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# MEMORANDUM OF UNDERSTANDING

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WIOA PARTNERS



**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
FIRST PLANNING DISTRICT (FPD),  
THE CHIEF LOCAL ELECTED OFFICIAL OF FPD  
AND  
THE WORKFORCE SYSTEM PARTNERS  
OF  
LOCAL WORKFORCE DEVELOPMENT AREA #10  
(Plaquemines, St. Bernard, and St. Tammany Parishes)**

**JULY 1, 2023**

First Planning District Consortium  
317, North Jefferson Avenue  
Covington, Louisiana 70433

## **I. BACKGROUND/PURPOSE OF MOU**

The Workforce Innovation and Opportunity Act (WIOA) of 2014 requires a Memorandum of Understanding (MOU) be developed and executed between the Local Workforce Development Board, with agreement of the area's Chief Local Elected Official (CLEO) and the local One-Stop System partners to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving WIOA objectives. The MOU also serves to create a framework for providing services to employers, job seekers, and others needing workforce services.

The First Planning District (FPD) functions as the Local Workforce Development Board in the Local Workforce Development Area representing the parishes of Plaquemines, St. Bernard, and St. Tammany. The President of St. Tammany Parish Government serves as the Chief Local Elected Official to the Board, as set forth in in the Multi-Jurisdictional Agreement of the Tri-Parish Area. FPD competitively procures the One Stop Operator for the local workforce system as required by federal law. This MOU represents an Agreement between FPD, the One-Stop System Operator, and all WIOA required partners within Local Workforce Development Area 10.

WIOA Section 121(b)(1) identifies the federal programs and requires that services and activities under each program be made available through each local area's One-Stop Delivery System. The entities that receive the federal funds for each of these programs and/or have the responsibility to administer the respective programs within the local area are "required partners" under WIOA Section 121(b)(1).

WIOA Section 121 (c)(2) requires this MOU to include a description of the core services that will be provided through the local area's One Stop Delivery System and to identify the service delivery method(s) each partner will use to deliver the core services to shared customers.

This MOU establishes a framework for a mutually beneficial relationship among the partners in order to reduce redundancy, increase cost efficiency, and continuously improve services to shared customers. Quality customer service is based on a "no wrong door" service delivery structure and approach, wherein every service entry point leads to program services relevant to the customer's individualized needs. Collaboration amongst service providers and the integration of services to the fullest extent possible are system priorities. This MOU is intended to identify the roles and responsibilities of the partners for the implementation of an integrated service delivery system that is functional and efficient for its customers.

## **II. MISSION AND GOALS OF THE MOU**

The One-Stop System Partners have adopted the following vision, mission, and goals to support this MOU:

**Mission:** To prepare a skilled, successful workforce aligned to the needs of local and regional business and industry.

**Goals:**

- **To provide comprehensive services to customers-** All job seekers, students, and employers will be served comprehensively and in a seamless system which addresses their needs, coordinates services across programs, and minimizes duplication of services and effort.

- **To ensure integration of program services and activities-** Program services and activities will be coordinated and integrated, where feasible. This will be accomplished through partner agencies jointly serving shared customers, supporting inter-agency in-service training to one another, and providing information and services that most directly meet the customers' needs.
- **To develop a customer-focused approach to service delivery-** Provide the means for customers to evaluate the quality-of-service offerings and make informed decisions regarding which services will help meet their individual needs.
- **To ensure services are accessible to customers at all system entry points-** Provide all customers with full access to the full range of services available in the local workforce development area whether they are individuals searching for employment, building basic educational/occupational skills, earning post-secondary certificates or degrees, obtaining guidance on how to make career choices, or employer customers seeking skilled workers available for employment.

### III. PARTIES TO THE MEMORANDUM OF UNDERSTANDING

The following table represents the federally required WIOA partners and programs along with the organization that represent each program:

PROGRAM PARTNER	AGENCY/ORGANIZATION
WIOA Title I-Adult, Dislocated Worker, Youth Programs	Tri-Parish Works!, via St. Bernard Parish Government's Workforce Development Department
WIOA Title II Adult Education and Family Literacy Act	Louisiana Community and Technical College System (LCTCS)
Carl Perkins Applied Technology Act	Louisiana Community and Technical College System (LCTCS)
Unemployment Insurance Assistance Wagner-Peyser Act (Employment Services) Trade Adjustment Assistance (TAA) Veterans' Employment Program (DVOP/LVER) WIOA Title I Rehabilitation Act (LRS)	Louisiana Workforce Commission (LWC)
Community Services Block Grant (CSBG) Program- Employment and Training	St. Tammany Parish Government- Department of Health and Human Services - CAA
Temporary Assistance for Needy Families (TANF)	Louisiana Department of Children and Family Services (DCFS)
Title V Older American Act	National Association for Hispanic Elderly
National Farmworker Jobs Program	Motivation, Education and Training, Inc. (MET)

See **Attachment 1** for a list of **Signatory Officials** and **Contact Information** for each agency. Mandated partners not available in the service delivery area for LWDA 10, and, therefore, not part of this MOU include: HUD, *Native American Programs*, *Youth Build*, and programs under the *Second Chance Act*.

