

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

### **Local Workforce Development Board 14, Chief Elected Officials of St. Charles, St. James, and St John Parishes, and One-Stop Partners**

**BACKGROUND:** The Workforce Innovation Opportunity Act July 22, 2014, established the creation of Workforce Areas and the State of Louisiana certified 16 Local Workforce Development Boards around the state. These boards were given oversight for the state's One-Stop Job Center System, hereafter referred to as Center. Locally, the Workforce Development Board 14 and the Chief Elected Official of Area 14 Consortium have selected St. Charles Parish as the primary Grant Recipient. The Workforce Development Board 14 serves as the administrative and fiscal agent and staff support to the Workforce Development Board. The Workforce Development Board 14 has successfully served as grant recipient and administrative entity for employment and training programs. The Workforce Development Board (WDB14), 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 through which a central One-Stop Career Solution Center network is established. The Centers are fully operational with multiple partners providing services from the centers, either physically or electronically. The Comprehensive Center located in St. Charles Parish is a full-service center as defined by the Workforce Innovation Opportunity Act (WIOA). Two satellite or affiliate centers are operated in the following parishes; St. James and St. John the Baptist Parishes.

**PURPOSE:** The purpose of this Memorandum of Understanding 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 One-Stop system will offer a variety of job placement, education, job training, human services, and other workforce development services to residents of the various Parishes. This Memorandum of Understanding establishes commitments, joint processes, and procedures that enable partners to integrate core, intensive, training and career services according to Cost Allocation Plans that define services that are financial and non-financial commitments, and are a part of this Memorandum by reference. (Ref Louisiana OWD Policy 2-30)

In conjunction with the Chief Elected Official (CEO), River Parishes Business and Career Solution Centers (RPBCSC), and One-Stop Partners, Local Workforce Development Board 14 has discussed, negotiated, agreed, and developed the layout of the execution of the One-Stop delivery system for Local Workforce Development Area 14 (LWDA 14). LWDB 14, with the agreement of the Chief Elected Official (CEO), shall develop and enter into this Memorandum of Understanding (MOU) between the LWDB 14, RPBCSC, and the One-Stop Partners under the Workforce Innovation and Opportunity Act (WIOA).

**INTRODUCTION:** The Local Workforce Development Board and the LWDA 14 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 Business and Career Solutions Center 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.
- **One-Stop Approach** - Ensure that services are business-customer 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 American Job Centers, through off-site locations, or through an electronic system convenient to the customers.
- **Individual Choice** - Job Seekers including those with disabilities and/or other barriers to employment, will have access to a multitude of career, skill, employment, and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs. Businesses looking for workers will be connected with 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 One-Stop delivery system. The design and management of the Career Solutions centers and the delivery of services must be responsive to meeting the needs of the customer and employers. Customer satisfaction will be a key measure of accountability.

**PARTIES TO THIS MEMORANDUM OF UNDERSTANDING: Required Partners WIOA 121 (b)(1)(B)**

1. Title I Adult, Dislocated Workers, Youth, Job Corps, YouthBuild, 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 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 for 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 the Area's One-Stop Delivery System with the agreement of the LWDB 14 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 Local Workforce Development Board (LWDB) with the responsibility for oversight of the service delivery system in each local area and requires the LWDB 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 14's Comprehensive Center located in St. Charles Parish is a full-service center as defined by WIOA. LWDA 14's delivery system also consists of two affiliate offices operated in St. James and St. John the Baptist parishes.

Location Code	Center Name	Center Address
1	St. Charles Parish Business and Career Solution Center (Comprehensive Center)	737 Paul Millard Road, Suite 2A Luling, LA 70070
2	St. James Parish Business and Career Solution Center (Affiliate Center)	2631 Highway 20 West Vacharie, LA 70090
3	St. John the Baptist Parish Business and Career Solution Center (Affiliate Center)	1708 Chantilly Drive, Suite A LaPlace, LA 70068

**GOALS:** Jointly, the parties to this Memorandum of Understanding agree to work together to:

- A. Eliminate the unwarranted duplication of services, reduce administrative costs, and enhance the participation and performance of customers served through the system.
- B. 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.
- C. Build a workforce development system that upgrades Louisiana's workplace skills and enhances the economic development of the parish.

