,
- Investigate and resolve elevated customer complaints and grievance issues,
- Prepare regular reports and recommendations to the Local WDB, and
- Oversee negotiations and maintenance of MOUs with one-stop Partners.

Responsibilities of the One-Stop Operator

The One-Stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-Stop Partners administer separately funded programs as a set of integrated streamlined services to customers {20 CFR 678.300(a); 34 CFR 361.300(a); and 34 CFR 463.300(a)}.

To deliver on the aspirations of the strategic plan, the One-Stop Operator will:

- Be an inspirational, visionary, goal-driven, highly professional leader
- Be a skilled communicator
- Be flexible and willing to change as the needs of the one-stop delivery system changes
- Be willing to support creation of a fully functional integrated American Job Center which will involve change and responsiveness to multiple partners and needs of a variety of customers
- Have a commitment to partnership; and
- Be willing to work on behalf of LWDB #71 to achieve its vision for a functionally integrated workforce system that is well prepared to meet the needs of the local business and job seekers.

Duties and Specific Tasks

American Job Center (AJC) Service Delivery:

- Develop processes to ensure that all customers receive appropriate, timely and effective WIOA services

- Develop and implement a formal referral process for services within and outside of the Caddo American Job Center; define minimum standards for referral, referral follow-up requirements, and documentation of referral process
- Develop and implement business services delivery model for American Job Center
- Oversee the center calendars to ensure that all workshops and activities are adequately staffed and offered appropriately
- Ensure technology is functional and current
- Professionally train all staff in the center to utilize the required HiRE (Helping Individuals Reach Employment) data management system for data entry
- Work with all partners to guarantee adaptive technologies are available to support disabled clients and are in good working order; professionally train staff in this area
- Meet and manage all Americans with Disabilities Act requirements.
- Assist in coordinating affiliate sites, and
- Develop Standard Operating Procedures for the Caddo American Job Center and educate all partners regarding these policies.

Memorandum of Understanding (MOU)/Cost Allocation Plan

- With the LWDB #71, the One-Stop Operator will lead and ensure partners are contributing their share of the costs of the center
- Ensure that all shared costs are transparent to all partners; and
- Ensure that all partners adhere to the MOU agreements and report procedures

Staff Training (Must occur quarterly at a minimum)

- Create well-trained staff by developing and posting opportunities for staff training in areas of leadership, customer service, workforce development, networking, public speaking, and other skills to be determined; and
- Ensure that facilitation of cross training of all staff and partners on all services offered by the One-Stop System

Marketing

- Promote the services of Caddo American Job Center at all workforce development events in LWDA #71, including development of marketing and outreach materials and social content for Caddo American Job Center Facebook, and other digital media pages with the support and under the direction of LWDB #71.

Additional Requirements for the One-Stop Operator

- Serve as liaison to the community, partner agencies and employers for the Workforce System Community/Partner Relations
- Knowledge of the mission and performance standards of all partners
- Effectively communicate and implement LWDB #71 non-program-related policies and procedures at the Caddo American Job Center
- Complying with all policies governing operation of Caddo American Job Center

- Ensuring that non-program Equal Employment Opportunity (EEO) requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place
- Establishing a methodology for measurement; ensuring services, especially workshops, are of the highest quality and are meeting customer needs and the needs of the City of Shreveport labor market
- Collaboration and coordination with LWDA #71 in Region 7 along with other regions in the State
- Conducting regular surveys and screenings of center-wide customer and staff members for continuous improvement of all services and environments of Caddo American Job Center and
- Prepare and submit monthly and quarterly reports to the LWDB #71, Executive Committee and other applicable committees on operations and performance accountability.

The One-Stop Operator or Designee May Be Responsible for the Following, in Agreement with the LWDB Director

Facilities, Equipment and Operations Management including:

- Maintaining Center hours, opening and closing, posting notices
- Managing Space Configuration
- Communicating with property owner regarding any facilities issues such as heating, cooling, restrooms, janitorial services, necessary repairs, or other issues related to space and furniture, and
- Maintain and appropriately secure certain equipment.

Further, it is the One-Stop Operator's responsibility to ensure non-discrimination as to assure customers' have an equal opportunity to access programs and services administered by the LWDB #71. No individual shall be excluded from participation in, denied benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with programs based on race, color, religion, sex, national origin, disability, age, political affiliation, marital status, and/or sexual orientation, and each customer shall have such rights as are available under and Federal, State, or local law prohibiting discrimination.

The One-Stop Operator will not assist in the development, preparation, and submission of Local plans. They cannot manage or assist in future competitive processes for selecting an operator or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the Shreveport WDB. The Shreveport WDB is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight.

Service Model

The provider selected under this RFP will be expected to continue to develop and enhance the workforce development system of Local Workforce Area 71 by focusing on a fully coordinated and integrated customer service strategy. The goal is to create a "single-point of contact" model that is market driven and offers value-added services to our employer and job seeker customers. The focus of services will be driven by four (4) key points:

- Providing exceptional customer service
- Meeting the needs of business and job seekers
- Program integration to provide seamless access, increase service accessibility, leverage resources, and
- Accountability

Performance Measures

LWDB 71 has established certain goals for the workforce programs in Local LDWB 71. As the One-Stop Operator will be a major part of the workforce system, it is anticipated that the Operator will be a major contributor in the achievement of long-term goals for the system. The center will focus on improving performance for Adult, Dislocated Workers, and Youth programs by maintaining a high level of total registered customers receiving career services and occupational skills training, as well as maintaining high quality services to businesses.

The program performance is established through negotiations between the LWDA 71 and the Louisiana Workforce Commission at the beginning of each program year (July 1). These are the performance measures used in measuring the One-Stop Center's effectiveness; therefore, the One-Stop Operator will share in those performance measures. Additional measures added to the performance of the LWDB 71 may be added to the One-Stop Operator's performance. Below is a chart showing PY 2023 Performance Goals negotiated with Louisiana Workforce Commission:

| Performance Measures | Adult | DW | Youth |
|---|---------|---------|---------|
| Entered Employment Rate 2 nd Qtr. After Exit | 79.60% | 70.0% | 71.9% |
| Entered Employment Rate 4 th Qtr. After Exit | 68.50% | 67.00% | 78.0% |
| Median Earnings 2 nd Qtr. After Exit | \$6,000 | \$7,500 | \$2,900 |
| Credential Attainment Rate | 52.50% | 85.5% | 64.4% |

Performance Requirements and Data Sharing

To ensure that CAJC One-Stop System operates effectively, parties to this MOU must provide performance information that support the achievement of performance goals, consistent with the requirement of law.

Partners agree that that use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate that informs individual service throughout customers' interaction with the integrated system and allows information collected from individuals at intake to be captured once. Partners further agree that the collection, use, and disclosure of individual's personally identifiable information is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all the requirements. All data, including customer personally identifiable information, collected, used, and disclosed by partners will be subject to the following:

- Customer personally identifiable information will be properly secured in accordance with the policies and procedures of the Providence/Cranston Workforce Development Board regarding the safeguarding of personally identifiable information;
- The collection, use, and disclosure of customer education records, and the personally identifiable information contained therein, as defined under the Family Educational Rights and Privacy Act (FERPA) shall comply with FERPA and applicable State privacy laws;
- All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CRF part 603, and Chapters 42-44 of Title 28 of the R.I. Gen. Laws;
- Vocational rehabilitation records must be protected in accordance with the requirements set forth in 34 CRF 361.38 "Per, the Health Insurance Portability Act (HIPAA) of 1996, and 34 CFR 361.38, the Office of Rehabilitation Services will safeguard the confidentiality of all personal information given or made

available to the state agency, its representatives, or its employees in the course of the administration of the Vocation Rehabilitation Program, including lists of names, addresses and case records, as permitted by law. The use of such information will be limited to purposes directly connected with the administration and evaluation of the Vocational Rehabilitation Program and may not be disclosed directly or indirectly, other than in the administration thereof, unless the written consent of the individual to such releases has been obtained

- Specific safeguards are in place to protect current and stored personal information.
 - Applicants are advised of the need to, and reasons for, collecting and maintaining personal information.
 - All applicants and eligible individuals, and as appropriate, those individuals' representatives, service providers, cooperating agencies, and interested persons are informed through appropriate modes of communication of the confidentiality of personal information and the conditions for accessing and releasing this information."
- Individual data may be shared with other programs, for those programs' purposes, within the P/C AJC network only after the informed written consent of the individual has been obtained, where required; •
 - Individual data will be kept confidential, consistent with Federal and State privacy laws and regulations; and,
 - All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C, paragraph 794 (d).

All CAJC center and partner staff will be trained annually in the protection, use, and disclosure requirements governing personally identifiable information and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in vocational rehabilitation records.

Continuous Improvement Methods to Ensure Performance and Accountability

In accordance with the One-Stop Operator requirements, Caddo American Job Center has developed and maintains a process to communicate with partners regarding performance and accountability. Some examples of this process include but are not limited to the following:

- Maintaining and increasing others' knowledge of the mission and performance standards of all partners
 - CAJC includes introductory session during quarterly meetings to ensure that partners are aware of program missions, target audience, and eligibility requirements
 - CAJC maintains a monthly newsletter *Inside CAJC* that includes "Partner Spotlight" section that highlights program's achievements, upcoming events, or program specialization
 - CAJC assembles and disseminates One-Stop Office's overall performance measures and partners' performance measures at internal leadership meetings
 - CAJC disseminates all relevant performance measures and outcomes through a quarterly report to the LWDA 71 board and through *Inside CAJC*
- Partnering with CAJC partners to provide staff training that assists in improved performance standards
 - CAJC introduced annual meetings with WIOA staff and local university representatives to increase representatives' knowledge of WIOA programs and to increase student enrollment in WIOA programs/Demand Occupations

Partner Roles and Responsibilities in the American Job Center Network

The parties agree to build an efficient workforce system through sharing of information, increased collaboration, staff training and streamlining service delivery to maximize partner strengths and improve customer flow and access. Consistent with Section 121(b)(1) of WIOA, the partners will provide access to

programs or activities, consistent with each agency regulations and procedures, carried out by the entity through the CAJC delivery system. Required One-Stop partner programs have specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.20, each required One-Stop partner program must:

- Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations
- Use a portion of funds made available to the partner’s program, to the extent consistent with the Federal Law authorizing the partner’s program and with Federal costs principles in 2 CFR parts 200 and 2900 (requiring among other things, that costs are allowable, reasonable, necessary, and allocable), to:
- Provide applicable career services and
- Work collaboratively with the State and Local WDB to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
- enter an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local WDB relating to the operation of the American Job Center network
- participate in the operation of the American Job Center consistent with the terms of the MOU, requirements of authorizing laws, and implementing regulations, Federal cost principles, and all other applicable legal requirements, and
- provide representation on the State WDB and Local WDBs as required, and participate in Board committees as needed.
- Each partner commits to cross-training staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement. Partners will further promote system integration to the maximum extent feasible through:
 - effective communication, information sharing, and collaboration with the One-Stop Operator
 - joint planning, policy development, and system design processes
 - commitment to the joint mission, vision, goals, strategies, and performance measures
 - the design and use of common intake, assessment, referral, and case management processes
 - the use of common and/or linked date management systems and date sharing methods, as appropriate
 - sharing of assessments and employment plans developed by Partners for co-enrolled customers to streamline services and eliminate duplication of services
 - leveraging of resources, including other public agency and non-profit organization services
 - participation in continuous improvement process designed to boost outcomes and increase customer satisfaction
 - participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration.

Partners to this Memorandum of Understanding Roles, Responsibilities, Availability, and Eligibility
 Table II identifies the Core and Required One-Stop partner programs roles, responsibilities, availability, and eligibility.

| TABLE II: ROLES RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY | |
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| WIOA TITLE I: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE | |
| Program Name | WIOA Title I (Adult, Dislocated Worker, Youth Programs) |
| Program Description | Programming encompasses two of the three program components in WIOA Title I and assists individuals who are unemployed or underemployed to obtain new skills and employment. Priority of service is specifically for the WIOA Title I adult population who are low income and/or basic skills deficient and veterans. However, the local WDB reserves the right to extend the priority of service to those adults who may not be low income but are considered under-employed or lacking the skills/certifications to obtain employment leading to self-sufficiency. Through the work of the Caddo American Job Center, adults and dislocated workers can access career services that meet their specific needs. These services include case management, supportive services, individual employment plan development, structured job search, group and individual career counseling, individualized skill development strategies, work experience opportunities, and/or various vocational training opportunities that lead to industry-valued credentials or degrees. |
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Program Eligibility/Priority Population Under WIOA

Adult

To be eligible to receive WIOA services as an Adult an individual must be a citizen or noncitizen authorized to work in the United States; Meet Military Selective Service registration requirements (males only); be 18 years of age or older; be unemployed or employed and in need of services in order to obtain or retain employment.

ADULT Priority of Service

The WIOA Title I Adult program is statutorily required to provide priority to recipients of public assistance and other low- income individuals, and individuals who are basic skills deficient for receipt of career and training services necessary for an individual to obtain or retain employment.

Dislocated Worker

To be eligible to receive WIOA services as a Dislocated Worker, the individual must be 18, be authorized to working the United States, meet Selective Service registration requirements, and meet one of the definitions below:

- A. A person who has been terminated or laid off, or has received notice of termination or layoff, from employment; AND is eligible for or exhausted entitlement to Reemployment Assistance; AND is unlikely to return to previous industry or occupation.
- B. A person who has been terminated or laid off, or has received notice of termination or layoff, from employment; AND has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for Reemployment Assistance due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; AND is unlikely to return to previous industry or occupation.
- C. A person who has been terminated or laid off, or has received notice of termination or layoff, from employment as a result of permanent closure of a plant, facility or business.
- D. A person who is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days.
- E. A person who was self-employed but is now unemployed as a result of general economic conditions in the community in which he or she resides or as a result of natural disaster.
- F. A displaced homemaker. An individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income; AND is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
- G. A person who is the spouse of a member of the Armed Forces on active duty AND has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member. Is the dependent spouse of a member of the Armed Forces on active duty (as defined in Section 101(d)(1) of Title 10, U.S.C) and whose family income is significantly reduced because of a deployment (as defined in Section 991(b) of Title 10, U.S.C, or pursuant to paragraph (4) of such section), a call or order to active duty (pursuant to a provision of law referred to in Section 101(a)(13)(B) of Title 10, U.S.C), a permanent change of station, or the service-connected (as defined in Section 101(16) of Title 38, U.S.C) death or disability of the member; AND is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
- H. A person who is the spouse of a member of the Armed Forces on active duty AND is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

Services provided to adults and dislocated workers under title I of WIOA can be a pathway to the middle class and to maintain and build skills to remain in the middle class. Across all titles, WIOA focuses on serving "individuals with barriers to employment", defined in WIOA section 3(24) and seeks to ensure access to quality services for these populations. The WIOA Final Rules discuss priority and special populations for the Adult and Dislocated Worker programs at 20 CFR 680.600 through .660. These populations are discussed below:

Individuals with Barriers to Employment

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| | <p>The populations included in the “individuals with barriers to employment” in WIOA sec. 3(24) include:</p> <ul style="list-style-type: none"> I. Displaced homemakers (as defined in WIOA sec. 3(16)); J. Low-income individuals (as defined in WIOA sec. 3(36)); K. Indians, Alaska Natives, and Native Hawaiians (as defined in WIOA sec. 166(b)); L. Individuals with disabilities, including youth who are individuals with disabilities (as defined in WIOA sec. 3(25) (includes individuals who are in receipt of Social Security Disability Insurance); M. Older individuals (age 55 and older) (as defined in WIOA sec. 3(39)); N. Ex-offenders (“offender” as defined in WIOA sec. 3(38)); O. Homeless individuals or homeless children and youths); P. Youth who are in or have aged out of the foster care system; Q. Individuals who are: <ul style="list-style-type: none"> a. English language learners (WIOA sec. 203(7)), b. Individuals who have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual’s family, or in society); and c. Individuals facing substantial cultural barriers; R. Eligible migrant and seasonal farmworkers (as defined in WIOA sec. 167(i)(1-3); S. Individuals within two years of exhausting lifetime TANF eligibility; T. Single parents (including single pregnant women); U. Long-term unemployed individuals (unemployed for 27 or more consecutive weeks); and V. Such other groups as the Government involved determines to have barriers to employment. <p>Shreveport residents can fill out the WIOA Pre-Screening Application at https://shreveportla.seamlessdocs.com/f/WIOA71_PreApplication to begin the eligibility process. Applicants are asked to create an account at www.laworks.net for a more expedited process.</p> |
| Partner Information | <p>City of Shreveport, Community Development 401 Texas Street, Shreveport, LA 71101 318.673.5900</p> |
| Partner Description | <p>The City of Shreveport’s Department of Community Development offers services in areas of workforce development, business development, affordable housing and improvement, homelessness, public services, public facilities, and program funding for federal grants.</p> <p>The City of Shreveport seeks to develop viable communities by promoting various approaches that provide decent housing, suitable living environment, and expand economic opportunities for low-to-moderate persons by developing partnerships with outside agencies, and bringing groups together to respond to a wide range of economic development activities, such as human resources and quality of life issues.</p> <p>The City of Shreveport Community Development program provides onsite services at the Caddo American Job Center. The WIOA employees are available to assist clients through the (1) skill and resource center, (2) walk-in, and (3) appointments. In addition, the City of Shreveport Community Development Program maintains, on its website: https://www.shreveportla.gov/quicklinks.aspx?CID=19, “Useful Links” specifically for employers, job seekers, students, veterans, individuals with disabilities, individuals seeking information about the children’s health insurance program. In addition, the website includes links to the Louisiana Children’s Health Insurance Program (LaChip), Volunteers of America website, and HiRE which is the Louisiana Workforce Commission’s online site.</p> |
| Career Services | <p>Eligibility Determination, Outreach Intake, Initial Assessment, Job Search & Placement, Labor Market Information, Performance Information on Service Providers, Local Area Performance Measures Information, Supportive Services, Follow-Up Services, Comprehensive Assessment, Development of Individual Employment Plan, Individual Counseling, Case Management for Participants, Short-Term Prevocational Services</p> |
| Training Services | <p>Occupational Skills Training, On-the-Job Training, Training through Work Experience Programs with the Private Sector, Adult Education and Literacy Activities, Customized Training by Employers, Training through Apprenticeship Programs</p> |
| Support Services | <p>Need Related and Incentive Payments for Youth and Dislocated Workers, Linkages to Community Services, Information on Medical Services, Assistance with Work Attire/Work-Related Tools</p> |
| Employer Services | <p>On the Job Training, Customized Labor Market for specific employers, sectors, industries, or clusters Information, Customized Training, Advertise job openings, Provide access to space for interviews,</p> |

