

# MEMORANDUM OF UNDERSTANDING (MOU) LOCAL FUNDING MECHANISM (LFM) AND PARTNER AGREEMENT

Under the Workforce Innovation & Opportunity Act (Public Law 113-128)  
For Local Workforce Development Area 51 / Region V  
Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis & Vernon Parishes

Between the

Local Workforce Development Area 51 Workforce Development Board (WDB),  
The Calcasieu Parish Police Jury  
AND THE

## WIOA Required Partners

**WIOA Title I Programs:**

Adults, Dislocated Workers, and Youth (CPPJ Human Services)  
Job Corps  
YouthBuild

**WIOA Title II Program:**

Native American Programs (Inter-Tribal Council of Louisiana)

**WIOA Title III Program:**

Migrant & Seasonal Farmworker Programs (MET)

**WIOA Title IV Programs:**

The Adult Education & Family Literacy Act (The Literacy Council of SWLA)

**Other WIOA Require Partners:**

The Wagner-Peyser Act Employment Services (LWC)

The Vocational Rehabilitation Services (LWC)

Senior Community Service Employment Program

Career and Technical Education Programs (SOWELA)

Trade Adjustment Assistance activities (LWC)

Jobs for Veterans State Grants programs (LWC)

Community Services Block Grant (CPPJ)

Department of Housing and Urban Development E & T (City of Lake Charles)

Unemployment Insurance Programs (LWC)

Second Chance Acts Programs (LA DPS&C)

Temporary Assistance for Needy Families (DCFS)

## Non-Mandated Partners

Small Business Administration (Louisiana Small Business Development Center at MSU)

Goodwill Industries of Southeast Texas

Community Foundation

## Umbrella MOU

July 1, 2023 to June 2026

## Memorandum of Understanding for Workforce Innovation and Opportunity Act (WIOA)

### Local Workforce Development Board 51 (Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, and Vernon Parishes) and the One Stop Partners

**Background:** Workforce areas and the State of Louisiana certified fifteen (15) Local Workforce Development Boards (LWDBs) around the state. These boards were given oversight for the state's One Stop Job Center System, hereafter referred to as the AJC.

The Local Workforce Development Board 51 (LWDB 51) has successfully served as grant recipient and administrative entity for employment and training programs for The LWDB 51 area. LWDB 51, in accordance with the Workforce Innovation Opportunity Act and its stated purpose, has established a one stop delivery system through which core employment-related services are provided and a central One Stop American Job Center network is established. The American Job Centers are fully operational with multiple partners providing services, either physically or electronically.

**Purpose:** The purpose of this Memorandum of Understanding (MOU) is to identify and coordinate a variety of workforce development resources to create a seamless, customer-friendly system that addresses the needs of employers and job seekers. The American Job Centers offer a variety of job placement, education, job training, partner services, and other workforce development services to residents of the Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, and Vernon Parishes. This MOU establishes commitments, joint processes, and procedures that enable partners to integrate core, intensive, training and career services according to the Cost Allocation Plan that define the commitment of services which are financial and non-financial.

In conjunction with the Chief Elected Official (CEO), LWDA 51 American Job Centers, and One Stop Partners, LWDA 51 has discussed, negotiated, agreed, and developed the layout of the execution of the one stop delivery system for

Local Workforce Development Area 51 (LWDA 51). LWDA 51, with the agreement of the Chief Elected Official (CEO), shall develop and enter into this Memorandum of Understanding (MOU) between the LWDB 51, American Job Centers, and the One Stop Partners under the Workforce Innovation and Opportunity Act (WIOA).

**Introduction:** The Local Workforce Development Board and the LWDA 51 One Stop Partner Agencies enter into this agreement to ensure that the following principles are implemented:

- **Universal Access:** All customers, including those with special needs and barriers to employment, will have access to a core set of services at each AJC designed to provide information to make informed career and workforce development decisions. Career services, individualized career services, training services, and follow-up services will be made available as appropriate on-site and/or through multiple off-site partner locations. Auxiliary aids and services upon request to individuals with disabilities and for persons with limited English proficiency.
- **One-Stop Approach:** Ensure that services are business- client focused and outcome based and responds to the workforce investment needs of businesses. All job seekers may explore work preparation and career development services and have access to information on a range of employment, training, occupational and education programs. Services will be made available through the AJCs, through off-site locations, and through an electronic system convenient to the customers.
- **Individual Choice:** Job seekers, including those with disabilities and/or other barriers to information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs. Businesses looking for workers will relate to qualified individuals seeking employment.
- **Flexibility:** Through integration of services in the one stop delivery system, state and local entities will have the flexibility to implement an innovative and comprehensive workforce development system.
- **Accountability:** Partners and training providers will be accountable for their performance and that of the ones stop delivery system. The design and management of the AJCs and the delivery of the services must be responsive to meeting the needs of the customer and employers. Customer satisfaction will be a key measure of

accountability.