**ROLES/RESPONSIBILITIES:** Parties to this Memorandum of Understanding agree jointly 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:

- **Co-location** – Partner's program staff are physically present/located at the One Stop Center
- **Direct access through real-time technology** – Access through two-way communication and interaction between customers and BCSC partners that result in services being provided. For example:
  - Email or Instant Messages
  - Telephone
  - Web-conferencing software (i.e., Zoom, WebEX, Google Meet, Microsoft Teams, Facetime, etc.)
  - Referrals (Identification of a single point of contact for service delivery at each partner program)

All parties agree to:

- a.) Provide access through the One-Stop delivery system, including making the career services (eligibility determination, outreach, initial assessment, labor exchange service, job search, recruitment, referrals, job listings, training provider information, local area performance, supportive service information, financial aid assistance, career planning, financial literacy, and more) that are applicable to the program or activities available at the One-Stop centers.
- b.) 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 One-Stop Center's Cost Allocation Plan. (see attachment 5F)
- c.) Enter into a local MOU (shown by signature in this document) with the local board, relating to the operation of the One-Stop system.
- d.) Participate in the operation of the One-Stop system consistent with the terms of this MOU and the requirements of the federal laws authorizing the program or activities.
- e.) Identify strategies to meet the needs of individuals with barriers to employment.

- f.) Ensure One-Stop centers are utilizing up-to-date and functional technology (computers, copiers and fax machines)
- g.) Ensure that all Americans with Disabilities Act requirements are met, both physical and technology accommodations.
- h.) 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
- i.) Participate in the use of common practices and procedures; forms and documents; software systems/applications; and other forms of media as agreed to by all parties in the performance of the BCSC services, activities and functions that support the One-Stop Delivery System.
- j.) Assure that services are responsive to the needs of the community by surveying customer's feedback on access to system services.
- k.) 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.
- l.) Commitment to cross-training program staff.
- m.) Provide priority services to veterans and their family members: All federally funded employment and training programs administered by all One-Stop Center 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 establish by applicable federal law and state and federal policy in the service area.
- n.) Comply with One-Stop policies and procedures regarding customer confidentiality, data security, and referrals between partners.
  - All data, including customer Personal Identifying Information (PII), collected, used, and disclosed by Partners will be subject to the following:
    - Customer PII will be properly secured in accordance with the Area 14 policies and procedures regarding the safeguarding of PII.
    - The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under 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 CFR 361.38.
    - 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.
    - Customer Data will be kept confidential, consistent with Federal and State privacy laws and regulations.
    - Partners will ensure compliance with their federal and state confidentiality laws when transferring information for referrals to One-Stop and other partners. All partners will safeguard and protect the information received and utilize only for purposes outlined in this agreement.
- o.) Assume liability for its actions and the actions of its agents and hold harmless, defend and indemnify all other parties to this Memorandum from any and all claims for damages, including cost and attorneys' fees resulting, in whole or part, from the Partner or its agents' activities under this Memorandum.

LWDA 14 utilized both formal and Informal meetings, phone calls, and/or emails to identify the services/programs to be offered/provided by mandated partners as part of this MOU. In addition, LWDA 14 will be responsible for hosting quarterly partner meetings to provide opportunities for LWDA 14 and its partners (mandated and voluntary) to share updates on services/processes/performance, best practices, opportunities to collaborate, upcoming events, and/or areas of concerns.

Staff Physically Located at LWDA 14 Comprehensive American Job Center		
Program	Number of Employees	Number of Hours
Title I Program Staff	5	40 hours/week
Wagner-Peyser	1	40 hours/week

Staff Physically Located at LWDA 14 Affiliate American Job Center (St. James)		
Program	Number of Employees	Number of Hours
Title I Program Staff	2	40 hours/week

Staff Physically Located at LWDA 14 Affiliate American Job Center (St. John the Baptist)		
Program	Number of Employees	Number of Hours
Title I Program Staff	1	40 hours/week
Wagner-Peyser	3	40 hours/week
Disabled Veterans Outreach Program	1	40 hours/week

**ONE-STOP OPERATOR:** LWDB 14 selected the One-Stop Operator, Closing the Gap Consulting, LLC, through a competitive process in accordance with Uniform Guidance, WIOA and its implementing regulations, and local procurement laws and regulations. All documentation for the competitive One-Stop operator procurement and selection process is published and may be viewed on the River Parishes WDB website at <https://www.stcharlesparish.gov/residents/business-and-career-solutions-center-wia/river-parishes-workforce-development-board>.