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| | recruiting events, conduct informational meetings, Conduct Hiring Events, Customized Screening of Applicants, Customized Recruitment |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>WIOA Title I partner staff services are offered at:</p> <ul style="list-style-type: none"> ▪ Caddo American Job Center 2121 Fairfield Avenue, Suite 100; Shreveport, LA 71104 318.676.7788 MTWF 8:00-5:00 H 8:00-3:00 <p>Direct Services on Location: Walk-In's, appointments, telephone call, and video conference Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours) and through Unite Us, which is a real time, electronic referral system with built in reminders that allow the sender of the referral and the receiver of the referral to track and receive updates on changes to and the status of the referral.</p> |
| Partner Training | WIOA Title I partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

WAGNER-PEYSER ACT: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Wagner-Peyser Act (WP) and Unemployment Insurance Programs (UI) |
| Program Description | <p>The primary function of the Wagner-Peyser Act is to provide universal access of labor exchange services to job seekers (See Labor Exchange Requirements Policy 3.6). Labor exchange services are considered a type of career service under WIOA and are available to all individuals legally entitled to work in the U.S. There are no eligibility criteria for Wagner-Peyser as long as the individual has authorization to work in the U.S.</p> <p>Staff focuses on providing a variety of employment-related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, reemployment services and recruitment services to employers with job openings. Staff provide services in one of three modes: self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as assessment of jobseekers' skill levels, abilities and aptitudes, appropriate career guidance including job search workshops and referral to training may be available.</p> <p>The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.</p> |
| | W. |
| Partner Information | <p>Louisiana Workforce Commission Office of Workforce Development 1001 North 23rd Street; Post Office Box 94094; Baton Rouge, LA 70804-9094 Fax: (225) 342-7960 owd@lwc.la.gov MTWHF 8:00-5:00</p> |
| Partner Description | <p>Louisiana Workforce Commission's vision is to make Louisiana the best place in the country to get a job or grow a business, and to be the country's best workforce agency. The LWC mission is simple and straightforward – we put people to work. Restructured in 2008, our core values include:</p> <ul style="list-style-type: none"> ▪ Integrity and respect: We treat each other with respect; our actions and our words are considerate, honest and ethical; we do what we say we will do. ▪ Open communication: We seek first to understand--we listen, we give and receive meaningful feedback, we value different opinions and perspectives. ▪ Accountability: We work on the right things, we hold each other accountable, we follow the rules and we use LWC resources wisely. |

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| | <ul style="list-style-type: none"> ▪ Teamwork: We all work as part of the larger LWC team, we collaborate across boundaries, we agree on and work toward common goals. ▪ Continuous improvement: We set high standards and goals using external benchmarks, we are data-driven and self-critical, we analyze and improve our processes. ▪ Adaptability: We welcome and adapt to change, we respond quickly to customer needs, and economic challenges inspire new ways of doing business. <p>Today, the LWC is ideally positioned and structured to support and serve Louisiana's employers, job seekers and workforce partners.</p> |
| Career Services | Intake Application, Job Search & Placement, Staff-Assisted Identification of Job Openings, Employment & UI Statistics, Assistance with Accessing Labor Market Information to Discern Regional Job Openings, Recruiting for New & Existing Employers, Veterans Program, Tax Credit Certification (WOTC & Enterprise Zone), Unemployment Appeals, Assistance with Basic Website Navigation, Referrals to Available Job Postings, Interview Preparation, Resume' Preparation, Individual Counseling, Career Guidance and Planning, HiRE Interest and Skills Assessment, Business Services, Operates Re-Employment and Services Eligibility Assessment Grant (RESEA) Program (Includes providing jobseekers/claimants with workshops, resume writing, interviewing techniques, job readiness, and job clubs that support peer-to-peer networking, computer literacy, and financial literacy) |
| Training Services | TAA/TRA Training Program, Incumbent Worker Training Program (Customized Training for Employers), SBET, Training/Education Assistance, Rapid Response |
| Support Services | Referral to Area Agencies |
| Employer Services | NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>Wagner-Peyser partner staff services are offered at:</p> <ul style="list-style-type: none"> ▪ Caddo American Job Center 2121 Fairfield Avenue, Suite 100; Shreveport, LA 71104 318.676.7788 MTWF 8:00-5:00 H 8:00-3:00 <p>Direct Services on Location: Walk-In's, appointments, telephone call, and video conference Direct Linkages: Client's access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | Wagner-Peyser partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

JOBS FOR VETERANS STATE GRANT: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Jobs For Veterans State Grant (JVSG) |
| Program Description | <p>On November 7, 2002, the Jobs for Veterans Act (JVA) was signed into law. One provision of the JVA establishes a priority of service requirement for covered persons (i.e., veterans and eligible spouses, including widows and widowers) in qualified job training programs.</p> <p>Since the passage of the JVA, the Employment and Training Administration has provided policy guidance to the workforce system regarding the implementation of priority of service.</p> <p>The Office of Workforce Investment provides specific guidance established by Section 2(a) of the Jobs for Veterans Act, Public Law 107-288 (38 USC 4215 (a)) to:</p> <ul style="list-style-type: none"> ▪ State and local Workforce Investment Boards; ▪ Private, national and/or pilot/demonstration operators of employment and training programs funded DOL; ▪ Those programs implemented by States or local service providers based on federal block grants administered by DOL; and ▪ Any such program or service that is a workforce development program targeted to specific groups. <p>The final rule took effect on January 19, 2009. The final rule signals that those recipients of DOL funds for qualified job training programs are subject to the priority of service regulations, and are required by law to provide priority of service to veterans and eligible spouses.</p> |

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| | <p>The final rule and the priority of service it requires is an important acknowledgment of the sacrifices of the men and women who have served in the U.S. Armed Forces. DOL's strategic vision for priority of service to covered persons honors veterans and eligible spouses of veterans as our heroes at home and envisions that DOL-funded employment and training programs, including the publicly-funded workforce investment system, will identify, inform, and deliver comprehensive services to covered persons as part of strategic workforce development activities across the country.</p> |
| <p>Program Eligibility/Priority Population Under WIOA</p> | <p>American Job Center staff must refer eligible veterans as defined in 38 U.S.C. 421(14) or eligible spouses who are determined to have an SBE if he or she attests to belonging to at least one of the criteria below:</p> <ol style="list-style-type: none"> 1. A special disabled or disabled veteran, as those terms are defined in 38 U.S.C. 4211(1) and (3); Special disabled and disabled veterans are those: <ol style="list-style-type: none"> a. Who are entitled to compensation (or those who would be entitled to compensation, yet are not receiving it due to the receipt of military retired pay) under laws administered by the Secretary of Veterans' Affairs; or b. Who were discharged or released from active duty because of service-connected disability; 2. A homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b)), as amended 3. A recently-separated service member, as defined in 38 U.S.C. 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months; 4. An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration; 5. A veteran lacking a high school diploma or equivalent certificate; 6. A low-income individual (as defined by WIOA Section 3 (36)); 7. A veteran between the ages of 18 and 24 years old who possess limited civilian work history; 8. A Vietnam-era veteran. Vietnam-era veterans are those: <ol style="list-style-type: none"> a. For which any part of their active military, naval, or air service was during the Vietnam era (the period beginning February 28, 1961, and ending May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning August 5, 1964, and ending May 7, 1975, in all other cases) 9. Eligible Transitioning Service Members, Spouses and Caregivers. In annual appropriations bills since the consolidated Appropriations Act of 2014, Congress authorized JVSG grants to support services described in VPL 07-14 to: <ol style="list-style-type: none"> a. Transitioning members of the Armed Forces who have been identified as in need of individualized career services; b. Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in Military Treatment Facilities (MTFs) or Warrior Transition Units (WTUs); and c. The spouses or other family caregivers of such wounded, ill, or injured members. |
| <p>Partner Information</p> | <p>Louisiana Workforce Commission Office of Workforce Development 1001 North 23rd Street; Post Office Box 94094; Baton Rouge, LA 70804-9094 Fax: (225) 342-7960 owd@lwc.la.gov MTWHF 8:00-5:00</p> |
| <p>Partner Description</p> | <p>Louisiana Workforce Commission's vision is to make Louisiana the best place in the country to get a job or grow a business, and to be the country's best workforce agency. The LWC mission is simple and straightforward – we put people to work. Restructured in 2008, our core values include:</p> <ul style="list-style-type: none"> ▪ Integrity and respect: We treat each other with respect; our actions and our words are considerate, honest and ethical; we do what we say we will do. ▪ Open communication: We seek first to understand--we listen, we give and receive meaningful feedback, we value different opinions and perspectives. ▪ Accountability: We work on the right things, we hold each other accountable, we follow the rules and we use LWC resources wisely. ▪ Teamwork: We all work as part of the larger LWC team, we collaborate across boundaries, we agree on and work toward common goals. ▪ Continuous improvement: We set high standards and goals using external benchmarks, we are data-driven and self-critical, we analyze and improve our processes. ▪ Adaptability: We welcome and adapt to change, we respond quickly to customer needs, and economic challenges inspire new ways of doing business. |

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| | Today, the LWC is ideally positioned and structured to support and serve Louisiana's employers, job seekers and workforce partners. |
| Career Services | DVOP Individualized Services include Comprehensive and specialist Assessments to veterans with significant barriers to employment, Development of an Individual Employment Plan (IEP), Group Counseling, Career Planning, Short-term pre-vocational service, Follow-up services, Conduct outreach to service providers, Provide labor market information to veterans, and Participate in career fairs |
| Training Services | NA |
| Support Services | NA |
| Employer Services | LVER Business Services include conducting seminars for veterans, coordinating with other AJC staff to host events that promote veteran employment such as career fairs, conducting employment outreach and participating in meetings with local business organizations, providing labor market information to employers, and serving as a member of the business service team |
| SERVICE DELIVERY METHOD | |
| Partner Availability | Wagner-Peyser partner staff services are offered at: <ul style="list-style-type: none"> ▪ Caddo American Job Center 2121 Fairfield Avenue, Suite 100; Shreveport, LA 71104 318.676.7788 MTWF 8:00-5:00 H 8:00-3:00 Direct Services on Location: Walk-In's, appointments, telephone call, and video conference Direct Linkages: Client's access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours). |
| Partner Training | JVSG partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

SECOND CHANCE ACT OF 2007: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Ex-Offender Placement, Life Launch Reentry |
| Program Description | Ex-Offender Placement is designed to serve clients, who have a criminal record, with work readiness training, self-directed job search and individualized case management in Caddo, Bossier, Webster or Desoto parishes. These direct services are free to anyone who has a criminal record who seek our assistance. |
| Program Eligibility/Priority Population Under WIOA | This program is funded through the Department of Labor, in partnership with Goodwill Industries International, designed to provide case management and wrap-around services, including paid work experiences and certifications, training stipends, emergency funds and incentives to young adults (18-24 year old), living in high crime, high poverty zip codes in Caddo or Desoto parishes, who have some type of justice involvement., who have some type of justice involvement. |
| Partner Information | Goodwill Industries of Northwest Louisiana Administrative Office 800 West 70 th Street; Shreveport, LA 71106 318.868.4701 |
| Partner Description | Goodwill Industries of North Louisiana is a nonprofit, social enterprise whose mission is provide education, training and career services to individuals who face barriers, disadvantages or have a disability. Since 2005, Goodwill has helped more than 50,000 achieve their full potential through the dignity and power of work. Goodwill Industries of North Louisiana's, nine retail locations provide not only affordable goods and services, but also employment to those in need, and create a revenue stream to support Goodwill's charitable mission. In addition, a wide range of business services, including janitorial and grounds maintenance, allows Goodwill to expand further employment opportunities by contracting with federal, state, governmental and non-governmental organizations. Goodwill also offers multiple job resource centers, equipped with job-search experts, computers, Internet access and telephones. Goodwill believes that work has the power to transform lives by building self-confidence, independence, creativity, trust and friendships. Everyone deserves this chance. |

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| Career Services | Goodwill Industries of NWLA Programs provides the following career services: Work Readiness Training, Self-Directed Job Search, Individualized Case Management |
| Training Services | Goodwill Industries Programs provides the following training services: Work Readiness Training, Paid Work Experience (Life Launch 18-24), Certificates (18-24), Training Stipends (Life Launch 18-24), Emergency Funds (Life Launch 18-24), Incentives (Life Launch 18-24) |
| Support Services | Goodwill Industries of NWLA Programs provides the following support services: Wrap-Around Services |
| Employer Services | Goodwill Industries of NWLA Programs provides the following career services: NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>Goodwill Industries of Northwest Louisiana Administrative Office 800 West 70th Street; Shreveport, LA 71106 318.868.4701</p> <p>Direct Services on Location: Walk-In's, appointments, telephone call, and video conference Direct Linkages: Client's access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

TRADE ADJUSTEMENT ASSISTANCE: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Trade Adjustment Assistance (TAA/TRA/RTAA) |
| Program Description | Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.) ; The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. The TAA program offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable employment. Workers may be eligible for training, job search and relocation allowances, income support, and other reemployment services. A petition for TAA may be filed by a group of three or more workers, their union, or other duly authorized representative. Petition forms may be obtained from the local State Employment Security Agency or from any agency designated by the governor to provide reemployment services under the TAA program; or you can phone 202-693-3560 or write to the U.S. Department of Labor, Employment and Training Administration, Division of Trade Adjustment Assistance, 200 Constitution Ave NW, Room C-5311, Washington, DC 20210. |
| Program Eligibility/Priority Population Under WIOA | <p>In order to be entitled to TAA benefits and services on and after July 1, 2022, a worker must:</p> <ol style="list-style-type: none"> 1. Be covered by a petition filed and determined to be certified on or before June 30, 2022; 2. Be an "adversely affected worker" as defined in 20 CFR 618.110, who because of lack of work in adversely affected employment has been totally or partially separated from such employment on or before June 30, 2022; and 3. Meet or continue to meet the individual eligibility requirements for TAA benefits and services in accordance with relevant operating instructions and federal regulations at 20 CFR part 618, including any applicable deadlines. <p>For the 2015 Program, this includes "adversely affected incumbent workers," as defined in 20 CFR 618.110, who were threatened with total or partial separation on or before June 30, 2022. CSAs must continue to provide TAA benefits to those workers after June 30, 2022. Adversely affected incumbent workers are not eligible for services under Reversion 2021.</p> <p>Workers who were included in groups certified by the Secretary as eligible to apply for TAA benefits, but who are not adversely affected workers or adversely affected incumbent workers on or before June 30, 2022, are not entitled to TAA benefits and services as they did not become eligible for those benefits and services prior to termination of the program. A CSA may issue an individual determination on eligibility after June 30, 2022, but the worker's separation or threat of separation must be on or before June 30, 2022, regardless of which version of the TAA Program they were certified under, and regardless of the expiration date indicated on the certification (TEGL 13-21).</p> |