**Partners to this Memorandum of Understanding: Required Partners WIOA 121(b)(1)(B)**

1. Title I Adult, Dislocated Worker, Youth, Job Corps, Youth Build, National Farmworkers Jobs Program (NFJP), and Native American Programs.
2. Programs authorized under the Wagner Peyser Act
3. Adult education and literacy activities authorized under title II
4. Programs authorized under Title I of the Rehabilitation Act of 1973
5. Activities authorized under Title V of the Older Americans Act of 1965
6. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006
7. Activities authorized under chapter 2 of the Title II of the Trade Act of 1974
8. Activities authorized under Chapter 41 of Title 38, United States Code: Job Counseling, Training, and Placement Service of Veterans
9. Employment and training activities carried out under the Community Services Block Grant Act
10. Employment and training activities carried out by the Department of Housing and Urban Development
11. Programs authorized under state unemployment compensation laws.
12. Programs authorized under section 212 of the Second Chance Act of 2007 ;
13. Programs authorized under Part A of Title IV of the Social Security Act: Temporary Assistance for Needy Families

Additional Partners may participate in LWDA 51's One Stop Delivery System with the agreement of the LWDA 51 Board Members and the CEO.

**System Delivery:** The local WDB is required to establish and operate local service delivery systems in accordance with WIOA Section 121, with the WIOA State Plan, and with the WIOA Regional/Local Plan for the respective Local Area. WIOA Section 134(c) lists the services and activities that must be

provided through the service delivery system. WIOA Section 107(d) provides the (LWDB) with the responsibility for oversight of the service delivery system in each local area and requires the LWDA to describe the activities and function of the service delivery system and to prescribe the guidelines for carrying out these responsibilities in the local WIOA Plan.

LWDA 51's Comprehensive Center is in Lake Charles and is a full-service center as defined by WIOA. LWDA 51's delivery system also consists of three affiliate offices located in DeRidder, Leesville, and Oberlin.

Type	Site	Hours	Address
Comprehensive	Calcasieu	8:00 a.m. – 5:00 p.m. (M-F) Closes at 3:00 p.m. on Thursdays	2424 3 <sup>rd</sup> Street Lake Charles, LA 70601
Affiliate	Beauregard	8:00 a.m. – 5:00 p.m. (M-F) Closed 12:00 noon – 1:00 p.m. for Lunch Closes at 3:00 p.m. on Thursdays	1102 West 1 <sup>st</sup> Street DeRidder, LA 70634
Affiliate	Vernon	9:00 a.m. – 3:30 p.m. (M-TH) Closes from 12:00 noon – 12:30 p.m. for Lunch Closes at 3:00 p.m. on Thursdays	408 Fertitta Blvd. Leesville, LA 71446
Affiliate	Allen	10:00 a.m. – 2:00 p.m. (T-W) Closes from 12:00 noon – 12:30 p.m. for Lunch	602 Court Street Oberlin, LA 70655

**Goals:** The parties to this MOU agree to work together to:

1. Eliminate the unwarranted duplication of services, reduce administrative costs, and enhance the participating and performance of customers served through the system.
2. Establish guidelines for creating and maintaining a cooperative working relationship, to facilitate joint planning and evaluation of services, and to develop more efficient management of limited financial and human resources.
3. Build a workforce development system that upgrades Louisiana's workplace skills and enhances the economic development of the parish.

**Roles/Responsibilities:** Parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

The term “access” refers to providing services through one of the following methods:

1. Co-location: Partner’s program staff are physically present/located at the American Job Center
2. Direct access through real-time technology: Access through two-way communication and interaction between customers and American Job Center Partners that result in services being provided. For example:
  - a. Email or Instant Messages
  - b. Telephone
  - c. Web-conferencing software (i.e., Zoom, WebEX, Google Meet, Microsoft Teams, etc.)
  - d. Referrals

Each of the required partners of the American Job Center One Stop Delivery system shall:

1. Provide access through the AJC One Stop Delivery system, including the career services eligibility determination, outreach, initial assessment, labor exchange service, job search, recruitment, referrals, job listings, training information, local area performance, supportive services information, financial aid assistance, career planning, financial literacy, and more that are applicable to the program or activities available at the American Job Centers.
2. Subject to availability and funding agency approval, each partner will contribute a fair share of funds proportionate to the use of services by individuals attributable to the partner’s programs. These contributions may be provided via Cash or in-kind services, as outlined in the AJC Cost Allocation Plan.
3. Enter a local MOU (shown by signature in this document) with the local board, relating to the operation of the AJC One Stop delivery system.
4. Participate in the operation of the AJC One Stop Delivery System consistent with the terms of this MOU and the requirements of the federal laws authorizing the program or activities.
5. Identify strategies to meet the needs of individuals with barriers to employment.