**METHOD OF REFERRAL:** Partners will utilize approved methods of referrals of individuals between One-Stop operators and One-Stop partners for appropriate services and activities. Referring agency should contact customer within 48 hours. If referring agency is not able to make contact within the 48 hours, then should keep the referral open for 30 days and reach out within that timeframe.

**COST OF SERVICES** (WIOA Regulations 678.700, USDOL December 27, 2016: Infrastructure Funding Guidance): The Local Workforce Development Board 14 and One Stop Partners' "Infrastructure Funding Agreement" (IFA) provides the infrastructure and shared services budget, identifies all One-Stop 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's authorizing law and implementing

regulations, and state rules, policies, and guidelines. The Infrastructure funding agreement (IFA) may have a different effective time-period from the duration of the MOU.

**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 One-Stop 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 One-Stop center in accordance with the goals, objectives, and performance measures of the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 and regulations. Each partner agrees to work to support the achievement of WIOA and One-Stop performance measures.

**MONITORING AND OVERSIGHT:** The CEO, the LWDB, the United States Department of Labor (USDOL), and local area administrative entity 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 by the above-mentioned agencies or their designee.

**DISPUTES:** The One-Stop Centers will function by consensus under the direction of Workforce Board and collaborative. When consensus cannot be reached and the functioning of one or more centers is impaired, those who are parties to the dispute will adhere to the following dispute resolution procedure:

- All parties to the dispute will meet with the One-Stop Operator, Business and Career Solutions Center (BCSC) Local Area Coordinator, and/or the Workforce Board Executive Director. If the One-Stop Operator, BCSC Coordinator and Executive Director is/are unable to resolve the dispute, the dispute will be referred to the One-Stop Center Accountability Committee within ten working days of the meeting with the One-Stop Coordinator/Executive Director.
- If the One-Stop Center Accountability Committee is unable to resolve a dispute to the satisfaction of the parties to the dispute, the complaint shall be submitted in writing to the Executive Committee of the Workforce Development Board within fifteen working days of the initial dispute.
- The Executive Committee of the Workforce Development Board will evaluate the merit of the dispute, consult with the One-Stop Operator and designated representatives of the parties in dispute and may attempt to resolve the dispute through mediation. The Executive Committee

shall have thirty working days from first hearing the dispute to issue a written decision.

- If any party to the dispute is not satisfied with the decision of the Executive Committee, the dispute will be referred to an independent council appointed by the Chair of the Board and the Chief Elected Official.
- The action of the independent council shall have thirty workdays to hear and make a decision on the dispute and the action of the council shall be final.

For disputes regarding IFA costs, the following procedure will apply:

- Partners will communicate any disputes with costs in the invoice or the adjusted budget to LWDB 14 in writing. LWDB 14 will review the disputed costs items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, LWDB 14 will revise the invoice and the adjusted budget upon resolution of the dispute.
- 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.

**TERM OF MEMORANDUM OF UNDERSTANDING:** This MOU shall remain in effect until terminated by the repeal of the WIOA P.L. 113-128, or otherwise by action of law.

This MOU will be considered fully executed once all signatories have 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 this 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 partner's actions are inconsistent with the terms and conditions of this MOU.

The MOU must be updated not less than every 3 years to reflect any changes in the:

- a. signatory official of the Board
- b. One-Stop partners
- c. chief elected officials
- d. One-stop Infrastructure funding. [WIOA 121].



This MOU will be in effect from April 1, 2023, through June 30, 2025.

**AMENDMENTS AND MODIFICATIONS:** This Memorandum of Understanding 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. The approval to changes are not required. The changes will be effective 30-days from date of issuance. Oral amendments or modifications shall have no effect. If any provision of this Memorandum of Understanding is held invalid, the remainder of the memorandum shall not be affected.