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| Partner Information | Louisiana Workforce Commission Office of Workforce Development 1001 North 23rd Street; Post Office Box 94094; Baton Rouge, LA 70804-9094 Fax: (225) 342-7960 owd@lwc.la.gov MTWHF 8:00-5:00 |
| Partner Description | Louisiana Workforce Commission's vision is to make Louisiana the best place in the country to get a job or grow a business, and to be the country's best workforce agency. The LWC mission is simple and straightforward – we put people to work. Restructured in 2008, our core values include: <ul style="list-style-type: none"> ▪ Integrity and respect: We treat each other with respect; our actions and our words are considerate, honest and ethical; we do what we say we will do. ▪ Open communication: We seek first to understand--we listen, we give and receive meaningful feedback, we value different opinions and perspectives. ▪ Accountability: We work on the right things, we hold each other accountable, we follow the rules and we use LWC resources wisely. ▪ Teamwork: We all work as part of the larger LWC team, we collaborate across boundaries, we agree on and work toward common goals. ▪ Continuous improvement: We set high standards and goals using external benchmarks, we are data-driven and self-critical, we analyze and improve our processes. ▪ Adaptability: We welcome and adapt to change, we respond quickly to customer needs, and economic challenges inspire new ways of doing business. <p>Today, the LWC is ideally positioned and structured to support and serve Louisiana's employers, job seekers and workforce partners.</p> |
| Career Services | TAA/TRA/RTAA provides the following career services: Trade Eligibility Determination, TAA Outreach, Intake, Orientation, Initial, Comprehensive, and Specialized Assessment, Reemployment Services and Allowances assistance, Labor Market Information, Suitable Available Employment Determination, Testing, Counseling, Placement, and Supportive Services Information, Development of Individual Employment Plan , Case Management, Health Coverage Tax Credit (HCTC) Assistance Reemployment Trade Adjustment Assistance (RTAA). |
| Training Services | TAA/TRA/RTAA provides the following training services: Assistance with Reasonable Cost of Training, Training Providers and Labor Market Information (LMI), TAA Occupational Training Agreement with Providers, Training Institutions with reasonable cost /expectation of employment Determination, Monitor progress of workers in approved training programs, Follow-up Services, Short-term Prevocational Services |
| Support Services | TAA/TRA/RTAA provides the following support services: basic education, Communication Skills, and any other services necessary to prepare worker for full-time employment in accordance with his/her capabilities and employment opportunities, Trade Readjustment Allowance (TRA), Job Search and Relocation Assistance, Transportation /Subsistence Assistance, Supportive Services Information |
| Employer Services | TAA/TRA/RTAA provides the following employer services: referrals. |
| SERVICE DELIVERY METHOD | |
| Partner Availability | TAA/TRA/RTAA partner staff services are offered at: <ul style="list-style-type: none"> ▪ Caddo American Job Center 2121 Fairfield Avenue, Suite 100; Shreveport, LA 71104 318.676.7788 MTWF 8:00-5:00 H 8:00-3:00 <p>Direct Services on Location: Walk-In's, appointments, telephone call, and video conference Direct Linkages: Client's access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | TAA/TRA/RTAA partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

VOCATIONAL REHABILITATION PROGRAM: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Vocational Rehabilitation (VR) Services |
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| <p>Program Description</p> | <p><u>Vocational Rehabilitation Services</u> Provides comprehensive rehabilitation services that go far beyond those found in routine job training programs. This frequently includes work evaluation and job readiness services; assessment for and provision of assistive technology, such as customized computer interfaces for persons with physical or sensory disabilities; job counseling services, and medical and therapeutic services.</p> <p>Vocational Rehabilitation, the flagship program of Louisiana Rehabilitation Services, is a one-stop career development program that offers individuals with disabilities a wide range of services designed to provide them with the skills, resources, attitudes, and expectations needed to compete in the interview process, get the job, keep the job, and develop a lifetime career.</p> <p>LRS' Vocational Rehabilitation Program provides comprehensive rehabilitation services that go far beyond those found in routine job training programs. This frequently includes work evaluation and job readiness services; assessment for and provision of assistive technology, such as customized computer interfaces for persons with physical or sensory disabilities; job counseling services, and medical and therapeutic services.</p> <p>The Vocational Rehabilitation Program increases revenues for all levels of government and decreases the burden of income maintenance programs. As individuals with disabilities achieve gainful employment and independence, they become taxpaying citizens and more than "pay back" the costs of the program. For a brief orientation about Vocational Rehabilitation services, please view this YouTube video.</p> |
| <p>Program Eligibility/Priority Population Under WIOA</p> | <p>Eligibility is determined upon an individual with a disability benefiting from vocational rehabilitation services in terms of achieving employment, including supported employment. Therefore, applications for services are accepted at the time an individual with a disability reaches or nears the minimum age of legal employability.</p> <p>To be eligible for vocational rehabilitation services, the individual must:</p> <ul style="list-style-type: none"> ▪ Have a physical or mental disability which for the individual constitutes or results in a substantial impediment to employment; and ▪ Be able to benefit from vocational rehabilitation services in terms of employment; and ▪ Require vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment. <p>Since 1988, Louisiana Rehabilitation Services has been providing vocational rehabilitation services under an Order of Selection. This has resulted in priority for services to citizens in Louisiana with the most significant disabilities.</p> <p>Contact the nearest LRS Regional Office. You can locate this information through the Regional Office Directory.</p> |
| <p>Partner Information</p> | <p>Louisiana Workforce Commission Office of Workforce Development 1001 North 23rd Street; Post Office Box 94094; Baton Rouge, LA 70804-9094 Fax: (225) 342-7960 owd@lwc.la.gov MTWHF 8:00-5:00</p> |
| <p>Partner Description</p> | <p>Louisiana Workforce Commission's vision is to make Louisiana the best place in the country to get a job or grow a business, and to be the country's best workforce agency. The LWC mission is simple and straightforward – we put people to work. Restructured in 2008, our core values include:</p> <ul style="list-style-type: none"> ▪ Integrity and respect: We treat each other with respect; our actions and our words are considerate, honest and ethical; we do what we say we will do. ▪ Open communication: We seek first to understand--we listen, we give and receive meaningful feedback, we value different opinions and perspectives. ▪ Accountability: We work on the right things, we hold each other accountable, we follow the rules and we use LWC resources wisely. ▪ Teamwork: We all work as part of the larger LWC team, we collaborate across boundaries, we agree on and work toward common goals. ▪ Continuous improvement: We set high standards and goals using external benchmarks, we are data-driven and self-critical, we analyze and improve our processes. |

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| | <ul style="list-style-type: none"> Adaptability: We welcome and adapt to change, we respond quickly to customer needs, and economic challenges inspire new ways of doing business. <p>Today, the LWC is ideally positioned and structured to support and serve Louisiana’s employers, job seekers and workforce partners.</p> <p>Louisiana Rehabilitation Services (LRS) assists persons with disabilities in their desire to obtain, maintain or advance in competitive integrated employment and achieve independence in their communities by providing rehabilitation services and working cooperatively with business and other community resources.</p> |
| Career Services | <p>Vocational Rehabilitation Services provides the following career services: Eligibility Determination (X), Referral Assistance (X), Initial Assessment (X), Diagnostic Medical Evaluations (R), Vocational Evaluation (X), (R), Mental & Physical Restoration (R), Job Placement (X), (R), Counseling & Guidance (X), Job Follow-Up (X), Rehabilitation Technology (R)</p> <ul style="list-style-type: none"> (X) indicates services are provided directly (R) indicates services are provided through referral |
| Training Services | <p>Vocational Rehabilitation Services provides the following training services: Supported Employment (R), Time Limited Job, Coaching (R), On-the-Job Training (X), (R), Academic? Vocational Training (R), Adjustment/Mobility Training (R), Pre-Employment Transition Services (X), (R)</p> <ul style="list-style-type: none"> (X) indicates services are provided directly (R) indicates services are provided through referral |
| Support Services | <p>Vocational Rehabilitation Services provides the following support services: Assistive Technology (X), Occupational Tools & Equipment (X), Occupational License /Permits (X), Transportation Assistance (X), (R), Personal Assistance Services (Attendant, Scribe, Reader, Interpreter) (X), (R)</p> <ul style="list-style-type: none"> (X) indicates services are provided directly (R) indicates services are provided through referral |
| Employer Services | Vocational Rehabilitation Services provides the following employer services: NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>Vocational Rehabilitation staff services are offered at: 1525 Fairfield, Suite 708; Shreveport, LA 71101 318.676.7155 MTWHF 8:00-5:00</p> <p>Caddo American Job Center 2121 Fairfield Ave., Suite 100 Shreveport, LA 71104 318.676.7788 2nd & 4th Thursday 8:00-4:30</p> <p>Direct Linkages: Client’s access to partner staff is also facilitated through the CAJC’s physical referral form (which requires response within 48 hours).</p> |
| Partner Training | Vocational Rehabilitation partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF): ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Department of Children and Family Services (TANF, STEP, SNAP E& T, CSE E&T) |
| Program Description | The Division of Family Support assists families with needed assistance programs through Economic Stability with Supplemental Nutrition Assistance Program (SNAP - formerly Food Stamps), Kinship Care Subsidy Program (KCSP), and the Family Independence Temporary Assistance Program (FITAP), Child Support Enforcement services, Disability Determination Services and Workforce Development. |

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| | <p>Strategies to Empower People Program (STEP) The goal of the Strategies to Empower People (STEP) Program is to provide opportunities for work-eligible families of FITAP to receive job training, employment and supportive services to enable them to become self-sufficient. STEP is the result of the Personal Responsibility and Universal Engagement Act of 2003 passed by the Louisiana Legislature.</p> <p>The Supplemental Nutrition Assistance Program (SNAP) provides monthly benefits that help eligible low-income households buy the food they need for good health. For most households, SNAP funds account for only a portion of their food budgets; they must also use their own funds to buy enough food to last throughout the month. Eligible households can receive food assistance through regular SNAP or through the Louisiana Combined Application Project (LaCAP).</p> <p>One outcome of our work together is Louisiana DCFS's rollout of its Child Support Enforcement Employment & Training (CSE E&T) program. The program is grounded in evidence-backed initiatives tested nationally and part of "family-centered child support services." CSE E&T will connect parents to stable employment, enable them to become financially self-sufficient and provide consistent support to their children. Louisiana DCFS has partnered with PK to finalize the program model and policies to uphold fidelity to the model. We are collaborating with them to develop a CSE E&T participant tracking and program performance tool.</p> |
| Program Eligibility/Priority Population Under WIOA | <p>To receive SNAP benefits, households must meet certain resource and income eligibility standards. In addition, a family's SNAP benefit amount depends on the number of people in the SNAP household and the amount of their net income. Click here to view a table showing the maximum SNAP allotments by household size: http://www.dcfslouisiana.gov/page/584. Learn more about the documents needed to provide proof of eligibility: http://www.dcfslouisiana.gov/page/204.</p> <p>Who Must Participate in the STEP Program? All work-eligible FITAP applicants/recipients of the Family Independence Temporary Assistance Program (FITAP) must participate in the STEP Program. Work-eligible recipients are defined as FITAP adults under age 60 and FITAP teen heads of household, excluding those FITAP adults and teens heads of household who are disabled or caring for a member who is disabled.</p> |
| Partner Information | <p>Department of Children and Family Services 1525 Fairfield Avenue, Suite 127; Shreveport, LA 71101 1.888.524.3578 MTWHF 8:00-4:30</p> |
| Partner Description | <p>The Office of the Secretary supervises, manages, and supports the Division of Management and Finance, Division of Child Welfare and the Division of Family Support within the Department of Children and Family Services. The Office of the Secretary exercises supervision and control over all functions, staff, and services within DCFS and directly supervises Emergency Preparedness, Communications and Governmental Affairs, Bureau of Audit and Compliance Services and the General Counsel.</p> <p>DCFS Divisions:</p> <ul style="list-style-type: none"> ▪ Division of Child Welfare - Works to protect children against abuse and/or neglect, find permanent homes for Louisiana's foster children and to educate the public on Safe Sleep and Louisiana's Safe Haven Law. • Division of Family Support - Assists families with needed assistance programs through Economic Stability with Supplemental Nutrition Assistance Program (SNAP - formerly Food Stamps), Kinship Care Subsidy Program (KCSP), and the Family Independence Temporary Assistance Program (FITAP), Child Support Enforcement services, Disability Determination Services and Workforce Development. |
| Career Services | Department of Children and Family Services (STEP, SNAP E&T, CSE E&T) provides the following career services: NA |
| Training Services | Department of Children and Family Services (STEP, SNAP E&T, CSE E&T) provides the following training services: NA |
| Support Services | <p>Department of Children and Family Services (STEP, SNAP E&T, CSE E&T) provides the following support services:</p> <ul style="list-style-type: none"> ▪ STEP - Transportation stipend, Supportive Service Fund for activity related expenses or other expenses related to participation, Priority Childcare Referral for STEP Childcare through Dept. of Education |

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| | <ul style="list-style-type: none"> ▪ SNAP E&T – Transportation, Child Care, Other supportive services that are reasonable and necessary expenses that are directly related to participation in an E&T component. Other supportive services include tuition, books, uniforms, tools, and equipment |
| Employer Services | <p>Department of Children and Family Services (STEP, SNAP E&T, CSE E&T) provides the following career services:</p> <ul style="list-style-type: none"> ▪ STEP - Case management, Work Activity that meets goals, Supportive Services ▪ SNAP E&T – Orientation, Case management (Verification of SNAP Eligibility, Comprehensive Assessment, Individualized Employment Plan), SNAP E&T Component (Job Search Training (includes job search), Education, Work Experience, and Job Retention), Supportive Services |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>Department of Children and Family Services 1525 Fairfield Avenue, Suite 127; Shreveport, LA 71101 1.888.524.3578 MTWHF 8:00-4:30</p> <p>Direct Linkages: Client's access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | <p>DCFS partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services.</p> |

| SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE | |
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| Program Name | Senior Community Service Employment Plan/National Association for Hispanic Elderly Project AYUDA |
| Program Description | Community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors (55 years of age and older). Participants gain work experience in a variety of settings through non-profit and public facilities. This paid work experience serves as a bridge to unsubsidized employment opportunities. |
| Program Eligibility/Priority Population Under WIOA | <p><u>Eligibility</u> You may be eligible for SCSEP if you are:</p> <ul style="list-style-type: none"> •At least 55 years of age •Eligible to work in the U.S. •Unemployed or earn a limited income for your family size as defined below <p><u>Income Eligibility</u> Number of People in Household Maximum Yearly Income 1 \$14,720 2 \$19,920 3 \$25,113 4 \$30,313 More than 4 \$30,313 plus \$5,200 for each added person <i>Persons who have a documented disability, are considered to be a family of one, even if they live with several people in a household.</i> <i>Some income is not included in income eligibility calculations, such as disability benefits and unemployment benefits. Contact the SCSEP Director in the parish of residency if you meet the program's income eligibility requirements.</i></p> <p><u>Priority Groups</u> The first priority for program enrollment is given to veterans and their eligible spouses, as long as their discharge was not dishonorable. The second priority for program enrollment is given to individuals with at least one of these characteristics:</p> <ul style="list-style-type: none"> •Are 65 years of age or older •Have a disability •Have limited English skills |

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| | <ul style="list-style-type: none"> •Have low reading, writing and math skills •Live in a rural area •Need extra support and training in order to secure employment •Did not get a job after receiving Workforce Investment Act services •Are homeless or at risk of homelessness |
| Partner Information | ANPPPM 820 Jordan Street, Suite 310; Shreveport, LA 71101 318.221.7611 Email: anppmshreve@verizon.net or anppmnelson@aol.com |
| Partner Description | <p>The purpose of the Senior Community-Service Employment Program (SCSEP) is to foster individual economic self-sufficiency and promote useful opportunities in the community for service activities (which shall include community service employment). This program is for unemployed low-income persons who are age 55 or older, particularly those who have poor employment prospects. The goal of this program is to increase the number of persons who will receive the benefits of unsubsidized employment in both the private and public sectors.</p> <p>The Office of Elderly Affairs administers this program in the southeastern portion of Louisiana through three sub grantees, Catholic Charities of the Diocese of Baton Rouge, Jefferson Council on Aging in Metairie, and St. James Area Agency on Aging in Covert. Four national contractors administer the rest of the state: Experience Works (EW), National Council on Aging (NCOA), National Association of Hispanic Elderly (ANNPM), and American Association of Retired Person (AARP). This program is funded through the U.S. Department of Labor.</p> <p>Eligible participants who have a family income of no more than 125% of the federal poverty level are able to work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage. They are placed in a wide variety of community service activities at non-profit and public facilities, including day-care centers, senior centers, schools, libraries, museums and hospitals. It is intended that community service training serve as a bridge to unsubsidized employment opportunities. Supportive services are offered in the form of physical exams, transportation, uniforms, safety equipment, etc.</p> |
| Career Services | Senior Community Service Employment Plan/National Association for Hispanic Elderly's Project Ayuda provides the following career services: Eligibility assessment of Older Workers, Outreach, orientation, and referral of Older Workers to the One Stop system, Assessment of skill levels and abilities as appropriate |
| Training Services | Senior Community Service Employment Plan/National Association for Hispanic Elderly's Project Ayuda provides the following training services: Assist in developing Individual training plans for the Older Worker |
| Support Services | Senior Community Service Employment Plan/National Association for Hispanic Elderly's Project Ayuda provides the following support services: Job search, career counseling and placement assistance for Older Workers accessing the One Stop System, Labor Market information and follow-up services, Linkages between the other One Stop Partners with other Title V program activities. |
| Employer Services | Senior Community Service Employment Plan/National Association for Hispanic Elderly's Project Ayuda provides the following employer services: NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | ANPPPM 820 Jordan Street, Suite 310; Shreveport, LA 71101 318.221.7611 Email: anppmshreve@verizon.net or anppmnelson@aol.com MTWHF 8:00-5:00 Direct Linkages: Client's access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours). |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