6. Ensure AJCs are utilizing up-to-date and functional technology (computers, copiers, and fax machines).
7. Ensure that all American with Disabilities Act requirements are met, both physical and technological accommodations.
8. Be available to customers for self-service or staff-assisted service with access to a wide range of job search and career development services. Both electronic access and personal service delivery choices will be part of service design.
9. Participate in the use of common practices and procedures; forms and documents; software systems/application; and other forms of media as agreed to by all parties in the performance of the AJC services, activities and functions that support the One Stop Delivery System.
10. Assure that services are responsive to the needs of the community by surveying customer's feedback on access to system services.
11. Participate in a process of program review and continuous improvement initiatives to offer the best possible services and seize opportunities for further expansion of services.
12. Commitment to cross-training program staff.
13. Provide priority services to Veterans and their family members: All Federal funded employment and training programs administered by all AJC Partners will include a Veteran priority system to provide maximum employment and training opportunities to Veterans and other eligible persons within each targeted group as established by applicable Federal law and State as well as Federal policy in the service area.
14. Comply with AJC policies and procedures regarding customer confidentiality, data security, and referrals between partners.
  - a. All data, including customer Personal Identifying Information (PII), collected, used, and disclosed by Partners will be subject to the following:
    - i. Customer PII will be properly secured in accordance with the LWDA 51 policies and procedures regarding the safeguarding of PII.
    - ii. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under the Federal Educational Rights and



- Privacy Act (FERPA) shall comply with FERPA and applicable State privacy laws.
- iii. All confidential data contained in Unemployment Insurance (UI) wage records must be protected in accordance with the requirements set forth in 20 CFR 361.38.
  - iv. Customer data may be shared with other programs, for those programs' purposes, within the AJC network only after the informed written consent of the individual has been obtained, where required.
  - v. Customer Data will be kept confidential, consistent with Federal and State privacy laws and regulations.

Staff Physically Located at LWDA 51 Comprehensive Calcasieu American Job Center		
Title I Program Staff	18	40 hours/week
Wagner Peyser	3	40 hours/week
Adult Education	3	28 hours/week
Louisiana Rehabilitation Services	1	6 hours/month
Community Services Block Grant	1	2 hours/week
RESEA	2	40 hours/week
VETS	1	40 hours/week
LWC – Business Services Rep.	1	40 hours/week
Board Staff	3	40 hours/week
Administration	2	40 hours/week
One Stop Operator	2	40 hours/week

Staff Physically Located at LWDA 51 Affiliate Beauregard American Job Center		
Title I Program Staff	5	40 hours/week
Title I Program Staff	1	24 hours/week
Wagner Peyser	2	40 hours/week
RESEA	1	40 hours/week
VETS	1	40 hours/week

Staff Physically Located at LWDA 51 Affiliate Allen American Job Center		
Title I Program Staff	1	7 hours/week

Staff Physically Located at LWDA 51 Affiliate Allen American Job Center		
Title I Program Staff	1	6 hours/week
LWC Staff	1	18 hours/week

### One Stop Operator Referral Process

In order to determine the needs of a client, all partners' staff should engage in dialogue using the Common Intake/Assessment Process with the client. If necessary, start the referral process based on the interaction.

1. Inform the client about the partner(s) who may be able to assist them in reaching self-sufficiency.
2. On the Referral Form, have the client sign the release releasing their information to the partner(s).
3. Fill out the referral form.
4. Referral Forms must be emailed to the appropriate partner and cc: [regionvosreferrals@calcasieu.gov](mailto:regionvosreferrals@calcasieu.gov).
5. The partner should reach out to the client within three (3) business days.
6. The partner is responsible for responding to the email within three (3) business days with an update on the referral's status, including the sender and [regionvosreferrals@calcasieu.gov](mailto:regionvosreferrals@calcasieu.gov).

### One Stop Operator Referral Follow-Up Process

1. Upon receiving a referral email, the One Stop Operator Staff will print out the completed referral form and place the deadline date for the partner to respond.
2. The One Stop Operator Staff will follow up via the referral email account as needed, such as four business days after the referral and/or 30 days, 60 days, and 90 days after the referral.
3. The email chain will be printed and placed with the referral form once the client is served.

**COST OF SERVICES:** (WIOA Regulations 678.700, USDOL December 27, 2016: Infrastructure Funding Guidance): The Local Workforce Development Board LWDA 51 and the AJC One Stop Partners' "Infrastructure Funding Agreement" (IFA) provides the infrastructure and shared services budget, identifies all American Job Center Partners/(CEOs/Local Board(s)) participating, and describes the periodic review and reconciliation process to ensure equitable benefit among partners. Cost allocation among parties shall meet WIOA regulations, Federal Uniform Guidance, including the partner program authorizing law and implementing regulations, and state rules, policies, and guidelines. The IFA may have a different effective time-period from the duration of the MOU.

The IFA is attached as Appendix A.