**IV. EFFECTIVE DATES AND TERM OF MOU**

This MOU shall be binding upon each party hereto upon execution by said party and become effective on July 1, 2023. The term of this MOU shall be for a period of three (3) years. The MOU will be reviewed by the parties at least once every three (3) years to identify any substantial changes that have occurred, if any.

This MOU will also serve as the primary “roadmap,” which may require updates as additional decisions and actions are taken to not only fulfill the MOU requirements, but move the partnership towards the achievement of mutually agreed upon goals and strategies.

**V. THE LOCAL ONE-STOP DELIVERY SYSTEM**

Through this MOU, FPD-LWDA 10 intends to create a one-stop delivery system that brings together workforce development, education, and other services in a seamless, customer-focused service delivery network that enhances access to the program services with the goal of improving long-term employment outcomes for individuals receiving assistance. The One-Stop Partners commit to administering the separately funded programs as a set of integrated, streamlined services to customers.

Job seekers, students, employers, and other customers will be provided access to services through a combination of strategies that includes co-location, contract for services, direct delivery of services, cross-training of partner staff, and electronic linkages to the partner agencies programs and services.

It is understood that the development and implementation of this system will require mutual trust and teamwork between all parties. It is further acknowledged that the system will evolve over time, as it is determined by the ever-changing needs of the local area. Consistent with federal law, partner agencies agree to make available to individuals and employers, through the One-Stop Delivery System, career and training services that are applicable to their programs.

Every local area is required to have at least one (1) Comprehensive American Job Center (AJC) that provides universal access to the full range of employment, training, and education services. A comprehensive AJC is a physical location where job seekers and employers have access to programs, services and activities of all required one-stop system partners. FPD-LWDB10 has certified the AJCs in the Tri-Parish Area, hereby known and acknowledged as “Tri-Parish Works!

- A. **Service Locations-** Customers will have access to a broad menu of services and information at one (1) comprehensive and two (2) affiliate AJCs within the local area.

American Job Center Name	Address
St. Tammany Tri-Parish Works Center (Comprehensive Center)	Towers Building, 520 Old Spanish Trail, Slidell, Louisiana
St. Bernard Tri-Parish Works Center (Affiliate Site)	Nunez Community College, Kaine Technology Bldg. 3700 LaFontaine Street, Chalmette, Louisiana
Plaquemines Tri-Parish Works Center (Affiliate Site) (Part-time)	Plaquemines Parish Government Complex 333 F. Edward Hebert Boulevard, Belle Chasse, Louisiana

## **VI. OVERVIEW OF PARTNER RESPONSIBILITIES WITHIN THE WORKFORCE SYSTEM**

A. The First Planning District Workforce Development Board, in its role of creating a One-Stop Delivery System in the Tri-Parish Area, will be responsible for the following:

- Assist the Local Elected Officials in fulfilling the requirements of the federal Workforce Innovation and Opportunity Act
- Coordinate the implementation of the MOU
- Convene partners to build affiliation and commitment
- Assess satisfaction of customers and partners within the system
- Expand the partnership and increase integrated service delivery
- Arrange and offer cross-partner frontline staff training
- Develop policies and oversee the quality and design of the system

B. The One Stop Operator is selected through a competitive process and will serve as the primary coordinator of all partners in the workforce system for LWDA 10. Castles of Dreams, LLC (Mr. Bryan Moore) is currently serving in this role. The Operator will be responsible for the following:

- Assist partners in creating a seamless delivery of services to shared customers
- Ensure the integrated service delivery processes and procedures within the comprehensive center are effective and efficient

C. Each of the Partners is responsible for carrying out their individual program requirements, but will utilize the One-Stop Delivery System to increase successful outcomes for their clients. The **Quick Reference Guide and Handbook** outlines services provided by each MOU Partner and has been made a part of this Agreement and included herein as **Attachment 2**.