**ADULT EDUCATION AND FAMILY LITERACY ACT (AEFLA) PROGRAM:
ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE**

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| Program Name | WIOA Title II Adult Education and Family Literacy Program |
| Program Description | Programs assist adults and youth sixteen or older to reach higher levels of literacy to obtain employment, retain employment, enter post-secondary education or occupational training, or attain a high-school diploma or equivalent. The primary goal is to assist individuals to become literate and obtain the knowledge and skills necessary employment and economic self-sufficiency; assist individuals who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family; assist individuals in attaining a high school equivalency and in the transition to postsecondary education and training, including through career pathways; and, assist immigrants and other individuals who are English language learners in improving their mathematics, reading, writing, speaking, and comprehension skills in English and acquiring an understanding of the American system of Government, individual freedom and the responsibilities of citizenship. |
| Program Eligibility/Priority Population Under WIOA | Individuals who meet the following criteria in Sec. 203(4) of WIOA are eligible for federally funded adult education services: have attained 16 years of age, are not enrolled or required to be enrolled in secondary school under state law; and who are basic skills deficient, do not have a secondary school diploma or its recognized equivalent, and have not achieved an equivalent level of education; or are English language learners. |
| Partner Information | Bossier Parish Community College 6220 E Texas Street; Bossier City, LA 318.678.6000 |
| Partner Description | Bossier Parish Community College is a two-year community college with an enrollment in its academic division of approximately 7,000 students. The College provides courses that transfer to four-year degree granting institutions and awards the associate of arts and science degrees in business administration, care and development of young children, communication media, computer information systems, construction technology and management, criminal justice, cyber technology, engineering, industrial technology, healthcare management, general science, general studies, medical assistant, occupational therapy assistant, oil and gas production technology, paramedic, pharmacy technician, physical therapist assistant, respiratory therapy, nursing, teaching, and performing arts. |
| Career Services | Adult Education and Family Literacy Program provides the following career services: NA |
| Training Services | Adult Education and Family Literacy Program provides the following training services: Instructional Services: High School Equivalency, College and Career Readiness, English Language Instruction, Basic Skills (Reading, Math, Language Arts, Digital Literacy) Assessments, Basic Skills (Reading, Math, Language Arts, Digital Literacy) instruction, Career Pathways, Instruction (Basic Skills & Industry Based Credentials in healthcare, information technology, and manufacturing). |
| Support Services | Adult Education and Family Literacy Programs provides the following support services: NA |
| Employer Services | Adult Education and Family Literacy Programs provides the following career services: NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | Goodwill Industries 800 West 70 th Street; Shreveport, LA 71106 318.868.4701 Services are also provided at Providence House, Caddo Correctional Center, Wade Correctional, Adult Renewal Academy (Community Renewal), Rolling Hills Ministries, Centenary Literacy, Bossier Parish Community College Campuses (Bossier, Natchitoches and Sabine Valley). Services are offered in Spanish at BPCC campus only. Direct Services on Location: Walk-In's, appointments, telephone call, and video conference Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours) and through Unite Us, which is a real time, electronic referral system with built in reminders that allow the sender of the referral and the receiver of the referral to track and receive updates on changes to and the status of the referral. |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

**DEPARTMENT OF HOUSING & URBAN DEVELOPMENT – EMPLOYMENT & TRAINING:
ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE**

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| Program Name | City of Shreveport’s Housing Authority’s Choice Neighborhoods (Department of HUD) |
| Program Description | The Shreveport Choice Neighborhood Initiative is a local strategy seeking to revitalize the Allendale, Ledbetter Heights, and West Edge communities through community-driven and responsive planning, as well as catalytic investments in housing, economic development, and supportive services. The initiative is rooted in a Transformation Plan, which was developed by residents and community stakeholders in 2013. The initiative is supported by a \$24.2 million U.S. Department of Housing and Urban Development Choice Neighborhoods Implementation grant awarded in 2018. Explore this site to learn more about the plan and opportunities to engage with this community-driven initiative. |
| Program Eligibility/Priority Population Under WIOA | The Shreveport-Bossier, LA HUD Metro FMR Area contains the following areas: Bossier Parish, LA; Caddo Parish, LA; and DeSoto Parish, LA. The FY 2014 Consolidated Appropriations Act changed the definition of extremely low-income to be the greater of 30/50ths (60 percent) of the Section 8 very low-income limit or the poverty guideline as established by the <u>Department of Health and Human Services (HHS)</u> , provided that this amount is not greater than the Section 8 50% very low-income limit. Consequently, the extremely low income limits may equal the very low (50%) income limits. Income Limit areas are based on FY 2019 Fair Market Rent (FMR) areas. For information on FMRs, please see our associated FY 2019 <u>Fair Market Rent documentation system</u> . |
| Partner Information | Choice Neighborhoods, Shreveport Community Development 401 Texas Street; Shreveport, LA 71101 318.673.5900 |
| Partner Description | The City of Shreveport’s Department of Community Development offers services in the areas of workforce development, business development, affordable housing and improvements, homelessness, public services, public facilities, and program funding for federal grants. The purpose at the Department of Community Development for the City of Shreveport is to improve the quality of life for our citizens through timely community development initiatives, programs, and services. Our dedicated team is here to assist you. We value our neighborhoods and cherish our citizens. It is our intention to assist and provide services that will bring progressive development to the fabric of this City – its communities. The Department of Community Development is a vital component to making Shreveport strong to ensure its citizens receive the best of services the City of Shreveport can provide. Community Development houses the Bureau of Administration, Bureau of Housing and Business Development, , and the Bureau of Workforce Development. We work closely with a variety of contractors, vendors, business associations and nonprofit organizations, both local, nationally, and from the surrounding area. Community Development’s coordinated efforts with State and Federal programs afford the means to support a variety of community development projects, for both individuals and organizations, to help Shreveport build and promote a strong and viable community. |
| Career Services | The Choice Neighborhoods Program provides the following career services: Refer clients to CAJC for Outreach, intake, and orientation to the information and other services available through the One-Stop delivery system, Referral to and coordination of activities with programs and services within the one-stop delivery system, Career planning and case management, Financial literacy services, One-On-One resume and job search assistance, Career readiness workshops including resume writing, interviewing skills, and how to use HiRE |
| Training Services | The Choice Neighborhood Program provides the following training services: Work experiences that are linked to careers, Adult education and literacy activities, provided concurrently or in coordination with other listed employment/training opportunities |
| Support Services | The Choice Neighborhood Program provides the following support services: Information relating to the availability of supportive services or assistance, including childcare, child support, medical or child health assistance, benefits under SNAP program, assistance through the earned income tax credit under the IRS code, assistance under the TANF program and other supportive services and transportation programs. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA. |
| Employer Services | The Choice Neighborhood Program provides the following employer services: NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | Choice Neighborhoods, Shreveport Community Development 401 Texas Street; Shreveport, LA 71101 318.673.5900 MTWHF: 8:00-5:00 |

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| | <p>Direct Services on Location: Appointments, telephone calls, and video conferences</p> <p>Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

**COMMUNITY SERVICES BLOCK GRANT – EMPLOYMENT & TRAINING:
ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE**

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| Program Name | Community Services Block Grant (CSBG) |
| Program Description | The Community Services Block Grant (CSBG) is a federally funded block grant in the Office of Community Services, Administration for Children and Families, United States Department of Health and Human Services that provides funds to states, territories, and tribes to administer to support services that alleviate the causes and conditions of poverty in under resourced communities. Tribes, territories, and over 1,000 local Community Action Agencies provide CSBG funded services and activities including housing, nutrition, utility, and transportation assistance; employment, education, and other income and asset building services; crisis and emergency services; and community asset building initiatives, among other things. Over 9 million individuals are served by CSBG-funded programs annually. ■ |
| Program Eligibility/Priority Population Under WIOA | In accordance with the funding source's guidelines, clients/applicants are required to provide CCAA with proof of income to receive assistance from these programs. |
| Partner Information | Louisiana Workforce Commission Office of Workforce Development 1001 North 23rd Street; Post Office Box 94094; Baton Rouge, LA 70804-9094 Fax: (225) 342-7960 owd@lwc.la.gov MTWHF 8:00-5:00 |
| Partner Description | <p>Louisiana Workforce Commission's vision is to make Louisiana the best place in the country to get a job or grow a business, and to be the country's best workforce agency. The LWC mission is simple and straightforward – we put people to work. Restructured in 2008, our core values include:</p> <ul style="list-style-type: none"> ■ Integrity and respect: We treat each other with respect; our actions and our words are considerate, honest and ethical; we do what we say we will do. ■ Open communication: We seek first to understand--we listen, we give and receive meaningful feedback, we value different opinions and perspectives. ■ Accountability: We work on the right things, we hold each other accountable, we follow the rules and we use LWC resources wisely. ■ Teamwork: We all work as part of the larger LWC team, we collaborate across boundaries, we agree on and work toward common goals. ■ Continuous improvement: We set high standards and goals using external benchmarks, we are data-driven and self-critical, we analyze and improve our processes. ■ Adaptability: We welcome and adapt to change, we respond quickly to customer needs, and economic challenges inspire new ways of doing business. <p>Today, the LWC is ideally positioned and structured to support and serve Louisiana's employers, job seekers and workforce partners.</p> |
| Career Services | The CSBG Program provides the following career services: NA |
| Training Services | The CSBG Program provides the following training services: NA |
| Support Services | The CSBG Program provides the following support services: Child Care Assistance, Weatherization, Assistance with Food Security, Assistance with Water Bill, Free Tax Service, Housing Counseling |
| Employer Services | The CSBG Program provides the following employer services: NA |
| SERVICE DELIVERY METHOD | |

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| <p>Partner Availability</p> | <p>Caddo Community Action Agency, Inc. 4055 St. Vincent Avenue; Shreveport, LA 71108 318.861.4808 MTWHF: 8:00-12:00/1:00-5:00</p> <p>Caddo Community Action Agency, Inc. (CCAA) was established in 1966 under the Economic Opportunity Act of 1964 signed by President Lyndon B. Johnson.</p> <p>The Agency, which is governed by a eighteen (18) member Board of Directors, provides social services to the low income, disadvantaged youth, elderly, and disabled persons throughout Caddo Parish. As a nonprofit organization geared toward aiding the low income, CCAA offers a multiplicity of services to thousands of citizens in Caddo Parish each year.</p> <p>It is the mission of the Caddo Community Action Agency, Inc. (CCAA) to stimulate a better focusing of all available local, state, private, and federal resources upon the goal of enabling the poor, the low-income families, and low-income individuals, in rural and urban areas of Caddo Parish, to attain skills, knowledge, and motivations to secure the opportunities needed to achieve self-sufficiency.</p> <p>Caddo Community Action Agency changes people’s lives, embodies the spirit of hope, improves communities, and makes Caddo a better place to live. CCAA cares about the entire community and are dedicated to helping people help themselves and each other. Programs include:</p> <ul style="list-style-type: none"> ▪ Community Service Centers ▪ Free Tax Services ▪ Low-Income Home Energy Assistance Program (LIHEAP) ▪ Shreveport Water Assistance Program (SWAP) ▪ Material Center/Food Bank ▪ Weatherization Assistance Program (WAP) ▪ Housing Counseling ▪ Burial Assistance ▪ Emergency Aid for Disaster Assistance ▪ FEMA: Emergency Food Shelter Program ▪ CSBG Rent/Mortgage ▪ Head Start (3-5 Years of Age) ▪ Early Head Start (0-3 Years of Age) <p>Direct Services on Location: Appointments, telephone calls, and video conferences</p> <p>Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC’s physical referral form (which requires response within 48 hours).</p> |
| <p>Partner Training</p> | <p>Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services.</p> |

MIGRANT AND SEASONAL FARMWORKER PRORGAM: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| <p>Program Name</p> | <p>National Farmworkers Job Program (NFJP)</p> |
| <p>Program Description</p> | <p>The National Farmworker Jobs Program (NFJP) is a nationally-directed, locally-administered program of services for migrant and seasonal farmworkers (MSFWs) and includes 53 Career Services and Training grants and 9 Housing grants across the United States and Puerto Rico. See <u>Career Services and Training Grants</u> and <u>Housing Grants</u> for more information.</p> <p>The program partners with community organizations and state agencies to counter the chronic unemployment and underemployment experienced by farmworkers who depend primarily on jobs in agricultural labor performed across the country. The NFJP is an integral part of the public workforce system and a partner in the nationwide network of American Job Centers. In addition, NFJP partners with</p> |

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| | <p>state monitor advocates to provide services to farmworkers and their families working in agriculture employment.</p> <p>Provides training and related services (including housing services, and technical assistance, to Disadvantaged migrant and seasonal agricultural workers and their dependents. The goal of the Migrant and Seasonal Farmworker Program is to enhance the ability of the eligible population to obtain or retain unsubsidized employment or to stabilize unsubsidized employment. The program was first authorized by the Economic Opportunity Act of 1964. The Secretary of Labor distributes funding authorized under WIOA Section 167 every four years through a competitive grant process or through contracts with entities with an understanding of the problems faced by the migrant and seasonal farmworker population and a familiarity with the area served.</p> |
| Program Eligibility/Priority Population Under WIOA | <p>Eligible seasonal farmworker, as defined in WIOA Section 167(i)(3)(A), means a low-income individual who: i.) for 12 consecutive months out of the 24 months prior to application for the program involved, has been primarily employed in agricultural or fish farming labor that is characterized by chronic unemployment or underemployment, and ii.) faces multiple barriers to economic self-sufficiency. Please note that dependents of an eligible seasonal farmworker may receive NFJP services.</p> <p>Eligible migrant farmworker, as defined in WIOA Section 167(i)(2), means an eligible seasonal farmworker as defined in WIOA Section 167(i)(3) whose agricultural labor requires travel to a job site such that the farmworker is unable to return to a permanent place of residence within the same day. Please note that dependents of eligible migrant farmworkers may receive NFJP services.</p> <p>Eligible MSFW youth means an eligible MSFW aged 14-24 who is individually eligible or a dependent of an eligible MSFW. Grantees may enroll participants aged 18-24 as either an MSFW adult or an MSFW youth participant (described in § 685.110), but not in both categories.</p> |
| Partner Information | <p>Motivation, Education, & Training, Inc (MET). 1408 Landis St; Winnsboro, LA 71295 318.435.8885/318.439.0312</p> |
| Partner Description | <p>Motivation Education & Training, Inc. (MET) is a private non-profit corporation that began serving rural areas of southeast Texas in 1967. The agency is community oriented and supports an agenda of action that leads to self-sufficiency, personal responsibility, and commitment to furthering individual social and economic progress through education, training, and other appropriate activities. MET operates statewide in Texas, Louisiana, Minnesota, North Dakota, and Wyoming, providing a range of human services that primarily focus on career development and educational achievement.</p> <p>The organization is funded by a variety of federal, state and local grants, including U.S. Department of Labor, U.S. Department of Health and Human Services, Office of Family Assistance, U.S. Department of Agriculture, Senior Service America, Inc., and the State of Texas. Since its founding, MET has provided over 93,688 farmworkers with opportunities for employment and training and provided over 173,992 farmworkers with emergency and other supportive services, which includes a myriad of housing services. While serving farmworkers is a cornerstone of the agency's mission, MET's scope also includes initiatives that target disadvantaged populations. MET's Senior Community Service Employment Program helps to ensure over 500 older Americans have access to work-based job training services in both Texas and Minnesota.</p> |
| Career Services | <p>The National Farmworkers Jobs Program provides the following career services: Outreach Intake and Orientation, Initial Assessment, Job Search, Placement Assistance, and Career Counseling, Eligibility Assistance, Follow-Up Services, Individual Employment Plan Development, Case Management</p> |
| Training Services | <p>The National Farmworkers Jobs Program provides the following training services: On-The-Job Training (OJT), Workplace and Cooperative Education, Training Programs, Skills Upgrading and Retraining, Customized Training, Pesticide and Heat Stress Safety</p> |
| Support Services | <p>The National Farmworkers Jobs Program provides the following support services: Transportation Assistance, Nutritional Assistance, Housing Assistance</p> |
| Employer Services | <p>The National Farmworkers Jobs Program provides the following employer services: NA</p> |
| SERVICE DELIVERY METHOD | |