**CERTIFICATION AND CONTINUOUS IMPROVEMENT:** The parties herein shall comply with established Certification and Continuous Improvement Criteria established by the State Board, in consultation with CEOs and Local Boards. The objective criteria and procedures for use by Local Boards in assessing at least once every 3 years the effectiveness, physical and programmatic accessibility in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and continuous improvement of American Job Centers and the One Stop Delivery System.

**PERFORMANCE AND ACCOUNTABILITY:** Each partner is responsible for ensuring that its legislated programs, services, and activities are provided in the AJC in accordance with the goals, objectives, and performance measures of WIOA P. L. 113-128 and regulations. Each partner agrees to work to support the achievement of WIOA and the One Stop Performance Measures.

**MONITORING AND OVERSIGHT:** The CEO, the LWDB, the United States Department of Labor (USDOL), and Local Area administrative entities have the right to monitor activities under this MOU to ensure performance goals are being maintained and that the MOU terms and conditions are being fulfilled. The partners shall permit on-site visits and reviews of the above-mentioned agencies or their designee.

**DISPUTES:** The parties agree to attempt in good faith to resolve disputes regarding policy or practices at the lowest level starting with the AJC One Stop Operator Manager. Any party may call a meeting of all parties to this agreement to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Human Services Department Programs Manager and/or the Human Services Department Director. If the Human Services Department Staff are unable to resolve the dispute, the case shall be referred to the LWDB 51 Director. If the Director is unable to resolve the dispute, it will be referred to the LWDA 51 Chairperson, who shall put the dispute on the agenda of the regular or special meetings of the WDB's Executive Committee.

If the One Stop Partner appeals to the State regarding infrastructure costs, using the process described in 20 CFR 678.750, results in a change of the One

Stop Partner's infrastructure cost contributions, the MOU must be updated to reflect the final one-stop partner infrastructure cost contributions.

**Term of Memorandum of Understanding:** This MOU shall remain in effect until terminated by the repeal of WIOA P.L. 113-125, or otherwise by action of law.

The MOU will be considered fully executed once all signatures have been reviewed and signed, and a signed copy has been returned to all parties. The MOU is on-going unless terminated earlier upon ninety-days written notice to all parties via certified U.

S. Mail or other equivalent means.

Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 90-calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all parties at the addresses shown within the MOU, and to the contact persons so listed, considering any information updates received by the parties.

Should any one stop partner withdraw, this MOU shall remain in effect with respect to the remaining partners until a new MOU is executed or the end of the current federal program year (July through June).

The Workforce Development Board (WDB) reserves the right to terminate the participation of any partner upon 60-days notice if the partners actions are inconsistent with the terms and conditions of the MOU.

The MOU must be updated no less than every 3 years to reflect any changes in the:

1. Signatory official of the Board
2. One Stop Partners
3. Chief Elected Officials
4. One Stop Infrastructure funding. [WIOA 121].

This MOU will be effective from January 1, 2023 through June 30, 2025.

**AMENDMENTS AND MODIFICATIONS:** This MOU may be amended or modified with review and consent of all parties. Amendments and modifications must be issued in writing to all parties and sent via certified U. S. Mail or equivalent. All parties must be given a minimum of 30 days to

comment prior to the inclusion of any amendment or modification. Oral amendments or modifications shall have no effect. If any provision of this MOU is held invalid, the remainder of the memorandum shall not be affected.

If a one-stop partner appeals to the State regarding infrastructure costs, using the process described in 678.750, 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.

**SIGNATURES:** Parties to this MOU agree to all terms and conditions contained herein by signature on the attached page designated for their respective organization.

I certify that I have read and understand the above information and agree to the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this MOU.