D. All partners agree to participate in joint planning, local workforce plan development, and modification of services and activities designed to accomplish the following:

- Accessibility of applicable partner services to shared customers via the one-stop delivery system
- Participation in the operation of the one-stop delivery system, consistent with the terms of the MOU and requirements of authorized laws
- Participation in cross-organizational training to promote staff development and awareness. Cross-training will allow staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers
- Participation in the development and implementation of an effective participant referral system
- Share relevant, updated program information to partner agencies to support system orientation processes
- Active participation in regular partner meetings devoted to the planning, evaluation and continuous improvement of all programs and services provided through the One-Stop System

## **VII. PARTICIPATION EXPECTATIONS**

In consideration of the mutual aims and desires of the partners participating in this Agreement, and in recognition of the public benefit to be derived from the effective implementation of the programs

involved, the partners agree to the following expectations mentioned below and in the **One-Stop Services Matrix** and incorporated herein as **Attachment #3**.

For a service to be deemed "accessible," a partner must provide access to the service through at least one of the following methods:

- **Co-location-** Program staff from partner agency are physically present at the Tri-Parish Works Center at a pre-determined and scheduled date and time that has been made available, in advance, to system customers.
- **Cross-Information Sharing/Customer Referral-** Tri-Parish Works staff are trained to provide general information regarding all MOU partner programs, services, and activities that may be made available to the customer through the partner organization and is authorized to make referrals.
- **Direct Access Through Real-time Technology-** Access through two-way communication and information between clients and the partner that results in services being provided. Examples may include the following:
  - Identification of a single point of contact for service delivery at the partners' program
  - Email or instant messaging
  - Facilitated phone calls between partner agency staff and customers; and
  - Live chat via electronic communication platforms such as Zoom, Team, and Google Meets

#### **VIII. REFERRAL PROCESS**

It is understood that the partners of this MOU will provide referrals for services with the express goal of optimal utilization of all partner and community resources to achieve mutually shared outcomes of participants who receive services by multiple MOU partners. Although co-location is desired when economically and practically feasible, an efficient customer service and referral system has been established that supports customer access to programs and services of all system partners through the use of state-of-the-art technology and electronic linkages and tracking mechanisms.

All partner staff shall assist with referrals and access to information to their partner programs. The purpose of a common referral system is to:

- Ensure services to customers that support their specific goals in achieving education and/or employment services that lead to self-sufficiency
- Ensure customers do not have to provide the same information (e.g., PII) more than once to receive services from within the MOU Partner Network
- Ensure a seamless "hand-off" of customers from one partner to another for the provision of services to mitigate gaps and/or unreasonable delays in services.

A mutually acceptable referral process and form has been adopted by all parties to this Agreement with the commitment to evaluate and modify the established process, as needed, to reflect continuous improvement efforts. Partners further agree to provide orientation of other relevant partner programs and services for their respective customers, upon request or based on an assessed need. Pertinent program information for each partner agency will be made available at every location participating in the One-Stop System. This process will allow the local system to achieve its goal of having a "no wrong door" approach to serving customers.

A Universal MOU Partner Referral Form has been made a part of this Agreement and is included herein as Attachment 4.

#### **IX. INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

Joint infrastructure funding is critical in establishing the foundation needed to effectuate an integrated service delivery strategy whereby MOU partners share the costs associated with operating a local workforce development office within a local workforce system. Therefore, under WIOA, each required partner must contribute a portion of its funding, or in-kind services, towards maintaining the AJC system (i.e., Tri-Parish Works-LWDA 10/ American Job Center) under WIOA.

Partners agree to participate in the development of the IFA which includes cost allocation and infrastructure sharing and describes how the cost of the services and operating cost of the system will be funded and abide by those plans. Subject to the availability of funds and funding agency approval, partners will contribute a “fair share” of funding proportionate to the use of services by individuals attributable to the partner’s programs. The IFA has been made a part of this Agreement and can be found herein as Attachment 5.

#### **X. SYSTEM OUTCOMES**

Through the One-Stop Delivery System, the partner programs are committed to providing high-quality services to a shared client base that lead to successful employment outcomes. The partners agree to work toward accomplishing the following system outcomes:

- Expand access to employment, training, education, and supportive services for eligible individuals, particularly those with significant barriers to the attainment of education and/or employment goals
- Facilitate the development of career pathways and co-enrolling of customers into partner programs, as appropriate.
- Improve access to activities leading to recognized post-secondary credentials; and
- Meet or exceed shared performance measures.

#### **XI. DATA SHARING**

Partners agree that the collection, use, and disclosure of the Personally Identifiable Information (PII) of customers is subject to various legal requirements as set forth in federal and State privacy laws. Partners acknowledge that the execution of this MOU, in and of itself, does not function to satisfy all of these requirements.