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| Partner Availability | Motivation, Education, & Training, Inc (MET). 1408 Landis St; Winnsboro, LA 71295 318.435.8885/318.439.0312 Direct Services on Location: Appointments, telephone calls, and video conferences. Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours). |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

**CAREER AND TECHNICAL EDUCATION PROGRAMS AT THE POSTSECONDARY LEVEL:
ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE**

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| Program Name | Southern University at Shreveport Community & Workforce Development/Student Affairs |
| Program Description | Career and technical education programs at the postsecondary level authorized under the <u>Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)</u> . The purpose of this Act is to develop more fully the academic knowledge and technical and employability skills of secondary education students and postsecondary education students who elect to enroll in career and technical education and programs of study, by: <ul style="list-style-type: none"> ▪ Building on the efforts of States and localities to develop challenging academic and technical standards and to assist students in meeting such standards, including preparation for high skill, high wage, or in-demand occupations in current or emerging professions; ▪ Promoting the development of services and activities that integrate rigorous and challenging academic and career and technical instruction, and that link secondary education and postsecondary education for participating career and technical education students; ▪ Increasing State and local flexibility in providing services and activities designed to develop, implement, and improve career and technical education; ▪ conducting and disseminating national research and disseminating information on best practices that improve career and technical education programs and programs of study, services, and activities; ▪ providing technical assistance that— (A) promotes leadership, initial preparation, and professional development at the State and local levels; and (B) improves the quality of career and technical education teachers, faculty, administrators, and counselors; ▪ supporting partnerships among secondary schools, postsecondary institutions, baccalaureate degree granting institutions, area career and technical education schools, local workforce investment boards, business and industry, and intermediaries; ▪ providing individuals with opportunities throughout their lifetimes to develop, in conjunction with other education and training programs, the knowledge and skills needed to keep the United States competitive; and ▪ increasing the employment opportunities for populations who are chronically unemployed or underemployed, including individuals with disabilities, individuals from economically disadvantaged families, out-of-workforce individuals, youth who are in, or have aged out of, the foster care system, and homeless individuals. |
| Program Eligibility/Priority Population Under WIOA | Southern University provides listed services to employed, unemployed, and underemployed individuals seeking HiSET's, certificates, and associate degrees. The basic criteria for participants include: <ul style="list-style-type: none"> ▪ If you have graduated from high school or was home-schooled, you must submit final official high school transcript showing evidence of obtaining a high school diploma. ▪ If you obtained a General Education Development (GED), you must submit an official report of test scores. ▪ If you have not graduated from high school, we will accept a 6th, 7th, or 8th semester transcript until you the final transcript can be submitted. ▪ Documentation of final insecurity, where applicable. |
| Partner Information | Southern University at Shreveport 3050 Martin Luther King Jr. Drive; Shreveport, LA 71107 318.670.6000 |
| Partner Description | Southern University at Shreveport, a unit of the Southern University and A & M College System, a historically black comprehensive community college serving Northwest Louisiana and beyond, is committed to teaching and preparing traditional and non-traditional students for degree attainment, |

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| | transfer, workforce, continuous learning, and self-improvement. This preparation is available through multiple delivery methods and instructional sites for students seeking certificates, technical diplomas, and associate degrees. |
| Career Services | Southern University at Shreveport's the following career services: College and Career Readiness Seminars, Career Assessments |
| Training Services | Southern University at Shreveport's Program provides the following training services: Instructional Services -HiSET, Continuing Education Programs, WorkKeys Testing, Educational Training for Individuals with Cognitive Disabilities |
| Support Services | Southern University at Shreveport's Programs provides the following support services: Assistance Completing and Paying for College Admissions, Assistance Completing Federal Application for Federal Student Aid (FAFSA) |
| Employer Services | Southern University at Shreveport's Programs provides the following employer services: Assistance identifying and addressing workforce needs |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>Southern University at Shreveport 3050 Martin Luther King Jr., Drive; Shreveport, LA 71107\ 318.670.6000 Metro Center: 610 Texas Street; Shreveport, LA 71101 318.670.6684 MTWH: 8:00-6:00; F: 8:00-12:00</p> <p>Direct Services on Location: Walk-In's, appointments, telephone call, and video conference</p> <p>Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours) and through Unite Us, which is a real time, electronic referral system with built in reminders that allow the sender of the referral and the receiver of the referral to track and receive updates on changes to and the status of the referral.</p> |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

YOUTHBUILD: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

| Program Name | YouthBuild |
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| Program Description | <p>Youthbuild is a competitive grant program that provides funding to support disadvantaged youth in developing occupational and educational skills. Specifically, the purpose of the YouthBuild grant program is to</p> <ul style="list-style-type: none"> ▪ enable disadvantaged youth to obtain the education and employment skills necessary to achieve economic self-sufficiency in occupations in demand and post-secondary education and training opportunities; ▪ provide disadvantaged youth with opportunities for meaningful work and service to communities; ▪ foster the development of employment and leadership skills and a commitment to community development among youth in low-income communities; ▪ expand the supply of permanent affordable housing for homeless individuals and low-income families by utilizing the energy of disadvantaged youth; and ▪ improve the quality and energy efficiency of community and public facilities. <p>Services include a range of education and workforce investment activities, including instruction, occupational skills training, alternative education, mentoring, and training in the rehabilitation or construction of housing. Notably, any housing unit that is rehabilitated or reconstructed as part of a YouthBuild-funded project may be available only for rental by, or sale to, homeless individuals or low-income families, or for use as transitional or permanent housing to assist homeless individuals achieve independent living. In addition to construction activities, programs offered within a YouthBuild program can support career pathway training targeted toward other high demand occupations and industries.</p> |
| Program Eligibility/Priority Population Under | An individual is eligible for the YouthBuild program if he or she is between the ages 16 and 24, a member of a low-income family, a youth in foster care, a youth offender, an individual with a disability, a child of an incarcerated parent, or a migrant youth, and a school dropout. However, youth who do not |

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| WIOA | meet the income or dropout criteria may also be eligible, so long as they are basic skills deficient despite having earned a high school diploma, GED, or the equivalent; or they have been referred by a high school for the purpose of obtaining a high school diploma. A maximum of 25% of participants may qualify for eligibility according to these latter criteria. |
| Partner Information | Housing Authority of the City of Shreveport 2500 Line Avenue; Shreveport, LA 71104 318.698.3600 |
| Partner Description | The Housing Authority of the City of Shreveport (HACS) was established in 1940 and provides quality affordable housing to low-income families and individuals through the effective and efficient administration of housing assistance programs. HACS is governed by a five-member Board of Commissioners. Each commissioner is appointed by the mayor and confirmed by the City Council. HACS is responsible for overseeing the management of more than 4600 housing units scattered throughout the city of Shreveport. |
| Career Services | The YouthBuild Program provides the following career services: Access to education and career counseling and other supportive services |
| Training Services | The YouthBuild Program provides the following training services: Hands-on, meaningful education and training activities that explore career options and information on how skills obtained through coursework that can be applied to future jobs, training and curriculum alignment with skills needed by employers in the Shreveport economy, access to industry-recognized credentials, information regarding program activities |
| Support Services | The YouthBuild Program provides the following support services: mentoring, follow-up education, employment, access to personal counseling services, participation in community and civic engagement |
| Employer Services | The YouthBuild Program provides the following employer services: NA |
| SERVICE DELIVERY METHOD | |
| Partner Availability | Housing Authority of the City of Shreveport 2500 Line Avenue; Shreveport, LA 71104 318.698.3600 MTWHF: 8:00-12:00/1:00-5:00 Direct Services on Location: Appointments, telephone calls, and video conferences Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours). |
| Partner Training | Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services. |

JOB CORPS: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Job Corps |
| Program Description | <p>Job Corps is the largest nationwide residential career training program in the country and has been operating for more than 50 years. The program helps eligible young people ages 16 through 24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment. Job Corps has trained and educated over two million individuals since 1964.</p> <p>At Job Corps, students have access to room and board while they learn skills in specific training areas for up to three years. In addition to helping students complete their education, obtain career technical skills and gain employment, Job Corps also provides transitional support services, such as help finding employment, housing, child care, and transportation. Job Corps graduates either enter the workforce or an apprenticeship, go on to higher education, or join the military.</p> |
| Program Eligibility/Priority Population Under WIOA | <p>An individual is eligible for the Job Corps program based on the following:</p> <ul style="list-style-type: none"> ▪ 16 to 24-year-olds ready to work toward a successful future are welcome. The maximum age limit may be waived if the applicant is a person with a documented disability. For minors, a parent or guardian must sign a consent form. ▪ The applicant needs job skills training, education, counseling, or related assistance to help get you started on a career pathway. ▪ Applicants must meet one or more of these conditions: receives public assistance, earns poverty-level |

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| | <p>income, is homeless, is a foster child, or qualifies for free or reduced-price lunch. Your admissions representative will help you determine your eligibility.</p> <ul style="list-style-type: none"> • The applicant is a U.S. citizen, is a legal U.S. resident, or is a resident of a U.S. territory and/or is authorized to work in the United States. |
| Partner Information | <p>Human Learning Systems, LLC 22815 Lillian Street; Shreveport, LA 71109 318.227.9331</p> |
| Partner Description | <p>Human Learning Systems, LLC (HLS) is an Atlanta based company. The company's core mission is to provide comprehensive education and training services to youth. As a small business contractor, our focus is threefold: on the Youth that are served in workforce development and other programs (including the Job Corps program), the Employees that serve them and the Technology Systems that support them both.</p> <p>As a company, we believe that Teaching, Learning and Engagement in the World of Work are the three most significant human behaviors; therefore, our company is committed to fostering the conditions for learning to occur, so that students are fully prepared for employment and /or advanced training in high demand industries.</p> |
| Career Services | <ul style="list-style-type: none"> • Our comprehensive Career Transition Services Plan provides the framework for collaborating with Center Operators, the Employer Community, Military Recruiting Commands and other educational providers to ensure that each student receives a post center placement upon leaving the Job Corps program. • Our Case Management approaches ensure continuous accountability for the delivery of essential services to graduates. • Our Quality Assurance Systems ensure performance integrity, accurate data reporting, strong financial and property management and procurement compliance. • Our case management systems ensure continuous accountability for the delivery of essential services to graduates by ensuring that relationships are established early in career development training and that contact is maintained throughout the CTS service period. • Our Career Transition staff are highly qualified and demonstrate a comprehensive understanding of CTT offerings at the Job Corps centers, as well as career pathway options available to students in order to ensure post-center placement outcomes. • We are committed to working closely with Center Operators, and appropriate placement agencies to support positive placement outcomes for special needs students. • HLS works closely with Center Operators to develop combined staff training plans for both Center staff and the CTS provider to ensure effective collaboration and learning in the areas of job development, business relations and workforce services. • Our Job Development staff possess superior knowledge of industry, military, and educational opportunities available for all students. |
| Training Services | <p>Our Staff Training plan ensures that staff receive on-going training and access to the knowledge and skills necessary to perform their job duties and grow as youth practitioners. HLS staff must receive certification in the area of case management and customer services.</p> <p>Our eligibility determination and screening processes conforms to standards established by the Department of Labor (DOL).</p> |
| Support Services | <p>Our admissions counselors demonstrate professionalism by providing applicants with accurate information regarding the Job Corps program, being responsive to inquiries regarding Job Corps Centers and developing and maintaining rapport by being sensitive to the needs of students throughout the admissions process.</p> <p>We utilize the most effective strategies to create a Workplace Culture that finds Purpose and Promise in People.</p> |
| Employer Services | <p>Our Job Development staff possess superior knowledge of industry, military, and educational opportunities available for all students.</p> |
| SERVICE DELIVERY METHOD | |
| Partner Availability | Shreveport Job Corps |

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| | <p>22815 Lillian Street; Shreveport, LA 71109 318.227.9331 MTWHF: 8:00-12:00/1:00-5:00</p> <p>Direct Services on Location: Appointments, telephone calls, and video conferences Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | <p>Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services.</p> |

NATIVE AMERICAN PROGRAMS: ROLES, RESPONSIBILITIES, AVAILABILITY, & ELIGIBILITY TABLE

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| Program Name | Native American Programs |
| Program Description | National Resource Center on Native American Aging mission is to identify and increase awareness of evolving Native Elder health and social issues. |
| Program Eligibility/Priority Population Under WIOA | |
| Partner Information | National Resource Center on Native American Aging 991 Grand Caillou Road, Houma, LA 70363 985.346.3682 or 985.851.5408 |
| Partner Description | <p>The National Resource Center on Native American Aging (NRCNAA) is committed to identifying Native Elder health and social issues. Through education, training, and technical assistance, we assist in developing community-based solutions to improve the quality of life and delivery of related support services to the Native aging population.</p> <p>Native American Elders have many of the same needs as other elder populations; however services to address these needs remain unavailable, underdeveloped or inaccessible in most Native American communities. Native Elders comprise a rapidly growing population in the U.S. Empowerment of Native American leaders and service providers is crucial to the Elders' health and well-being. Providing high-quality services, while maintaining the individual's cultural values, will enhance the Elders' self-perception, worth and dignity.</p> <p>The NRCNAA serves the elderly Native American population of the U.S. The three centers are committed to increasing awareness of issues affecting American Indian, Alaskan Native, and Native Hawaiian Elders. We are a voice and advocate for their concerns. Through education, training, technical assistance, and research the center assists in developing community-based solutions to improve the quality of life and delivery of support services to this aging population.</p> <p>Since 1994 the <u>Administration on Aging (AoA)</u>, through a cooperative agreement, has funded the National Resource Center on Native American Aging (NRCNAA).</p> |
| Career Services | <ul style="list-style-type: none"> • Case Management • Information and Referral/Assistance |
| Training Services | <ul style="list-style-type: none"> • NA |
| Support Services | <ul style="list-style-type: none"> • Caregiver Programs • Congregate Meals • Financial Assistance • Home Delivered Meals • Home Health Services • Personal Care • Senior Center Programs • Telephone Reassurance • Transportation |

| | |
|--------------------------------|--|
| | <ul style="list-style-type: none"> • Volunteer Services |
| Employer Services | <ul style="list-style-type: none"> • Employment Services |
| SERVICE DELIVERY METHOD | |
| Partner Availability | <p>Institute for Indian Development, Inc. 991 Grand Caillou Road, Houma, LA 70363 985.346.3682 or 985.851.5408</p> <p>Direct Services on Location: Telephone and video conferences Direct Linkages: Partner program staff is available for video conferences through Zoom, telephone calls and email. In addition, client access to partner staff is also facilitated through the CAJC's physical referral form (which requires response within 48 hours).</p> |
| Partner Training | <p>Partner staff receive training that prepares them to provide information to customers about the programs, services, and activities available through partner programs. In addition, Caddo American Job Center partners receive newsletters and flyers with detailed information about partner programs and their services.</p> |

Continuous Improvement Methods to Ensure Delivery of and Access to Services

The One-Stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improving long-term employment outcomes for individuals receiving assistance. One-Stop partners administer separately funded program as a set of integrated streamlined services to customers. Title I of the Workforce Innovation and Opportunity Act (WIOA) assigns responsibilities at the local, State, and Federal levels to ensure the creation and maintenance of a One-Stop delivery system that enhances the range and quality of education and workforce development services that employers and individual customers can access. Required One-Stop Partner program must provide access to programs, services, and activities through electronic means if applicable and practicable. This is in addition to providing access to services through the mandatory comprehensive physical One-Stop center. The provision of programs and services by electronic methods such as Websites, telephones, or other means must improve the efficiency, coordination, and quality of One-Stop Partner services. Electronic delivery must not replace access to such services at a comprehensive One-Stop Center. Electronic delivery systems must comply the nondiscrimination and equal opportunity provisions of WIOA sec. 188 and its implementing regulations at 29 CFR part 38.

Accessibility

29 CFR 38.13 requires that:

- No qualified individual with a disability may be excluded from participation in, or be defined the benefits of a recipient's service, program, or activity or be subjected to discrimination by any recipient because of a recipient's facilities are inaccessible or unusable by individuals with disabilities.
- All WIOA Title-I financially assisted programs and activities must be programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communication with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.
- Accessibility to the services provided by the Caddo American Job Center and all Partner agencies is essential to meeting the requirements and goals of the Caddo American Job Center. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or based on any other classification protected under state or federal law.

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

Physical Accessibility

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, considering reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

Virtual Accessibility

The Shreveport Local WDB will work with the Any State Workforce Development Board (State WDB) to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media or work out a separate agreement with the Shreveport Local WDB to post content through its website.

Communication Accessibility

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

Programmatic Accessibility

All Partners agree that they will not discriminate in their employment practices or services based on gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or based on any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all American Job Center programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the American Job Center network. Furthermore:

- all Partners agree that they will not discriminate in their employment practices or services based on gender, gender identify and/or expression, age, race, religion, national origin, disability, veteran's status, or based on any other classification protected under State or Federal law
- partners must assure that they have policies and procedures in place to address these issues and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law

Partners further assure that they are currently in compliance with all applicable State and Federal laws and regulations regarding these issues:

- all Partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all Caddo American Job Center programs, services, technology, and materials are physically and programmatically accessible and available to all
- Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or

comprehensive or education level.