## PARTNERS LIST

Program	Contact	E-mail
WIOA – Adult Program (co-located)	Myra De La Croix	<a href="mailto:mdelacroix@lwia51.com">mdelacroix@lwia51.com</a>
WIOA – Dislocated Worker Program (co- located)	Myra De La Croix	<a href="mailto:mdelacroix@lwia51.com">mdelacroix@lwia51.com</a>
WIOA – Youth Program (co-located)	Dayna Hoffpauir	<a href="mailto:dhoffpauir@lwia51.com">dhoffpauir@lwia51.com</a>
Job Corps	Larry Haygood	<a href="mailto:haygood.larry@jobcorps.org">haygood.larry@jobcorps.org</a>
Native American Programs (Remote)	Lacy Vito	<a href="mailto:lvito@itcla.com">lvito@itcla.com</a>
Motivation Education & Training, Inc. (MET) (Remote)	Tonett Jefferson Kandace Bowman	<a href="mailto:smartinville@metinc.org">smartinville@metinc.org</a> <a href="mailto:bowman@metinc.org">bowman@metinc.org</a>
Literacy Council of Southwest Louisiana, Inc. (co-located)	Tommeka Semien	<a href="mailto:tsemien@literacyswla.org">tsemien@literacyswla.org</a>
Wagner Peyser Act(co- located)	Brian Teegardin	<a href="mailto:bteegardin@lwc.la.gov">bteegardin@lwc.la.gov</a>
Louisiana Rehabilitation Services (co-located)	Harold Beard	Email both referrals <a href="mailto:hbeard@lwc.la.gov">hbeard@lwc.la.gov</a> <a href="mailto:vrollo@lwc.la.gov">vrollo@lwc.la.gov</a>
Temporary Assistance for Needy Families (TANF) Program (Remote)	Christine Johnstone	<a href="mailto:Christine.johnstone.dcf@la.gov">Christine.johnstone.dcf@la.gov</a>
Jobs for Veterans State Grant(co-located)	Eric Taylor	<a href="mailto:etaylor1@lwc.la.gov">etaylor1@lwc.la.gov</a>
Unemployment Insurance (LWC) (co- located)	Brian Teegardin	<a href="mailto:bteegardin@lwc.la.gov">bteegardin@lwc.la.gov</a>
Community Services Block Grant (co- located)	Pamela Anyanwu	<a href="mailto:panyanwu@calcasieuparish.gov">panyanwu@calcasieuparish.gov</a>
SOWELA (Remote)	David LaFargue	<a href="mailto:david.lafargue@sowela.edu">david.lafargue@sowela.edu</a>
Senior Community Service Employment Program (Remote)	Stephanie Gauthier	
Goodwill (Remote)	Cassi Vincent	<a href="mailto:Cassi@goodwillbmt.com">Cassi@goodwillbmt.com</a>
Community Foundation (Remote)	Jill Galmarini	<a href="mailto:jgalmarini@foundationswla.org">jgalmarini@foundationswla.org</a>
Louisiana Department of Public Safety & Corrections (Remote)	Denice Boudreaux	<a href="mailto:denice.boudreaux@la.gov">denice.boudreaux@la.gov</a>
Louisiana Small	Susan Thibodeaux	<a href="mailto:sthibodeaux@louisianasbdc.org">sthibodeaux@louisianasbdc.org</a>

Business Development Center (Remote)		
Trade Adjustment Assistance (Remote)	Gwen Hughes Alexia Mitchell	<a href="mailto:ghughes@lwc.la.gov">ghughes@lwc.la.gov</a> <a href="mailto:amitchell@lwc.la.gov">amitchell@lwc.la.gov</a>

#### AMERICAN JOB CENTERS AND CONTACT INFORMATION

Type	Site	Address	Contact
Comprehensive	Calcasieu	2424 3 <sup>rd</sup> Street Lake Charles, LA 70601	Nypheteria Clophus <a href="mailto:nclophus@calcasieu.gov">nclophus@calcasieu.gov</a>
Affiliate	Beauregard	1102 West 1 <sup>st</sup> Street DeRidder, LA 70634	Nypheteria Clophus <a href="mailto:nclophus@calcasieu.gov">nclophus@calcasieu.gov</a>
Affiliate	Vernon	408 Fertitta Blvd. Leesville, LA 71446	Nypheteria Clophus <a href="mailto:nclophus@calcasieu.gov">nclophus@calcasieu.gov</a>
Affiliate	Allen	602 Court Street Oberlin, LA 70655	Nypheteria Clophus <a href="mailto:nclophus@calcasieu.gov">nclophus@calcasieu.gov</a>

## ADMINISTRATIVE STRUCTURE

Type	Entity and Contact	Address	Email
State Workforce Agency	Louisiana Workforce Commission Office of Workforce Development Ava Cates, Secretary	1001 N. 23 <sup>rd</sup> Street Baton Rouge, LA 70804	<a href="mailto:acates@lwc.la.gov">acates@lwc.la.gov</a>
Administrative Entity	Workforce Development Board 11 Stephanie Seemion, Director	2424 3 <sup>rd</sup> Street Lake Charles, LA 70601	<a href="mailto:sseemion@lwia51.com">sseemion@lwia51.com</a>
Fiscal Agent	Calcasieu Parish Police Parish Finance Department Kelly Fontenot, Director	1015 Pithon Street Lake Charles, LA 70601	<a href="mailto:kfontenot@calcasieu.gov">kfontenot@calcasieu.gov</a>
Chief Elected Official	Calcasieu Parish Police Jury Brian Beam, Parish President	1015 Pithon Street Lake Charles, LA 70601	<a href="mailto:administration@calcasieu.gov">administration@calcasieu.gov</a>



Region V American Job Center Services are as follows:

Career Services:

1. Outreach, Intake, and Orientation: Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information (i.e., name, address phone number, Social Security Number, and all other required information) to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing relevant information to customers to acquaint them with the services, staff, and other resources at the Region V American Job Centers.
2. Initial Assessment: For individual new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs to recommend next steps and determine potential referrals to partners or community resources.
3. Job Search, Placement Assistance and Career Counseling: Job search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of an Individual Employment Plan, job development, referrals to job openings, placement services, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance.
4. Employment Statistics – Labor Market Information: Collect and report data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers; see [www.laworks.net](http://www.laworks.net)
5. Eligible Provider Performance and Program Cost Information: Collect and provide information on:
  - a. Eligible training service providers (described in WIOA Section 122).
  - b. Eligible youth activity providers (described in WIOA Section 123).
  - c. Eligible adult education providers (described in WIOA Title II).
  - d. Eligible post-secondary vocational education activities and vocational educational activities available to school dropouts under the Carl Perkins Act (20 USC 2301).
  - e. Eligible vocational rehabilitation program activities (described in Title I of the Rehabilitation Act of 1973).
6. Local Performance Information: Collect and provide information on the local area's

recent performance measure outcomes.