**SIGNATURES:** Parties to this Memorandum of Understanding 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.

Tricia Thompson Date: 6/27/2023

Tricia Thompson, Chairperson, LWDB 14

Matthew Jewell Date: 7-6-23

Matthew Jewell, CEO, LWDB 14

**MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board/Area # 14 River Parishes**

**Attachment A: Parties to the Agreement**

**Attachment B: River Parishes Business and Career Solutions Centers and Contacts**

**Attachment C: Administrative Structure**

**Attachment D: River Parishes Business and Career Solutions Centers' Services**

**Attachment E: Referral Form and Consent to Release Form**

**Attachment F: Infrastructure Funding (Budget Planning and Reconciliation)**

**Attachment A: Parties to the Agreement**

Partner Name	Program	Program Authority
River Parishes Community College	Adult Education and Literacy	Adult Education and Literacy (WIOA 121(b)(1)(B)(ii) - Title I)
St. Charles Parish Community Center	Community Services Block Grant	Community Services Block Grant Employment & Training Programs (42 USC 9901 et seq.)
St. Charles Parish Housing Authority	Housing and Urban Development	Department of Housing and Urban Development (HUD) - Employment and Training Programs (WIOA 121 (b)(1)(B)(x))
River Parishes Community College	Post-Secondary Vocational Education	Carl D. Perkins Career & Technical Education Improvement Act 2006 (20 USC 2301)
Louisiana Rehabilitation Services	Vocational Rehabilitation	Rehabilitation Act, Title I, Parts A & B - Rehabilitation Services Commission (29 USC 720)
Louisiana Department of Children and Family Services	TANF	Social Security Act - Parts A, Title IV (TANF) (42 U.S.C. 601 et seq.), subject to subparagraph (C)
St. Charles Parish Council on Aging	Senior Community Service Employment Program	Older Americans Act Title V - Senior Community Service Employment Program (SCSEP) (42 USC 3056)
Louisiana Workforce Commission (LWC)	Trade Adjustment Act	Trade Act Title II, Chapter 2 - Trade Adjustment Assistance (TAA) (19 USC 2271)
Louisiana Workforce Commission (LWC)	Unemployment Insurance	Unemployment Insurance (UI) - (5 USC 85) (ORC Chapter 4141)
Louisiana Workforce Commission (LWC)	Wagner-Peyser	WIOA Title III - Wagner-Peyser Act Programs (29 USC 49)
Louisiana Workforce Commission (LWC)	Jobs for Veterans Programs	Veteran's Workforce Programs - Chapter 41 of title 38, US Code; WIOA 121(b)(1)(B)(viii)
Louisiana Workforce Commission (LWC)	Migrant and Seasonal Farmworkers	WIOA Title I - Migrant and Seasonal Farm Worker Programs (29 USC 2912, 29 USC 2919)
Local Workforce Development Board/Area 14	WIOA Title I - Adult, Dislocated Worker and Youth Programs	WIOA Title I - Adult, Dislocated Worker and Youth Programs
N/A	Job Corps	WIOA Title I - Job Corps (29 USC 2881-2900, 29 USC 2901)
Motivation Education & Training, Inc.	National Farmworker Jobs Program (NFJP)	WIOA Title I - Migrant and Seasonal Farm Worker Programs (29 USC 2912, 29 USC 2919)
N/A	Second Chance Act	Second Chance Act of 2007 programs, authorized under section 212 (42 U.S.C. 17532)
N/A	Native American Programs	WIOA Title I - Native American Programs (29 USC 2011, 29 USC 2919)
N/A	YouthBuild	

Note: LWDA 14 does not currently partner with a YouthBuild, Job Corp, Second Chance Act, or Native American Programs due to these programs not existing within the workforce development area.

**Attachment B: River Parishes Business and Career Solutions Centers and Contacts**

Location Code	Center Name	Center Address	Contact
1	St. Charles Parish Business and Career Solution Center (Comprehensive Center)	737 Paul Millard Road, Suite 2A Luling, LA 70070	Stephanie Bruning Workforce Investment Program Coordinator (985) 783-5030 <a href="mailto:sbruning@stcharlesgov.net">sbruning@stcharlesgov.net</a>
2	St. James Parish Business and Career Solution Center (Affiliate Center)	2631 Highway 20 West Vacherie, LA 70090	Stephanie Bruning Workforce Investment Program Coordinator (985) 783-5030 <a href="mailto:sbruning@stcharlesgov.net">sbruning@stcharlesgov.net</a>
3	St. John the Baptist Parish Business and Career Solution Center (Affiliate Center)	1708 Chantilly Drive, Suite A LaPlace, LA 70068	Stephanie Bruning Workforce Investment Program Coordinator (985) 783-5030 <a href="mailto:sbruning@stcharlesgov.net">sbruning@stcharlesgov.net</a>