- an interpreter will be provided in real time, or if available, within a reasonable period to any customer with a language barrier
- assistive devices, such as screen-reading software programs and assistive listening devices must be available to ensure physical and programmatic accessibility within the One-Stop.

Priority of Service

All parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA Title I Adult program, as required by 38 U.S.C. sec. 4215 (public assistance recipients, other low-income individuals, and basic skills deficient individuals) and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance.

Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners. Caddo American Job Center's intake process also asks specific questions to determine One-Stop customer's eligibility for Partner programs. In situations where customers do qualify for partner services, a referral is made to the partner program.

Outreach

The WDB and its Partners agree to develop and implement an outreach plan that includes, at a minimum:

- specific steps to be taken by each Partner
- an outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at risk or most in need
- an outreach and recruitment plan for out-of-school youth
- sectors strategies and career pathways
- connections to registered apprenticeship
- an outreach toolkit for Partners
- clear objectives and expected outcomes, and
- leveraging of any statewide outreach materials relevant to the region

Customers must have access to One-Stop programs, services, and activities during regular business days at a comprehensive one-stop center. The Local Workforce Development Board (WDB) may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days. The State WDB will evaluate the hours of access to service as part of the evaluation of effectiveness in the one-stop certification process described in § 678.800(b). Access to each partner program and its services means:

- Having a program staff member physically present at the one-stop center;
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - A "direct linkage" means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
- A "direct linkage" cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.
- All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

Based on partner agency's staff availability, Caddo American Job Center has arranged for customer access to each partner program through one of the four means:

- Walk-In and/or Skill & Resource Center Assistance
- Appointment
- Telephone Conference
- Teleconference via Zoom
- Partner Referral process

Caddo American Job Center Specific Programs to Provide Access and Services to Vulnerable Populations

Regulation 20 CFR 678.500(4) states that "methods to ensure that the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the one-stop delivery system. To satisfy the requirements of 20 CFR 678.500(4), Caddo American Job Center has incorporated the following:

- Caddo American Job Center's WIOA Youth Program operates a grant based WIOA Youth Program that provides wider, more specialized access to the targeted youth population. Currently, the program operates WIOA Youth Programs in collaboration with the following:
 - Goodwill Industries of North Louisiana which combines the WIOA Youth elements with its internal programs that provides high-quality education and training, career, and supportive services to out-of-school youth between the ages of 16-24 while they are actively pursuing the completion of a HiSET diploma. GINLA's overall goals of this proposal are to increase services to disadvantaged youth ages 16-24, increase the HiSET completion rate and create better career pathways and work experiences. Goodwill Industries of North Louisiana's programs also have an increased focus on case management, reentry opportunities and employment.
 - Northwest Louisiana Community Development Corporation combines the WIOA Youth elements with The Learning Center is equipped with a library (with Accelerated Reading books), a computer lab, music/production cameras, editing boards, drones, classrooms, smart TVs, touch screen smartboards, and a cafeteria. The center is designed to provide a holistic program to work with those who are extremely marginalized and subjugated. This program allows the organization to continue its efforts to counter the maligning status of youth in the low-income areas of our city by providing them with ample opportunities to decide the course of their life.
 - Lighthouse/Volunteers of America In-School Youth Program combines the WIOA Youth elements with its internal **Teen Club** program, which provides access to employment, academic assistance, college and career counseling, and behavioral health counseling, among other services. Through the WIOA program, in-school youth who participate in Teen Club have an opportunity to work and gain valuable skills in VOANLA's various programs as well as receive the academic support required to help them remain in school and graduate. VOANLA collaborates with a variety of community partners to create a program that is both engaging and beneficial to the Teen Club students. These partners offer diverse programming with experts in a variety of fields. The **College Admission Process** program presented by Sigma Ro Omega Chapter of AKA; the Junior League of Shreveport-Bossier Parish's **MAGIC program** promoting self-esteem, healthy lifestyles, and responsible decision-making; the YMCA's **LEAD program** emphasizing goal-setting, communication skills, and self-respect; and the International Youth Foundation's Passport to Success program are just a few examples of what VOANLA's community partners offer to Teen Club participants.
 - Southern University at Shreveport combines the WIOA Youth elements with access to university experiences and opportunities. Students enrolled in YNI attend classes on the university campus,

have access to university resources, and are introduced to short-term certificate programs and university degree programs. The *vision* of Southern University at Shreveport (SUSLA) Adult Education program is to serve as the foundation of a career pathways system that prepares adult learners for economic self-sufficiency. To achieve this goal, the program partners with adult education learners and key stakeholders to provide a clear direction, quality instruction, education learners and key stakeholders to provide a clear direction, quality instruction, and targeted support for achieving learner goals through further education, occupational training, and/or sustaining employment.

- Recruiting and Community Outreach activities target community residents, faith-based groups, educational institutions, libraries, WIOA service providers, and organizations that represent marginalized groups (e.g., shelters, organizations that serve individuals with disabilities) with a specific focus on recruiting individuals and groups identified in the Regional/Local Plan or inclusive of hard to reach/hard to serve populations.
- CAJC has developed initiatives that promote and inform unemployed/underemployed individuals of orientations, workshops, resources, hiring events, and other basic career services.
 - Caddo American Job Center sponsored a meeting with Southern University at Shreveport faculty and staff to provide information about demand programs and student eligibility requirements
 - Caddo American Job Center hosted Jaguar Scholars -a WIOA Youth program that provides tuition for underserved youth at the Caddo American Job Center
 - Caddo American Job Center expanded the focus of Business Services to provide career fairs and employer events that employ a wider, more target specific audience
- CAJC has developed, marketed, and facilitated presentations for groups on high-demand industries, labor market trends, and employment and educational opportunities.

Continuous Improvement

Pursuant to §678.800, how well the One-Stop integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the One-Stop Partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local WDB. These evaluations must take into account feedback from One-Stop customers. They must also include evaluations of how well the One-Stop Center ensures equal opportunity for individuals with disabilities to participate in or benefit from One-Stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take action to comply with the disability-related regulations implementing WIOA sec. 188 set forth at 29 CFR part 38. Such actions include, but are not limited to:

- Providing reasonable accommodations for individuals with disabilities including the following:
 - CAJC provides an English Language Line in the Center for individuals in need of such services. In addition the Center is equipped with assistive technology equipment that allows individuals to The center is equipped with assistive technology equipment (such as the ability to enlarge words), there are Telecommunications Device for the Deaf/Teletypewriter (TDDY) phones for the hearing impaired. Managing staff is trained on these services during their orientation period; staff is trained on these services at least one time each year or on an as needed basis.
- Making reasonable modification to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities
- Administering programs in the most integrated setting appropriate
- Communicating with persons with disabilities as effectively as with others
- Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the

- benefits of, the program or activity; and
- Providing for the physical accessibility of the One-Stop Center to individuals with disabilities.

Evaluations of continuous improvement must include how well the One-Stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2). Other continuous improvement factors may include:

- a regular process for identifying and responding to technical assistance needs
 - daily, Caddo American Job Center WIOA staff rotate through the skill center during which they provide technical assistance to walk-in customers
- a regular system of continuing professional staff development
 - partnered with WIOA management to develop and implement “new employee orientation” which ensures that new staff is equipped with the basic skills necessary to properly service WIOA clients
 - executed “Management Team” strategic planning retreat
 - development and facilitation of “Putting the Pieces Together”, a cross-training program for One-Stop service delivery staff. Examples of sessions include Build-A-Team Workshop, Closing Gaps & Opening Doors, Micromanaging the Message, Innovative Solutions to Problems, and Putting the Pieces Together.
 - Developed a multi-method Continuous Improvement Strategy to ensure the American Job Center Hallmark of excellent customer service. Caddo American Job Center used multiple methods to measure continuous improvement including non-participant observation, partner surveys, partner focus groups, partner interviews, customer satisfaction surveys, and pretests/posttests of state-mandated orientations.
- having systems in place to capture and respond to specific customer feedback
 - Caddo American Job Center has also developed the following tools to collect feedback and information regarding customers
 - Orientation surveys that collected feedback from customers
 - Customer satisfaction surveys
 - Orientation observations
 - Acquired Lobby Central which captures invaluable data that measures the “quantifiable customer experience” such as average service time by service, check-in, wait summary by location, wait time exceeded, etc.

American Job Centers deliver service to customers in one of three modes: self-service, facilitated self-help services, and staff assisted service delivery. Depending on the needs of the labor market or an assessment of a job seekers skill levels, abilities and aptitudes, One-Stop staff provides appropriate career guidance including, but not limited to, job search workshops, resume assistance, or referral to training.

All individual career seekers have access to the career resource area and other opportunities available at the Caddo American Job Center. Customers can conduct job search, submit employment applications, develop resumes, participate in a variety of workshops, and conduct research on the availability of jobs in the area. Additional services provided by partners are available to career seeker customers through referrals, on-site recruitment visits, virtual notifications, and other methods. Basic career services and individualized career services are available based on a career seeker’s needs. Other services include specific occupational counseling, referral to other services for barrier removal, assessments, training, and work-based training.

The Caddo American Job Center holds hiring events and specialized informational sessions that are targeted to specific industry focused programming and populations which may include, but are not limited to TANF, SNAP, E&T, Justice Involved Individuals, Individuals with Disabilities, Mature Workers, Veterans and

Youth/Young Adults and other diverse populations. As described in earlier sections, both WIOA and Wagner-Peyser staff use the HiRE system when meeting with customers to input and verify services provided to avoid duplication and to track customer service delivery.

Sharing of information, skill levels, and employment development plans enable CAJC to provide comprehensive services to customers regardless of the door a customer enters through.

Co-Enrollment and Integrated Case Management

Partners are to co-enroll all customers eligible for multiple One-Stop Partner programs based on the customer's need for those services. Co-enrolled customers must receive services through an integrated case management system in one, or combination of, the following methods:

- partner staff are cross trained to the extent that any staff person, regardless of program assignment, can provide case management for co-enrolled customers
- staff from different programs will communicate on a regular basis regarding the status and needs of co-enrolled customers

Caddo American Job Center will utilize the HiRE system wherever possible to co-enroll and integrate case management for mutual customers in the Caddo American Job Center. Please see Attachment # V: Co-Enrollment Policy for detailed information.

Referrals

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. To facilitate such a system, Partners agree to:

- Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in the LWDA 71 American Job Center network,
- Develop materials summarizing their program requirements and making them available for Partners and customers,
- Develop and utilize common intake, eligibility determination, assessment, and registration forms,
- Provide substantive referrals – in accordance with the LWDA 71 Referral Policy – to customers who are eligible for supplemental and complementary services and benefits under partner programs,
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
- Commit to robust and ongoing communication required for an effective referral process, and
- Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.
- During the 2022-2023 fiscal year, Caddo American Job Center began an electronic, nationwide process through which its *referrals out* and *referrals in* are submitted and tracked. By joining Unite US LA, the CAJC has access to approximately 50 service delivery organizations within 50 miles of our address. Of particular importance to the Caddo American Job Center is that many partners, Project Ayuda-SCSEP, Goodwill Industries of North Louisiana, Louisiana DCFS, Southern University at Shreveport and additional partners including but not limited to United Way of Northwest LA, Volunteers for America, The Elle Foundation, Volunteers of American North Louisiana, Food Bank of Northwest LA. As a Unite Louisiana partner, agencies can achieve the following:
 - Easily refer and connect clients to local resources
 - Improve clients' well-being through access to a variety of services
 - Increase efficiency and capacity with secure, smarter referrals
 - Track outcomes of all referrals and services delivered to your clients

- Measure the impact of your organization and the services you deliver
- Identify gaps in needs to proactively address barriers

The Unite Us Network allows partners to compile data regarding four categories: Population, Services, Network Performance, and Military.

During the 2021-2022 fiscal year, Caddo American Job Center adopted a referral form that can be used to expedite and track incoming and outgoing referrals. The referral form is a fillable in which partners can complete and email to partner programs. The referral form can also be used by internal and external partners. For a copy of the referral form see attachment #2.

Steps to Reach Consensus (MOU)

Notification of Partners: The WDB Chair (or designee) must notify all Parties in writing that it is necessary to execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

Initial Meeting: The WDB Chair (or designee) is responsible for convening all required and optional AJC/One-Stop Center Partners to formally begin negotiations, and to ensure that, at a minimum all Caddo American Job Center Partners of the MOU are appropriately represented.

- Caddo American Job Center convened the Initial Meeting on 30 Aug 2022.
- Over the next three weeks, CAJC will convene individual meetings with each partner to discuss colocation and infrastructure costs.

Negotiations: Partners must submit all relevant documents to the WDB Chair (or designee) to begin the drafting of the MOU. During a timeframe established by the WDB, additional formal or informal meetings (informational and negotiation sessions) may take place, if they are conducted in an open and transparent manner, with pertinent information provided to all Parties.

Draft MOU: The WDB Chair (or designee) must email a complete draft of the MOU to all parties

Review and Comment Upon Conclusion of the Negotiations: Within a timeframe determined by the WDB, upon receipt of the draft MOU, all Parties must review and return feedback to the WDB Chair (or designee). It is advised that each Party also use this time to allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of the WDB Chair (or designee) to ensure all AJC/One-Stop Partners to the MOU are aware of the comments and revisions that are needed.

Cost Allocation Methodology

On-site Partners will be allocated costs based on square footage occupied and the ratio of square footage occupied. Off-site Partner will be allocated costs based on proportionate use and relative benefits received at the physical One-Stop by comparing shared customers to total customers served.

SECTION III PART I: GENERAL PROVISIONS AND ASSUARANCES

Legal Authority

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Elected Official (CEO), to develop and enter a Memorandum of Understanding (MOU) between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the One-Stop delivery system in a local area. This requirement is further described in the

Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance. Additionally, the sharing and allocation of infrastructure costs among One-Stop Partners is governed by WIOA section 121(h), its implementing regulations and the Federal Costs Principles contained in the Uniform Administrative Requirements, Costs Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

Assurances

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended
- The Americans with Disabilities Act of 1990 (Public Law 101-336)
- The Jobs for Veterans Act (Public Law 1097-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identify, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g, 34 CFR part 99),
- Confidentiality requirements governing protection and use of personal information held by the VR agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603), all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts.
- The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identify and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, and aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.
- Additionally, all Parties shall:
 - Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner section of the MOU,
 - Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance, or records, and other confidential information relating to customers, and
 - Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination.

Data Confidentiality

- All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all the other Parties.
- Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.
- Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.
- To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.
- With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all the requirements set forth in 20 U.S.C. §1232g and 34 CFR Part 99.

- With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all the requirements set forth in 34 CFR 361.38.

Modification Process

1. **Notification:** When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).
2. **Discussion/Negotiation:** Upon notification, the SHREVEPORT Local WDB Chair must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate.
 - a. Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the SHREVEPORT Local WDB Chair may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.
 - b. If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering an MOU that includes the SHREVEPORT Local WDB, wherein the new party assumes all the rights and obligations of the original party. Upon execution, the SHREVEPORT Local WDB Chair presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.
 - c. If determined that a Partner is unwilling to agree to the MOU modification, the SHREVEPORT Local WDB Chair must ensure that the process in the Dispute Resolution section is followed.
3. **Signatures:** The SHREVEPORT Local WDB Chair must immediately circulate the MOU modification and secure Partner signatures within four (4) weeks. The modified MOU will be considered fully executed once all signatories have reviewed and signed.
4. The modification may be signed in counterparts, meaning each signatory can sign a separate document if the SHREVEPORT Local WDB Chair acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.
5. **Dispute Resolution:** The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. (Note: This is separate from the LWDA 71 Customer Grievance and Complaint Management Policy.) A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the Local WDB Chair to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.
 - a. All Parties are advised to actively participate in Local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
 - b. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the SHREVEPORT Local WDB Chair and all Parties to the MOU regarding the conflict within 10 days.
 - c. The SHREVEPORT Local WDB Chair shall place the dispute on the agenda of a special meeting of the Local WDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a ²/₃ majority consent of the Executive Committee members present.
 - d. The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies.
 - e. The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this

- procedure.
- f. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.
 - g. The SHREVEPORT Local WDB Chair will contact the petitioner and the appropriate Parties to verify that all agree with the proposed resolution.

Monitoring

The SHREVEPORT Local WDB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- Those laws, regulations, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.
- All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

Non-Discrimination and Equal Opportunity

- All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.
- The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

Indemnification

- All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State, or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the SHREVEPORT Local WDB and the one-stop operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the SHREVEPORT Local WDB or the one-stop operator.

Severability

- If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

Drug and Alcohol-Free Workplace

- All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

Certification Regarding Lobbying

- All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

Debarment and Suspension

- All Parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S.

Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

Buy American Provision

- Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the "Buy American Act.") and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

Salary Compensation and Bonus Limitations

- Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, TEGL 17-15, Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; Final PY 2016 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2016, Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

Non-Assignment

- Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

Governing Law

- This MOU will be construed, interpreted, and enforced according to the laws of the State of Any State. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

Termination

This MOU will remain in effect for three years, until the end date specified in the Effective Period section, unless:

- all parties mutually agree to terminate this MOU prior to the end date
- federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or it funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period
- any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU
- WIOA is repealed or superseded by subsequent federal law
- local area designation is changed under WIOA
- a party breaches any provision of the MOU and such breach is not cured within thirty (30) days after receiving written notice from the WDB Chair (or designee) specifying such breach in reasonable detail
- at such time, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately
- in the event of termination, the Parties of the MOU must convene within thirty (30) days after breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.
- Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.
- All Partners agree that this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of services.

Effective Period:

This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2026, unless any of the reasons in the Termination section apply.

SECTION IV: ONE-STOP OPERATING BUDGET AND INFRASTRUCTURE FUNDING AGREEMENT

Part I: One-Stop Operating Budget Description and Process

The Parties of this MOU and the One-Stop Operating Budget agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the local workforce delivery system at a level that meet the needs of the job seekers and business in the local area,
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving Partner effectiveness),
- Reduces overhead costs for any one Partner by streamlining and sharing financial, procurement, and facility costs, and
- Ensures that costs are appropriately shared by One-Stop Partners by determining contributions based on the proportionate use of the One-Stop Center and relative benefits received, and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The One-Stop Operating Budget is a financial plan that the One-Stop Partners, the CEO, and the WDB have agreed to in the MOU that will be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the One-Stop System and the operating costs of such system will be funded, including the infrastructure costs for the One-Stop System (WIOA Sec. 121(c)(2)(A) and 20 CFR 678.500(b)).

The One-Stop operating budget may be considered the master budget that contains a set of individuals budgets or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined in WIOA Sec. 121(h)(4); and additional costs which must include applicable career services and may include costs and shared services that are related to the operation of the One-Stop delivery system and do not constitute infrastructure costs. These additional costs are described in WIOA Sec. 121(i). The One-Stop Operating Budget must be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation helps to ensure that the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each Partner in proportion to the Partner's use of the one-Stop Center and relative benefit received. The One-Stop Operating Budget may be further refined by the One-Stop Partners, as needed, to assist in tracking their contributions.

One-Stop operating costs include infrastructure costs an additional cost, which are made up of applicable career service, shared operating costs and shared services:

- Infrastructure Costs (also separately outlined in the Infrastructure Funding Agreement (IFA))
- Career services and Shared services and operating costs. All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The One-Stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure that costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

Effective Period (One-Stop Operating Budget)

This IFA is entered into on 1 July 2023. This IFA will become effective as of the date of signing by the final signatory and must terminate on 30 June 2026, unless any of the reasons in the Termination section apply.

Cost Reconciliation and Allocation Base Update

All Parties agree that a quarterly reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

1. Partners will provide the WDB with the following information no later than ten (15) days after the end of each quarter, as applicable
 - a. Quarterly cost information and documentation of the actual costs,
 - b. Updated staffing information (per the 1st day of the 1st month of each quarter), and
 - c. Actual customer participation numbers (per the last day of the last month of each quarter)
2. Upon receipt of the above information, the WDB will:
 - a. Compare budgeted costs to actual costs,
 - b. Update the allocation bases, and
 - c. Apply the updated allocation bases, using a cost allocation methodology agreed to by all Partners, to determine the actual costs allocable to each Partner
3. The WDB will prepare an updated budget document showing cost adjustments and will alert each Partner to the actual costs allocable to each Partner for the quarter.
4. The WDB will submit the updated budget to all Parties no later than forty-five (45) days after the end of each quarter. The Partners understand that the timelines off the WDB's preparation and submission of adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information. For Partners that advance fund to the WDB area, the WDB will only send a copy of the updated budget.
5. Upon receipt of the adjusted budget, each Partner will review both documents and will reconcile any necessary budget offsets to the satisfaction of WDB no later than fifteen (15) days following receipt.
6. Partners will communicate any disputes with the adjusted budget to the WDB in writing. The WDB will review the disputed cost items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, the WDB will revise the adjusted budget upon resolution of the dispute.

Infrastructure Funding

The Caddo American Job Center is a location through which various entities have come together to provide workforce development and education programs effectively and efficiently to job seekers and employers as detailed in the Memorandum of Understanding. These entities (partners) and their responsibilities are detailed in WIOA Joint Final Rule 20 CFR 678, Subpart B, 34 CFR 361.400-361.440, and 34 CFR 463.400-463.440). Jointly funding services is a necessary foundation for an integrated service delivery system. Section 678.700(c) explains that a partner's contributions to the costs of operating and providing services within the one-stop delivery system must adhere to the partner program's Federal authorizing statute, and to all other applicable legal requirements, including the Federal cost principles that require the costs must be allowable, reasonable, necessary, and allocable. Infrastructure costs are applicable to all one-stop partner programs, whether they are physically located in the one-stop center or not.

Infrastructure costs of American Job Centers are defined as non-personnel costs that are necessary for the general operation of the one-stop center, including: rental of the facilities; utilities and maintenance; equipment (including assessment-related and assistive technology for persons with disabilities; and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities.

Methodology

The Caddo American Job Center is in a 9,000 square foot building. USDOL ETA Training and Employment Guidance Letter (TEGL) 17-16 *Infrastructure Funding of the One-Stop Delivery System* explains the WIOA law regarding infrastructure costs and suggests allocation methodologies to be used in determining "Fair Share".

The Caddo American Job Center will use a combination of staff hours, number of customers served, and square footage to allocate infrastructure, common and shared costs to partners. Costs included in this plan must meet the federal definition of reasonable, necessary, allocable, and allowable and will be allocated to partners in accordance with relative benefits received by that partner’s program. The following infrastructure and other shared costs have been identified to be part of the Caddo American Job Center’s Operating Budget:

- Lease
- Copier Rental/Maintenance
- Postal Rental/Freight
- Internet/Wireless/Telephone
- Telegraph and Telephone
- Liability Insurance
- Materials & Office Supplies
 - All Parties to this MOU and IFA recognize that infrastructure costs are applicable to all required Partners, whether they are physically located in the American Job Center are not. Each Partner’s contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs’ authorizing laws and regulations and the Uniform Guidance.
 - Partners funding the costs of infrastructure according to this IFA are the same as identified in the Partners section of the MOU. All parties agree that the cost allocation methodology for this IFA will be the same as described in the Cost Allocation Methodology section of the MOU.

Steps to Reach Consensus (IFA)

Partners will make a concerted effort to negotiate the IFA along with the remained of the MOU, including overall operating budget, for the WDB area AJC/One-Stop Center. In the event that the WDB cannot reach consensus with a required partner, the State Funding Mechanism is triggered. The State Funding Mechanism cannot be triggered by additional One-Stop Partners not reaching consensus. IFA’s must include information on the steps the WDB, CEO, and One-Stop Partners took to reach consensus or the assurances that the local area followed the State Funding Mechanism and a description of the process to be used among partners to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.

Required One-Stop Partners

| TABLE I LOCAL WORKFORCE DEVELOPMENT BOARD 71 CADDO AMERICAN JOB CENTER PARTNER PROGRAMS | |
|---|---|
| Core Partners and | WIOA Title I – Adult, Dislocated Worker, and Youth formula funding programs (Supports job seekers with their job search, career counseling, and job training). |
| | WIOA Title II - The Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA; Assists adults in need of improving their basic skills through services focused on reading, writing, math and English proficiency). |
| | The <u>Wagner-Peyser Act</u> Employment Service program authorized under the <u>Wagner-Peyser Act (29 U.S.C. 49 et seq.)</u> , as amended by <u>WIOA</u> title III; Helps job seekers, including those receiving unemployment insurance benefits, with services focused on finding work. Helps employers with recruiting, retention and training a skilled workforce to meet the needs for thriving businesses and local economy. |
| | The <u>Vocational Rehabilitation (VR)</u> program authorized under title I of the <u>Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)</u> , as amended by <u>WIOA</u> title IV; Focus on individuals with disabilities, maximizing their employability and integration |

Additional Costs

Must include the costs of provisions of career services in Sec. 134(c)(2) applicable to each program consistent with Partner program's applicable Federal statutes and allocable based on cost principles of the Uniform Guidance at 2 CFR Part 200 and may include shared operating costs and shared services.

[Per WIOA Sec. 121(i)(1); 20 CFR 678.760(a); 34 CFR 361.760(a); 34 CFR 463.760(a); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System].

Shared Operating Costs and Shared Services

Shared operating costs and shared services may include costs of shared services that are authorized for and may be commonly provided through the One-Stop Partner programs, including initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other One-Stop Partners, and business services.

[Per WIOA sec. 121(i)(2); 20 CFR 678.760(b); 34 CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, AND OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System].

Funding Types

Non-Cash – Expenditures incurred by the One-Stop Partners on behalf of the One-Stop Center and non-cash contributions of goods or services contributed by a Partner program and used by the One-Stop Center.

Third-party In-kind-Contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with One-Stop Operations, by a non-One-Stop Partner to:

- Support the One-Stop Center in general, or
- Support the proportionate share of One-Stop infrastructure costs of a specific Partner.

[Per 20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.760; 34 CFR 463.720; AND 34 CFR 463.760].

Allocation

Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or the equitable leadership. The process may entail assigning a cost(s) directly to a final cost objective or through one or more immediate cost objective. [2 CFR 200.4].

Infrastructure Funding Agreement Component

The IFA contains the infrastructure costs budget that is an integral component of the overall One-Stop operating budget. The other component of the One-Stop operating budget consists of applicable career services, shared operating costs, and shared services, which are considered additional costs. While each of these components covers different categories, an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fully functional and successful local One-Stop delivery system. Therefore, it is strongly recommended that the WDBs, One-Stop Partners, and CEOs negotiate the IFA, along with additional costs when developing the operating budget for the local One-Stop system. The overall One-Stop Operating Budget must be included in the MOU. IFAs are a mandatory component of the local MOU, described in WIOA sec. 121(c) and 20 CFR 678.500 and 678.755. Like MOUs, the WDB may negotiate an umbrella IFA or Individual IFAs.

Changes in the One-Stop Partners or an appeal by a One-Stop Partner's infrastructure costs contributions will

require a renewal of the MOU. [Per TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System.

Dispute and Impasse Resolution (IFA)

All parties will actively participate in the Local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. If partners in a Local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered. The CEO shall determine the merit of the dispute and propose a resolution. The CEO will indicate that failure to accept the proposed resolution will trigger the State Funding Mechanism.

Notice of Failure to Reach Consensus

1. Notice of Failure to Reach Consensus Given to the Governor

If the Parties cannot reach consensus on methods of sufficiently funding a One-Stop Center's infrastructure costs and the amounts to be contributed by each Local Partner program, the WDB is required to notify the Governor.

2. Negotiation Materials Provided to Governor

The WDB Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but not later than five (5) business days thereafter. At a minimum, the WDB Chair (or designee) must provide to the Governor the following:

- The Local WIOA plan
- The cost allocation methodology or methodologies proposed by the Partners to be used in determining the proportion share
- The proposed amounts or budget to fund infrastructure costs
- The amount of Partner funds included
- The type of funds (cash, non-cash, third-party in-kind contributions) available (including all documentation on how Partners valued non-cash and third-party in-kind contributions consistent with 2 CFR 200.306)
- Any proposed or agree on American Job Center budgets (for individual Centers or a network of Centers) and
- Any partially agreed upon, proposed, or draft IFAs.

The WDB may also provide the Governor with additional materials that they or the Governor find to be appropriate.

3. Governor Determinations and Calculations

The Governor will:

- Determine the One-Stop Center Infrastructure budget(s)
- Establish cost allocation methodology(ies)
- Determine Partner's proportionate shares
- Calculate statewide caps
- Assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and adjust allocations

Once all determinations and calculations are completed, the Governor will notify the WDB Chair (or designee)

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| | into the workplace through programs that offer comprehensive services including vocational rehabilitation, occupational training, and assistive technology. |
| Required Partners | Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) ; Administered under the Department of Education through the Carl D. Perkins Career and Technical Education Act of 2006 for the improvement of secondary and postsecondary career and technical education for youth. |
| | The Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.) ; Administered under Title V of the Older American Act and is a job training program for low-income, older Americans to earn and learn while working in local programs serving their communities. |
| | WIOA Title I: Job Corps, YouthBuild; Native American Programs; National Farmworker Jobs Program (NFJP) administered by the Department of Labor and provides job training for targeted populations; Unemployment and training activities carried out by the Department of Housing and Urban Development; |
| | Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.) ; Administered under Title II of the Trade Act of 1974, the Trade Adjustment Assistance program provides aid to workers who lose their jobs or hours of work and wages are reduced as a result of increased imports. |
| | Unemployment Insurance (UI) Program: Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law) Funded by employer payroll taxes. |
| | Job for Veterans State Grants (JVSG) Programs: Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.; Administered by Title 38, U.S.C and provides dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans. |
| | Reentry Employment Opportunities (REO) Programs: Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) ; Administered by the Second Chance Act of 2007 and provides federal funding for justice-involved youth and young adults and adults who were formerly incarcerated. |
| | Employment and training activities carried out by the Department of Housing and Urban Development Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.) ; |

Additional One-Stop Partners

Other entities that carry out a workforce development program, including Federal, State, or Local programs in the private sector, may serve as additional Partners in the One-Stop Career Center Network if the WDB and chief elected official(s) approve of the entity's participation.

Additional Partners may include employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under Sec. 1148 of the Social Security Act (42 U.S.C. 1320b-19), employment and training programs carried out by the Small Business Administration, Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C 2015(d)(4) and 2015 (o)), Client Assistance Program authorized under Sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C 732), programs authorized under the National and Community Service Act of 1990 (42 U.S.C 12501 et seq.), and other appropriate Federal, State, or Local programs providing services to individuals with substance abuse or mental health issues.

{Per 20 CFR 678.410; 34 CFR 361.410; 34 CFR 463.410; and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (p. 7)}.

of the final decision and provide a revised IFA for execution by the Parties.

4. IFA Execution

The IFA becomes effective as of the date of signing by the final signatory. Programs may appeal the Governor's determination of their infrastructure cost contributions in accordance with the process established under 20 CFR 678.750, 34 CFR 361.750, and 34 CFR 463.750.

5. Appeal Process

The Governor must establish a process, described under sec. 121(h)(2)(E) of WIOA, for a One-Stop Partner administering a program described in §678.400 through §678.410 to appeal the Governor's determination regarding the One-Stop partner's portion of funds to be provided for One-Stop infrastructure cost. This appeal process must be described in the Unified State Plan.

The appeal may be made on the ground that the Governor's determination is inconsistent with proportionate share requirements in § 678.735(a), the cost contribution limitations in § 678.735(b), the cost contribution caps in § 678.738, consistent with the process described in the State Plan.

The process must ensure prompt resolution of the appeal to ensure the funds are distributed in a timely manner, consistent with the requirements of § 683.630 of this chapter.

The one-stop partner must submit an appeal in accordance with State's deadlines for appeals specified in the guidance issued under § 678.705(b)(3), or if the State has not set a deadline, within 21 days from the Governor's determination.

LWC's goal is to provide the support and guidance necessary to help all Local Areas reach agreement under the LFM rather than under the State Funding Mechanism (SFM.) Local WDBs are urged to seek guidance and support from the state throughout the negotiation process to help prevent the triggering of the SFM. However, if a Local WDB is unable to complete an IFA with all its AJC partners, then the SFM will be triggered and LWC, with the Governor's approval, must then determine the required contributions of each AJC partner.

If a Local WDB does not believe they will be able to come to an agreement regarding joint infrastructure costs with any of their AJC partners by (May 1st each year thereafter), they must notify LWC in writing immediately. All AJCs partner programs and/or the Local Board may appeal the SFM decision. Appeals must include justification by the program and/or Local Board and be based on believed noncompliance with WIOA Section 121(h)(3) that outlines the Governor's funding allocations.

Appeals Process

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

- Addressed to the attention of the Secretary of the Louisiana Workforce Commission or his/her designee
- An Introduction identifying the appellant and designating the letter as a formal appeal
- Full citations from WIOA or the WIOA Final Rules in Title 29 or Title 34 of the code of Federal Regulations (CFR) that support the appeal.

- Identify the basis for the appeal. WIOA *stipulates that a State Funding Mechanism (SFM) allocation determination may be appealed only if the determination is inconsistent with the requirements of WIOA sec. 121(h)(2)(E). The Final Rule at 20 CFR 678.750 further limits admissible grounds for an appeal to three possibilities. The petitioner must make a case that the State's determination is inconsistent with:*
 - the proportionate-share requirement in CFR 678.737, or
 - the cost-contribution limitations in CFR 678.730 (c), or
 - the cost-contribution caps in 20 CFR 678.738.
- The letter must be signed by signatory authority (electronic signature is acceptable) and dated.