7. Supportive Services Information: Collect and provide information on services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to provide in employment and training activities.
8. Eligible Assistance: Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
9. Follow-Up Services: Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of employment. These services assist those individuals to maintain employment or qualify for promotions with what employment.
10. Comprehensive and Specialized Assessments: A closer look at the skills level and service needs that may include:
  - a. Diagnostic Testing and use of other assessment tools; and
  - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
11. Individual Employment Plan Development: Working with individuals to identify their employment goals, the appropriate achievements objectives, and the appropriate combination of services that will help the individual achieve those goals.
12. Individual Counseling and Career Planning
13. Case Management: For participants who receive training services under WIOA Section 134(d)(4).
14. Short-Term Prevocational Services: Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment training.

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

1. On-the-Job Training (OJT): Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee's wages.
2. Workplace and cooperative education: Programs that combine workplace training with related instruction which may include cooperative education programs.
3. Training programs: Operated by the private sector (Individual Training Accounts – ITAs)
4. Skills upgrading and retaining: Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses

train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.

5. Entrepreneurial training: Coordination with local employers and educational institutions.
6. Job-readiness training: AJC workshops and referrals
7. Adult Education and Literacy programs: Services or instruction below the post-secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
8. Customized Training: Training that is designed to meet the special requirements of an employer or group of employers and that is conducted with a commitment by the employer to employ an individual upon successful completion of the training and for which the employer pays for a portion of the cost of the training.

#### Employer Services:

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

establishment of transition centers, labor-management committees, peer counseling, etc.

Calcasieu Parish Police Jury Human Services Department One Stop Operator  
Referral Form

Internal     Partner     External    Date: \_\_\_\_\_

\_\_\_\_\_  
*I give permission for the release of my personal information for referral purposes as well as the outcome of my referral to the referring agency.*

\_\_\_\_\_  
Signature    Date

\_\_\_\_\_  
Parent/Guardian Signature    Date

=====

Introducing:    Member's Name:    Phone #: \_\_\_\_\_  
Member's Email Address:    Last 4 of SSN: \_\_\_\_\_

Referred to:

- |   |   |
|---|---|
| <input type="checkbox"/> Community Service Block Grant (CSBG)                         | <input type="checkbox"/> WIOA Adult                 |
| <input type="checkbox"/> Department of Child and Family Services (TANF, STEP, & SNAP) | <input type="checkbox"/> WIOA Dislocated Worker     |
| <input type="checkbox"/> Goodwill Workplace Training & Assistance Center              | <input type="checkbox"/> WIOA Youth                 |
| <input type="checkbox"/> Job Corps  | <input type="checkbox"/> WIOA Business Services     |
| <input type="checkbox"/> Job for Veterans   | <input type="checkbox"/> Community Foundation       |
| <input type="checkbox"/> Louisiana Rehabilitation Services                            | <input type="checkbox"/> Literacy Council of SWLA   |
| <input type="checkbox"/> National Farmwork Jobs Program — M.E.T.                      | <input type="checkbox"/> Trade Adjustment Act (TAA) |
| <input type="checkbox"/> Senior Community Service Employment Program (SCSEP)          | <input type="checkbox"/> Food for Seniors           |
| <input type="checkbox"/> SOWELA Technical Community College                           | <input type="checkbox"/> Contract Postal Unit       |
| <input type="checkbox"/> LiHEAP   | <input type="checkbox"/> Housing                    |
| <input type="checkbox"/> Transit  | <input type="checkbox"/> SNAP E & T                 |

Other: \_\_\_\_\_  
 Call First     Appt Date:    Time: \_\_\_\_\_

Services \_\_\_\_\_

Needed: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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

Email: \_\_\_\_\_

Referred by: \_\_\_\_\_

Phone #: \_\_\_\_\_

Ext: \_\_\_\_\_

Outcome of Referral

No funding available       Customer not eligible for assistance

Customer given appointment — Appt Date: \_\_\_\_\_ Time: \_\_\_\_\_  Other: \_\_\_\_\_ Comments: \_\_\_\_\_

Signature: \_\_\_\_\_ Print Name \_\_\_\_\_



American Job Center of Region V serving Allen, Beauregard, Calcasieu, Cameron, Jeff Davis, and Vernon Parishes are sponsored by the Calcasieu Parish Police Jury in conjunction with the Workforce Development Board and the Louisiana Workforce Commission.