**Attachment C: 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 14 Tommy Scott, Director	737 Paul Millard Road, Suite 2A Luling, LA 70070	<a href="mailto:tscott@stcharlesgov.net">tscott@stcharlesgov.net</a>
Fiscal Agent	St. Charles Parish Government Finance Department Grant Dussorn, CFO	15045 River Road Hahnville, LA 70057	<a href="mailto:gdussorn@stcharlesgov.net">gdussorn@stcharlesgov.net</a>
Chief Elected Official	St. Charles Parish Government Matthew Jewell, Parish President	15045 River Road Hahnville, LA 70057	<a href="mailto:mj@stcharlesgov.net">mj@stcharlesgov.net</a>

## **Attachment D: River Parishes Business and Career Solutions Center Services**

River Parishes Business and Career Solution Centers' 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, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers to acquaint them with the services, programs, staff, and other resources at the RPBCSCs, affiliates, or self-service location.
2. **Initial Assessment:** For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs 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 New Orleans (Region 1) LMI, [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 participate in employment and training activities.

8. **Eligibility Assistance:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
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 the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.
10. **Comprehensive and Specialized Assessments:** A closer look at the skills levels 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 achievement 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, or 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 retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.
5. **Entrepreneurial training:** Coordination with local employers and educational institutions
6. **Job-readiness training:** BCSC workshops and referrals

7. **Adult Education and Literacy (ABLE) programs:** Services or instruction below the post-secondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
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 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, provision 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 the Workforce Opportunity Tax Credit (WOTC) or the federal bonding program, etc.
8. **Rapid Response and Layoff Aversion:** Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor-management committees, peer counseling, etc.



**Attachment E: Referral Form and Consent to Release Form**

**Partner Referral/Co-Enrollment Form**

(Please complete and send with customer upon referral)

<b>Referral</b> <input type="checkbox"/> <b>Co-Enrollment</b> <input type="checkbox"/>	
<b>Date of Referral/Co-Enrollment:</b>	
<b>Customer Information:</b>	
<b>Name:</b>	
<b>Address:</b>	
<b>Phone #:</b>	<b>Email:</b>

<b>HIRE REGISTRATION- All applicants must be registered in HIRE prior to the completion of a referral.</b>		
<b>HIRE Username:</b>		
<b>Original Date of Registration:</b>		
<b>Staff Name:</b>	<b>Staff Phone:</b>	<b>Staff Email:</b>
<b>Client Resume in HIRE: Yes No Date/Time of Case Note:</b>		

<b>Referring Partner / Agency Information:</b>	
<b>BCS Center:</b>	
<b>Staff Person:</b>	
<b>Phone:</b>	<b>Email:</b>
<b>Agency/Program Referring To:</b>	
<b>Reason for Referral:</b>	

**Staff Signature:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_

**Follow Up:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<b>For BCSC Use Only:</b>	
<b>Date Received:</b> _____	<b>Initials:</b> _____

**RELEASE OF INFORMATION**

Customer Name: \_\_\_\_\_

By signing and dating this information release form, I allow the appropriate persons or agencies to access and share my personal information, as it specifically pertains to my participation in one or more partner programs within the River Parishes Business and Career Solutions Center. I also consent to the release of relevant information to potential employers in regard to securing additional services and employment.

I understand that this is a cooperative effort by agencies involved to share information that will lead to better utilization of community resources and better cooperation amongst our agencies to best meet my needs.

I agree to allow an employer to release any information that will assist me in meeting the employment verification and follow-up procedures required for the River Parishes Business and Career Solutions Center Program.

I understand that all information (written, verbal or other) will remain confidential.

This consent to release is valid for the period of my participation in any of the partner programs (incl. follow-up period) within the River Parishes Business and Career Solutions Center Program or until otherwise specified.

I understand that at any time I have the right to revoke this consent.

---

Customer Signature

Date

## Partner Referral Descriptions

- **River Parishes Community College (RPCC) | Program: Post-Secondary Vocational Education/Community College**

RPCC 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.