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

ATTACHMENTS

ATTACHMENT I: MEMORANDUM OF UNDERSTANDING PARTNER SIGNATURE PAGE

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

Partner Signature Page

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Printed Name: _____

| Signature | Initials | Date |
|-----------|----------|------|
|-----------|----------|------|

Please sign for each program:

| |
|-------|
| _____ |
| _____ |
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ATTACHMENT II: REGION 7 REFERRAL FORM

REGION 7
Referral Form

Referral Information: In order to receive services, this form must be completed by the originating and referral partner agencies. After assisting the customer, the receiving agency is to complete the referral results section of this form and return it to the originating agency and local one-stop operator within 48 hours (email preferred). *Staff must make a copy of referral before it leaves the office*

Referred By (Originating Partner Agency)

Office Location: _____

Agency Contact Person: _____ Date of Referral: _____

Phone Number: _____ Fax Number: _____ Email Address: _____

Customer Information

Customer Name: _____ HiRE User Name: _____

Address: City, State, Zip: _____

Phone Number: _____ Email Address: _____

Partner Agency Referred To: (Receiving Agency)

Agency Contact Person: _____ Office Location: _____

Phone Number: _____ Fax Number: _____ Email Address: _____

Purpose of Referral: _____

Please check the appropriate program(s)

| | | |
|---|--|---|
| <input type="checkbox"/> Adult Education and Family Literacy Act | <input type="checkbox"/> WIDA - Adult Program | <input type="checkbox"/> MET/Farmworkers |
| <input type="checkbox"/> Senior Community Service Employment Program - (AYUDA) | <input type="checkbox"/> WIDA - Dislocated Worker | <input type="checkbox"/> Carl Perkins/Higher Ed |
| <input type="checkbox"/> Department of Children and Family Services - (SNAP/TANF) | <input type="checkbox"/> WIDA - Youth Program | <input type="checkbox"/> WorkKeys Testing |
| <input type="checkbox"/> LWC - Wagner-Peyser (Job Search/Resumes) | <input type="checkbox"/> Job Corps | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> LWC - Rapid Response | <input type="checkbox"/> LRS/Voc Rehab | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> LWC - DVOP (Veterans) | <input type="checkbox"/> Trade Adjustment Assistance | <input type="checkbox"/> Other _____ |

Follow-Up (To Be Completed By The Partner Agency Referred To)

Did the customer report to the agency? Yes, Date Seen ____/____/____ No Customer did not respond to call/text/email

Action(s) Taken: Determined Eligible as _____ Enrolled - Participation Date ____/____/____

No funding available Customer not eligible for assistance

Date Registered in HiRE ____/____/____ Other (describe) _____ Customer declined services

Case Manager: _____ Date: _____ One-Stop Operator: _____ Date: _____

A proud partner of the **AmericanJobCenter** network

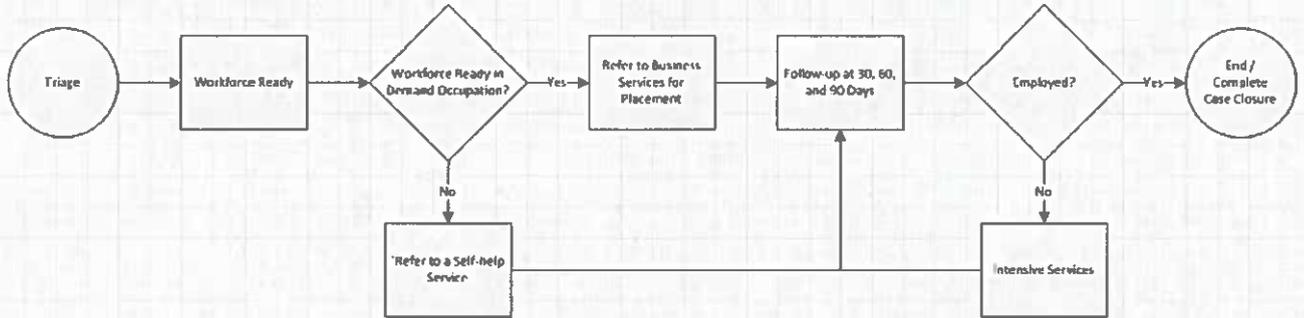
An Equal Opportunity Employer Program/Auxiliary aids and services are available upon request to individuals with disabilities.

ATTACHMENT III: CAJC MANAGEMENT TEAM TRAINING FOR UNITE US

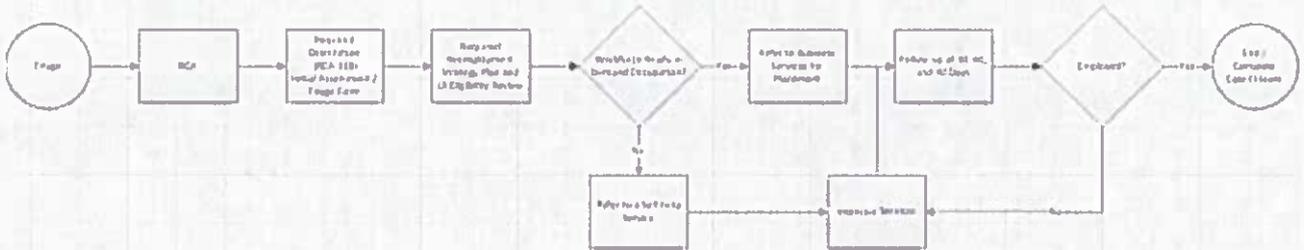
| CAREER SERVICES & ONE-STOP OPERATIONS SIGN-IN SHEET | |
|--|--|
| PROJECT: Unite US | MEETING TIME: 3:30 - 4:30 |
| LOCATION: CAJC | DATE: 25 Aug 2022 |
| Name | Email/Phone Number |
| 1. <i>Antoinette Linyette</i> | <i>alininyette@shreveportla.gov 670-9702</i> |
| 2. <i>Bridgette Clark</i> | <i>bridgette.clark@shreveportla.gov 670-8358</i> |
| 3. <i>Steven Jackson</i> | <i>Steven.Jackson@uniteus.com</i> |
| 4. <i>Butt</i> | <i>Perry.Butt@shreveportla.gov</i> |
| 5. <i>Jacqueline Harrison</i> | <i>Jacqueline.Harrison@shreveportla.gov 670-7617</i> |
| 6. | |
| 7. | |
| 8. | |
| 9. | |
| 10. | |
| 11. | |
| 12. | |
| 13. | |
| 14. | |
| 15. | |

ATTACHMENT IV: INTEGRATED SERVICE DELIVERY POLICY

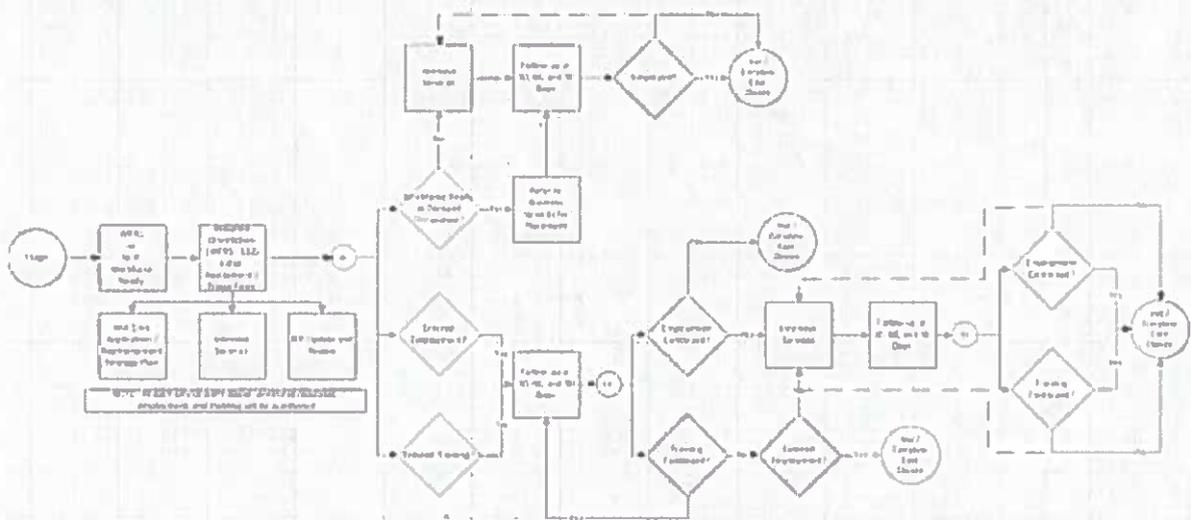
Workforce Ready in a Demand Occupation



Workforce Ready, Not in a Demand Occupation



Case Management / Not Workforce Ready



ATTACHMENT V: CO-ENROLLMENT POLICY

SHREVEPORT LOCAL WORKFORCE DEVELOPMENT BOARD

401 LEAS, SHREVEPORT, LA 71201 • P.O. BOX 31123, SHREVEPORT, LA 71213



LATHIA EARLY
CHAIRPERSON

Phone (318) 673-7500

ADRIAN PERKINS
MAYOR

SHREVEPORT WORKFORCE DEVELOPMENT BOARD WIOA CUSTOMER CO-ENROLLMENT POLICY AND PROCEDURES

Date: February 11, 2021

INTRODUCTION

One of the principles of the Workforce Innovation and Opportunity Act (WIOA) is to streamline services ~~and~~ to promote efficiency and optimize performance. This can be accomplished by leveraging resources and partner collaboration by co-enrolling Customers.

Reference

Workforce Innovation and Opportunity Act (WIOA) Sections 3, 108, 129, 134, 166, and 189.
Preliminary Policies on Eligibility for Youth Programs, Eligibility for Adult Programs, and Eligibility for Dislocated Worker Programs.

Action

This policy is effective immediately.

Background

Under WIOA, the ages for eligibility for youth and adult workforce development activities overlap. Eligible youth ages range from 14 to 21 for in-school youth and from 16 to 24 for out-of-school youth. Eligible adult ages are 18 and older. The eligibility requirements for Dislocated Worker programs do not contain any age limitations. Thus, individuals may qualify for both Adult/Dislocated Worker and Youth programs under WIOA. The purpose of this policy is to clarify the method of co-enrollment and explain the funding process for an individual involved in both programs.

Definition of Services

Co-enrollment is defined as enrollment in two or more WIOA programs, and in special grant programs funded by the Shreveport Workforce Development Board (SWDB) #71. Co-enrollments will always be for the benefit of the Customer and will be used to leverage services that are available to ensure a positive outcome. Coordination of co-enrollment will eliminate the duplication of these services and reduce the amount of time staff spends providing intensive services such as case management, job search assistance, and follow-up services. The Shreveport

American Job Center (SAJC) network should seek to co-enroll for the benefit of the Customer with services from other programs that supplement and/or enhance those services not to duplicate them.

Coordination

In order to serve the needs of the Customers better and to avoid duplication of services, co-enrollments will require a great deal of coordination within the SAJC network. It must be clear at all times what services are being provided and by whom. The coordination will include:

- Determine at intake whether or not a customer needs enrolling in Wagner Peyser or is already enrolled in another program.
- If a customer is enrolled in another WIOA program, co-enrollment will first be discussed with the initial AJC. Additionally, if an AJC seeks to refer a customer to another program, the possibility of co-enrollment will be discussed with the new AJC or Service Provider. All information regarding the co-enrollment will be documented in Helping Individuals Reach Employment (HIRE).
- There will be one primary enrolling AJC or Service Provider. This will normally be the first enrolling service provider.
- The primary enrolling service provider will coordinate activities and ensure all services are documented in the Customer's case notes and Individual Employment Plan (IEP)
- Normally, a co-enrolled Customer may receive only one Individual Training Account (ITA) but may receive an On-the-Job Training (OJT) or work experience that is linked to the vocational training provided by the ITA. In some instances, a second ITA may be approved if it will ensure career progression.
- Placement information will be shared among the AJC. The primary enrolling service provider will enter the outcomes (Measurable Skills Gains (MSG), Credential Attainment and Education/Employment) into HIRE.
- Exit decisions must be coordinated within the AJC and Service Providers. Only one Service Provider can be the "exiting" agency.
- Follow-up activities and services will be coordinated between both Service Providers.

HIRE Reporting Procedures

HIRE records and tracks data, services, history, and outcomes for the Customers enrolled in WIOA and other special grant programs. Much of this information forms the performance data for both state and local performance measures. Only one WIOA application can be filed in HIRE. One enrollment form per funding source needs to be filed. Prior to the second enrollment in another program, HIRE will alert the staff member that another enrollment exists. The coordination discussed earlier must take place before the co-enrollment is completed.

Additionally, SWDH's Management must approve the co-enrollment before a new grant code can be entered in HIRE. Subsequent HIRE entries must be completed while services are coordinated. Only one exit form can be filed.

Performance Measures

Co-enrolled Customers will count in the performance measurements for all grants they are enrolled in.

- Enrollment - Each enrollment counts towards the enrollment goals of the individual grant.
- Entered Employment Rate and other performance measured at exit - Exits will count towards the exiting service provider's Entered Employment Rate. Usually, this will be the AIC unless the exiting agency was agreed upon during the co-enrollment.
- Follow-up - Follow-up information will be shared. Follow-up contacts are conducted at different times for different grants and have separate performance measures. This effort will be coordinated to ensure that all follow-up requirements are met for all grants. Youth Service Providers should refer to their contracts for their follow-up requirements.

Funding

Funding is contingent upon the availability of WIOA funds.

Note: Future modifications to the Board's ITA Policy may be approved by the WIB Director. The WIB Director may also waive conditions contained in this policy for extraordinary circumstances and funding considerations.

Approved _____
Chairman, Local Workforce Development Board #71

Date _____

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

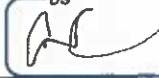
Partner Signature Page

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Printed Name: Ava Cates, Secretary

DocuSigned by:

8FB2C7B7F324448
Signature

^{DS}

Initials

8/10/2023

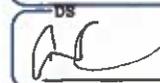
Date

Please sign for each program:

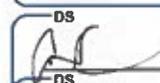
Wagner-Peyser (WP)

^{DS}

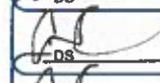

Vocational Rehabilitation (LRS)

^{DS}


Jobs for Veterans State Grant (JVSG)

^{DS}


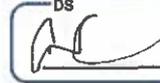
Unemployment Insurance (UI)

^{DS}


Trade Adjustment Act (TAA)

^{DS}


Community Services Block Grant (CSBG)

^{DS}


MEMORANDUM OF UNDERSTANDING

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Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Abra Cantt

Abra Cantt AC 8/4/23
Signature Initials Date

Please sign for each program:
Carl D. Perkins Career and Technical Education Act of 2006 Abra Cantt

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Lorrie Briggs

Lorrie
Briggs

Digitally signed by Lorrie Briggs
DN: cn=Lorrie Briggs, o=DCFS,
ou=Family Services - Workforce,
email=Lorrie.Briggs.DCFS@la.gov,
c=US
Date: 2023.08.01 10:33:40 -05'00

LGB

8/1/23

Initials

Date

Please sign for each program:

Temporary Assistance for Needy Families (TANF)

LGB

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: David R. Tinkis, Goodwill Industries of North Louisiana, Inc.

DT

Signature

DT

Initials

7/24/2023

Date

Please sign for each program:

Second Chance Act of 2007

DT
Goodwill Industries of North Louisiana, Inc.

ATTACHMENT I: MEMORANDUM OF UNDERSTANDING PARTNER SIGNATURE PAGE

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Carmela Lacayo President/CEO


Signature

CL
Initials

7/24/2023
Date

Please sign for each program:

Asociación Nacional Pro Personas Mayores

MEMORANDUM OF UNDERSTANDING

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Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Rick Bateman


Rick Bateman (/ Jul 26, 2023 14:12 CDT)


RB

Jul 26, 2023

Signature

Initials

Date

Please sign for each program:

Adult Education and Family Literacy Act (AEFLA)

Bossier Parish Community College

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Bonnie Moore

Bonnie Moore

Signature

BM

Initials

07/27/2023

Date

Please sign for each program:

Department of Housing and Urban Development
Choice Neighborhood Implementation Grant

Bonnie Moore

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: John Silver, Executive Director of the Inter-Tribal Council of Louisiana, Inc.

| | | |
|--------------------|-----------|-------------------|
| <u>John Silver</u> | <u>JS</u> | <u>07/27/2023</u> |
| Signature | Initials | Date |

Please sign for each program:

Native American Programs John Silver

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Kandace Bowman

Kandace Bowman KB 7/25/2023
Signature Initials Date

Please sign for each program:

National Farmworker Jobs Program (NFJP) Kandace Bowman

MEMORANDUM OF UNDERSTANDING

FOR

Local Workforce Development Board Area #71 City of Shreveport

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Printed Name: Bobby R. Collins

| | | |
|-------------------------|----------|-----------|
| <u>Bobby R. Collins</u> | BRC | 7/27/2023 |
| Signature | Initials | Date |

Please sign for each program:

YOUTHBUILD

Bobby R. Collins