*An Equal Opportunity Employer Program*

*Auxiliary aids and services are available upon request to individuals with disabilities and also for persons with limited English proficiency.*

04/21/2021 | NC

## Partner Descriptions

### Community Services Block Grant

The catalyst to improve customer access to health care, employment-related services, nutritional assistance, self-sufficiency, childcare supportive services, and other available services and/or resources.

### Department of Child and Family Services (DCFS)

DCFS is working to keep children safe, helping individuals and families become self-sufficient, and providing safe refuge during disasters.

#### Supplemental Nutrition Assistance Program (SNAP)

Provides monthly benefits that help eligible low-income households buy the food they need for good health.

#### Temporary Assistance for Needy Families (TANF)

Provides time limited, assist families with children when the parents or other responsible relatives cannot provide for the family's basic needs.

### Goodwill Mission Industries

The Mission is to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work.

### Job Corps

Job Corps is a no-cost education and career technical training program administered by the United States Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training.

### Literacy Council of Southwest Louisiana

Review basic math, reading, language, algebra, test-taking, and writing skills | Prepare for the HISET (formerly GED), ACT, SAT, School Entrance Tests | Prepare for employment tests | Gain skills required for securing employment | Refresh skills in preparation for college | Most programs are free of charge.

### Louisiana Department of Public Safety and Corrections

Louisiana Department of Public Safety and Corrections provides services for justice involved individuals who were formerly incarcerated.

### Louisiana Small Business Development Center

Transforms lives and communities by supporting business development and growing companies across Louisiana. LSBDC offers high-quality consulting to existing and new small business owners at no charge, in addition to affordable training and high-quality market research. We specialize in growth acceleration, international trade, government contracting, and emergency preparedness.

### Louisiana Workforce Commission (LWC), Office of Workforce Development (OWD)

LWC's vision is to make Louisiana the best place in the country to get a job or grow a business, and the goal is to

be the country's best workforce agency. The mission is simple and straightforward – we put people to work.

#### Job for Veterans

Veteran services provide employment assistance and training opportunities to Veterans and other eligible individuals, mainly job assistance, job and training referral and job placement.

#### Motivational Educational and Training (MET) | Program: National Farmworker Jobs Program

MET provides academic and vocational training to migrant and seasonal farmworkers, with the objective of furthering economic self-sufficiency. Services free of charge: Vocational Skills Training, Occupational Certificates & Licenses, Customized Training, Job Readiness Skills Training, Work Experience Training, On-the-Job Training, Computer Literacy, Training, Agricultural Upgrade Training, ESL Training, Pesticide Safety Training, Direct Job Placement.

#### Reemployment Services and Eligibility Grants

Provides unemployment benefits to individuals who have lost their employment through no fault of their own and who otherwise meet initial and continuing UI eligibility requirements. RESEA addresses individual reemployment needs of UI claimants, as well as prevent and detect improper benefit payment.

#### Rapid Response

Rapid Response is an early intervention service that helps workers affected by major layoffs and plant closings qualify for new jobs. The goal of the program is to transition workers into re-employment as quickly as possible. LWC host orientation sessions that introduce workers to the re-employment, retraining and support services available to them. Workers facing layoff are encouraged to attend scheduled sessions so they're aware of the full array of no-cost benefits offered to participating employers and employees.

#### Trade Adjustment Act (TAA)

The Trade Adjustment Assistance program provides services to workers who lose their jobs or whose hours of work and wages are reduced because of international competition. TAA services, which are offered at no cost, may include training awards, job search and relocation allowance, income support and health coverage tax credits.

#### Unemployment Insurance (UI)

UI is a program designed to provide temporary financial assistance to workers who earn enough wages during a designated based period, who are unemployed through no fault of their own, and meet all other eligibility requirements.

#### Vocational Rehabilitation Services

Louisiana Rehabilitation Services (LRS) assists people with disabilities to obtain or maintain employment and/or achieve independence in their communities by providing rehabilitation services and working cooperatively with business and other community resources.

#### Wagner-Peyser

Federal law that "established a nationwide system of public employment offices, known as the



Employment Service.”

#### **Native American Programs**

Division of Indian and Native American Programs (DINAP) Workforce Innovation and Opportunity Act (WIOA) Section 166 grantees and the Department of Labor share a vision of providing quality employment and training services to tribes, tribal organizations, Alaska Native entities, Indian controlled organization and Native Hawaiian organizations serving unemployed and low income Native Americans, Alaska Natives and Native Hawaiians.

#### **Senior Community Services Employment Program**

Senior Community Services Employment and training for older workers who are currently unemployed.

#### **SOWELA Community College**

SOWELA offers programs and courses with the potential result of a degree or certificate. Academic programs prepare students for transfer to four-year institutions, satisfying and rewarding careers, or personal growth and fulfillment.