- **St. Charles Parish Council on Aging | Program: Title V – Older American Act**

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

- **Department of Children and Family Services (DCFS) | Programs: SNAP, TANF**

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)**

Provide 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, assists families with children when the parents or other responsible relatives cannot provide for the family's basic needs.

- **St. Charles Parish Housing Authority | Program: Housing and Urban Development (HUD)**

Resources to provide a decent home and suitable living environment for low-income families

- **River Parishes Community College (RPCC) | Program: Adult Education**

Review basic math, reading, language, algebra, test-taking, and writing skills | Prepare for the HSET (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 Workforce Commission (LWC), Office of Workforce Development (OWD) | Programs: Migrant and Seasonal Farmworkers (MSFW), Jobs for Veterans, Trade Adjustment Act (TAA), Rapid Response, Wagner-Peyser, Vocational Rehabilitation Services**

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.

### **Migrant and Seasonal Farmworkers (MSFW)**

Under the Migrant and Seasonal Farmworker Protection Act (MSPA), the Office of Workforce Development provides services to migrant and seasonal farmworkers that are "quantitatively proportionate and qualitatively equivalent" to all jobseekers. This means that MSFWs should

receive all workforce development services, benefits and protections on an equitable and non-discriminatory basis (i.e., career guidance, testing, job development, training, and job referral). MSPA also provides for Monitor Advocates, who are responsible for ensuring that services provided are in accordance with federal regulations (20 C.F.R. 651-658) and the Workforce Investment Act.

#### **Jobs 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.

#### **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 allowances, income support and health coverage tax credits.

#### **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.

#### **Unemployment Insurance (UI)**

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

#### **Wagner-Peyser**

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

#### **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. Programs available include Vocational Rehabilitation (VR), the Randolph-Sheppard Program, Independent Living Program Part B and the Independent Living Older Blind Program. LRS offices are located in the New Orleans, Baton Rouge, Houma-Thibodaux, Lafayette, Lake Charles, Alexandria, Shreveport and Monroe regions.

**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.

**Attachment F: Infrastructure Funding Agreement (IFA)**

## **ATTACHMENT F: 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 River Parishes Business and Career Solutions Centers (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 businesses in the River Parishes area
- 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 Business and Career Solutions Centers 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 BCSCs:

- Infrastructure costs (See Attachment 1F)

All costs must be included in the IFA, 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 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 or its designee by one-stop Partners, either directly or by an interagency transfer, or by a third party.
- **Non-Cash:** Expenditures incurred by one-stop Partners on behalf of the one-stop center and/or non-cash contributions or 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.



**Infrastructure Funding Agreement**

**ATTACHMENT 1F**

**Master Operating Budget**

**Attachment 1F**  
**WDB-14 River Parishes Business and Career Solutions Center (BCSC)**  
**Master Operating Budget**

Cost Category	Cost Item	Allocation Base	Cost Per Year
Infrastructure	Lease - Direct Space	Direct Square Footage	\$25,685.60
Infrastructure	Lease - Shared Space	Direct Square Footage	\$2,890.08
Infrastructure	Lease - Conf. Rm./Share Office/Comp. Lab	Modified Direct Square Footage (Non-Co-Located)	\$8,179.04
Infrastructure	Lease - Common Space (RR's/BR/Kitchen)	Percentage of Total Staff Hours	\$3,755.84
Infrastructure	Telecom and Internet	Percentage of Total Staff Hours	\$20,000.00
Infrastructure	Office Supplies	Percentage of Total Staff Hours	\$10,000.00
Infrastructure	Postage and Freight	Percentage of Total Staff Hours	\$5,000.00
Infrastructure	Office Equipment Rental	Percentage of Total Staff Hours	\$10,000.00
Infrastructure	Insurance	Direct Square Footage	\$15,000.00
Infrastructure	Utilities	Percentage of Total Staff Hours	\$15,000.00
Infrastructure	Office Equipment	Percentage of Total Staff Hours	\$10,000.00
<b>Total Infrastructure Costs:</b>			<b>\$125,010.56</b>

Total Cost By Allocation	
Direct Square Footage	\$43,075.68
Modified Direct Square Footage (Non-Co-Located)	\$8,179.04
Percentage of Total Staff Hours	\$73,755.84
<b>Grand Total:</b>	<b>\$125,010.56</b>

**Infrastructure Funding Agreement**

**ATTACHMENT 2F**

**Cost Allocation Methodology**

**Attachment 2F**  
**WDB-14 River Parishes Business and Career Solutions Center (BCSC)**  
**Cost Allocation Methodology**

Cost Item	Allocation Base	Cost Per Month	Cost Per Year
Lease - Direct Space	Direct Square Footage	\$2,140.47	\$25,685.60
Lease - Shared Space	Direct Square Footage	\$199.17	\$2,390.08
Lease - Conf. Rm./Spare Office/Comp. Lab	Modified Direct Square Footage (Non-Co-Located)	\$681.59	\$8,179.04
Lease - Common Space (RR's/BR/Kitchen)	Percentage of Total Staff Hours	\$312.99	\$3,755.84
Telecom and internet	Percentage of Total Staff Hours	\$1,666.67	\$20,000.00
Office Supplies	Percentage of Total Staff Hours	\$833.33	\$10,000.00
Postage and Freight	Percentage of Total Staff Hours	\$416.67	\$5,000.00
Office Equipment Rental	Percentage of Total Staff Hours	\$833.33	\$10,000.00
Insurance	Direct Square Footage	\$1,250.00	\$15,000.00
Utilities	Percentage of Total Staff Hours	\$1,250.00	\$15,000.00
Office Equipment	Percentage of Total Staff Hours	\$833.33	\$10,000.00
<b>Total Infrastructure Costs:</b>			<b>\$128,010.58</b>

**Infrastructure Funding Agreement**

**ATTACHMENT 3F**

**Square Footage Payment Ratio**

Attachment 3F  
 WDR-14 River Parishes Business and Career Solutions Center (BCSC)  
 Square Footage Payment Ratio

Partner Program	Number of Days Occupied Per Week	Direct Square Footage Assigned	% of Total Direct Square Footage	Non Co-located Partners	% Sq. Ft. Conference Rm to Non Co-located Partners
Adult Education and Literacy	0	0	0.00%	1	9.09%
Community Services Block Grant	0	0	0.00%	1	9.09%
Housing and Urban Development	0	0	0.00%	1	9.09%
Post-Secondary Vocational Education	0	0	0.00%	1	9.09%
Vocational Rehabilitation	0	0	0.00%	1	9.09%
LA DCFS TANF	0	0	0.00%	1	9.09%
Senior Community Service Employment Program	0	0	0.00%	1	9.09%
Trade Adjustment Act	0	0	0.00%	1	9.09%
Unemployment Insurance	0	0	0.00%	1	9.09%
Wagner-Peyser	2.5	77	4.26%	0	0.00%
Jobs for Veterans Programs	2.5	77	4.26%	0	0.00%
Migrant and Seasonal Farmworkers	0	0	0.00%	1	9.09%
WIOA Title I - Adult, Dislocated Worker and Youth Programs	5	1,655	91.48%	0	0.00%
Job Corps	0	0	0.00%	0	0.00%
National Farmworker Jobs Program (NFJP)	0	0	0.00%	1	9.09%
Second Chance Act	0	0	0.00%	0	0.00%
Native American Program	0	0	0.00%	0	0.00%
YouthBuild	0	0	0.00%	0	0.00%
<b>Total</b>		<b>1,655</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>

	Square Footage	Cost Per Area	Cost Per Month
Total Empty Direct Space	1,655	\$25,578.82	\$2,139.90
Total Empty Shared Space	154	\$2,389.45	\$199.12
Total Common Area Used by Located Partners	242	\$9,754.85	\$312.90
Total Shared Area - Conference Room Non Co-located	527	\$8,175.88	\$681.41
<b>Total</b>	<b>2,578</b>	<b>\$40,000.00</b>	<b>\$3,333.33</b>
Rent		\$40,000.00	
Cost Per Square Foot		\$15.52	

**Infrastructure Funding Agreement**

**ATTACHMENT 4F**

**Percentage of Staff Hours**

Attachment 4F  
WDB-14 River Parishes Business and Career Center (BCSC)  
Percentage of Staff Hours