#### **Workforce Innovation and Opportunity Act**

WOIA is landmark legislation that is designed to strengthen and improve our nation’s public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

### Partner Referral Process

As new clients enter the AJC, a staff member will complete a common intake form to determine the individual's eligibility for partner programs that address barriers to employment, establishes priority of service, and identifies disabilities that requires further resources. Using this form, the staff member then offers guidance about the most appropriate next steps. Next steps may include referring an individual to one of our partner agencies. If this is the case, staff will obtain the signature of the client on the Referral Form giving us the release to share their information with the partner.

### INFRASTRUCTURE AGREEMENT (IFA)

The purpose of this section is to establish a financial plan, including terms and conditions to fund the services and operating costs of the Region V AJCs. The parties to this Infrastructure Funding Agreement (IFA) 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 workforce delivery system at a level that meets the needs of the job seekers and business in Region V.
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among partners (thereby improving each program's effectiveness).
- Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs.
- Ensures that costs are appropriately shared by the Workforce System Partners by determining contributions based on the proportionate use of the AJC 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.

The Partners consider this operating budget (as follows) the master budget that is necessary to maintain the AJCs.

SEE ATTACHED

All costs must be included in the IFA, allocated according to the 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 will be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners should negotiate in good faith and seek to establish outcomes that are reasonable.

### Funding Types:

- Cash: Cash funds provided to the Local WDB
- Non-Cash: Expenditures incurred by one-stop Partners on behalf of the one-stop center and/or non-cash contributions, goods or services contributed by a Partner program and used by the one-stop center.
- In-Kind: Contributions of equipment, technology, supplies or other like items to support the infrastructure costs associated with one-stop operations.

MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board Area #51

Partners Signature Page 1 of 12

By EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a Partner in the One Stop Centers, and agree to participate in and fully support all of the procedures, policies, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of the Partner and/or its organization represent that they are duly authorized by the Partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Printed Name: Sarita Scheufens  
LWDA 51 Executive Committee Chair

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Signature	Initials	Date
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Printed Name: Brad Nelson  
LWDA 51 Executive Committee Vice-Chair

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Signature	Initials	Date
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Printed Name: Tarek Polite  
Human Services Department Director  
Calcasieu Parish Police Jury

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Signature	Initials	Date
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MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board Area #51

Partners Signature Page 3 of 12

By EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a Partner in the One Stop Centers, and agree to participate in and fully support all of the procedures, policies, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of the Partner and/or its organization represent that they are duly authorized by the Partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Printed Name: Sarita Scheufens  
LWDA 51 Executive Committee Chair

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Signature	Initials	Date
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Printed Name: Brad Nelson  
LWDA 51 Executive Committee Vice-Chair

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Signature	Initials	Date
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Printed Name: Randy Jones  
President/CEO  
Goodwill Industries of Southeast Texas

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Signature	Initials	Date
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MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board Area #51

Partners Signature Page 7 of 12

By EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a Partner in the One Stop Centers, and agree to participate in and fully support all of the procedures, policies, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of the Partner and/or its organization represent that they are duly authorized by the Partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Printed Name: Sarita Scheufens  
LWDA 51 Executive Committee Chair

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Signature	Initials	Date
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Printed Name: Brad Nelson  
LWDA 51 Executive Committee Vice-Chair

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Signature	Initials	Date
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Printed Name: Susan Thibodeaux  
Center Director  
Louisiana Small Business Development Center at McNeese State University

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Signature	Initials	Date
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MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board Area #51

Partners Signature Page 8 of 12

By EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a Partner in the One Stop Centers, and agree to participate in and fully support all of the procedures, policies, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of the Partner and/or its organization represent that they are duly authorized by the Partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Printed Name: Sarita Scheufens  
LWDA 51 Executive Committee Chair

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Signature	Initials	Date
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Printed Name: Brad Nelson  
LWDA 51 Executive Committee Vice-Chair

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Signature	Initials	Date
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Printed Name: Ava Cates  
Secretary  
Louisiana Workforce Commission

Jobs for Veterans \_\_\_\_\_

Motivational Education and Training \_\_\_\_\_

Rapid Response \_\_\_\_\_

Trade Adjustment Act \_\_\_\_\_

Unemployment Insurance \_\_\_\_\_

Vocational Rehabilitation Services \_\_\_\_\_

Wagner Peyser

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MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board Area #51

Partners Signature Page 9 of 12

By EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a Partner in the One Stop Centers, and agree to participate in and fully support all of the procedures, policies, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of the Partner and/or its organization represent that they are duly authorized by the Partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Printed Name: Sarita Scheufens  
LWDA 51 Executive Committee Chair

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Signature	Initials	Date
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Printed Name: Brad Nelson  
LWDA 51 Executive Committee Vice-Chair

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Signature	Initials	Date
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Printed Name: Barbara Nemes  
Program Director  
Native American Programs (Inter-Tribal Council of Louisiana)

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Signature	Initials	Date
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