Partner Program	Physically Co-Located	Number of Staff	Number of Staff Hours	% of Staff Hours
Adult Education and Literacy	No	0	0	0.00%
Community Services Block Grant	No	0	0	0.00%
Housing and Urban Development	No	0	0	0.00%
Post-Secondary Vocational Education	No	0	0	0.00%
Vocational Rehabilitation	No	0	0	0.00%
LA DCFS TANF	No	0	0	0.00%
Senior Community Service Employment Program	No	0	0	0.00%
Trade Adjustment Act	No	0	0	0.00%
Unemployment Insurance	No	0	0	0.00%
Wagner-Peyser	No	0	0	0.00%
Jobs for Veteran's Programs	Yes	1	20	8.33%
Migrant and Seasonal Farmworkers	Yes	1	20	8.33%
WIOA Title I - Adult, Dislocated Worker and Youth Programs	No	0	0	0.00%
Job Corps	Yes	5	200	83.33%
National Farmworker Jobs Program (NFJP)	No	0	0	0.00%
Second Chance Act	No	0	0	0.00%
Native American Program	No	0	0	0.00%
YouthBuild	No	0	0	0.00%
		7	240	99.99%



**Infrastructure Funding Agreement**  
**ATTACHMENT 5F**  
**Monthly Allocated Share of Total Costs by Partner**

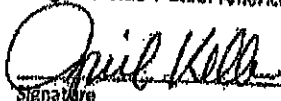


MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board/Area # 14 Iber Parishes

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 procedures, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of each 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:  
St. Charles Parish Council on Aging

Program: Title V Older Americans Act

  
Signature

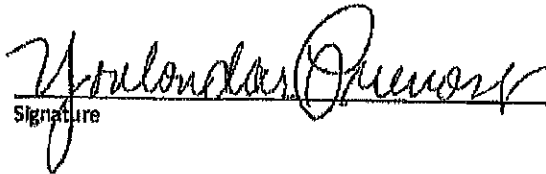
7/19/2009  
Date

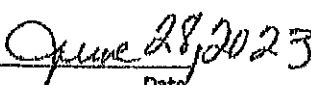
MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board/Area # 14 River Parishes

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Printed Name:  
St. Charles Parish Housing Authority

Program: Housing and Urban Development (HUD)

  
Signature

  
Date

MEMORANDUM OF UNDERSTANDING  
FOR

Local Workforce Development Board/Area # 14 River Parishes

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Printed Name: Mr. Quintin Taylor  
Chancellor, River Parishes Community College

Quintin D. Taylor  
Quintin D. Taylor (Jul 14, 2013 11:08 AM)  
Signature

MM/II/III

Date

Please initial for each program:

Adult Education and Literacy

QDT  
QDT

Post-Secondary / Vocational Education

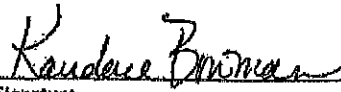
QDT  
QDT

MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Development Board/Area # 14 River Parishes

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Printed Name: Kandace Bowman, Workforce Development Coordinator  
Motivation Education & Training, Inc. (MET)

Program: National Farmworker Jobs Program (NFJP)

  
Signature

06/30/2023

Date

MEMORANDUM OF UNDERSTANDING  
FOR  
Local Workforce Investment Board/Area # 14 River Parishes

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 procedures, and infrastructure set forth therein without reservation. The person(s) signing this MOU on behalf of each 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: Lorrie Briggs  
Deputy Assistant Secretary, Department of Children and Family Services (DCFS)

<small>Digitally signed by Lorrie Briggs Date: 2023.06.28 12:19:57 -05'00'</small>		
<b>Lorrie Briggs</b>	LGB	6/28/2023
Signature	Initials	Date

*Please initial for each program:*

Temporary Assistance for Needy Families (TANF)      lgb      \_\_\_\_\_

MEMORANDUM OF UNDERSTANDING  
FOR

Local Workforce Development Board/Area # 14 River Parishes

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Printed Name: Ava Cates  
Secretary, Louisiana Workforce Commission, Office of Workforce Development


  
Signature

  
Initials

  
Date

Please initial for each program:

Migrant Seasonal Farmworkers (MSFW)

  
7/31/23


Jobs for Veterans

  
7/31/23

Trade Adjustment Act (TAA)

  
7/31/23


Rapid Response

  
7/31/23

Wagner-Peyser

  
7/31/23

Vocational Rehabilitation Services (LRS)

  
7/31/23