All data collected, used, and disclosed by MOU Partners, including customer PII, shall be subject to the following requirements:

- Collection, use, and disclosure of customer records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws;
- 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 partnership 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.
- All data exchange activity will be conducted in machine readable format (e.g., HTML, PDF) and in compliance with section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794(d)).

## **XII. OTHER PROVISIONS**

**Withdrawal:** parties understand that implementation of the one-stop system is dependent on the good faith efforts of every partner to work together to improve services within the community. The parties also agree that this is a project where different methods of working together and providing services are being explored. Should any partner withdraw from this MOU in accordance with applicable laws and regulations, they shall provide written notification of their intent to withdraw to all parties at least thirty (30) days prior to the effective date of the withdrawal. Should any partner withdraw, this MOU shall remain in effect with respect to the other MOU partners.

**Modification:** This MOU may be modified at any time by written consent of the parties that are signatories hereto. The parties agree to amend this MOU to reflect changes in the operations and/or available resources, as necessary, to accomplish the optimum delivery of services in accordance with WIOA and the related regulations, directives, and guidelines of the supervising agencies.

**Assignment:** Assignment of responsibilities under this MOU by any of the parties shall be effective upon written notice to the First Planning District-Local Workforce Development Board 10 (FPD-LWDB 10). Any assignee shall also commit, in writing, to the terms of this MOU.

**Confidentiality of Participant Information:** To the extent permitted by law, the parties agree that information exchanged about participants shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the parties collecting, receiving, or sharing information, as it pertains to similar information based on written advice by each agency providing information.

**Americans with Disabilities Act and Amendments Compliance:** The parties agree to ensure their policies, procedures, programs, and services comply with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

The partners commit to promoting capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities.

**Non-Discrimination and Equal Opportunity:** Partners shall not lawfully discriminate, harass, or allow harassment against any employee, applicant for employment, or program applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical



condition, age, sexual orientation, or marital status. The partners agree to comply with the provision of the Fair Employment and Housing Act and related applicable regulations.

**Funding of Services:** It is expressly understood that this MOU does not constitute a binding financial commitment for any agency or agency program's provision of their specific services to eligible customers. The decision to provide financial assistance to customers pursuant to this MOU shall be made by each partner agency in accordance to their respective laws, regulations, and/or policies.

**Non-Appropriation of Non-Funding:** The parties hereto acknowledge that each of the partner agencies represented are funded by various governmental bodies and/or other non-federal funding sources, through numerous programs, and, as a result cannot commit to participation or obligations that have the effect of obligating funding that has not been appropriately budgeted, obligated, allocated, or authorized. The parties further acknowledge that certain funding may be subject to legislative approval, or subject to legislative changes and/or modifications that preclude the agency from making unilateral financial commitments.

**Certification Regarding Debarment, Suspension, Ineligibility, And Voluntary Exclusion:** The parties hereto certify that neither its agency nor its principle are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

**Dispute Resolution:** Should any dispute arise under this MOU, the parties hereto shall first attempt to resolve all disputes informally. Any party may call a meeting of all parties to discuss and resolve disputes. Should the informal resolutions efforts fail, the dispute shall be referred to the Chair of the LWDB 10 who shall place the dispute on the agenda of a regular or special meeting of the LWDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. In the event the Executive Committee cannot resolve the dispute, the Executive Committee shall refer the matter for resolution to the Agency of the parties involved in the dispute, the LWDB, or the State Board, as appropriate.

**Severability:** If any part of this MOU is found to be null and void, or unenforceable, or is otherwise stricken, the rest of this MOU shall remain in force, provided that the remaining provisions are not rendered useless to accomplish the principal purpose of this MOU.

**Entire MOU:** It is understood and agreed that the entire MOU between the Local Workforce Partners of LWDA 10 is contained herein. All items referred to in this MOU as Attachments are, in fact, attached hereto and deemed to be part of this MOU. Further, it is understood that this MOU supersedes all oral Agreements and negotiations between the parties relating top the subject matter hereof.

**Authority of Signatories:** The individuals signing below have the authority to commit the agency/party they represent to the terms of this MOU and do so by signing in the appropriate sections of this MOU.

**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Ava Cates, certify that I have read the MOU / IFA for LWDA 10.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

Ava Cates \_\_\_\_\_ 7/6/23  
Signature Date

Ava Cates, Secretary

\_\_\_\_\_  
Printed Name and Title

Wagner Peyser / Trade Adjustment Assistance / Veterans Employment Program / Title I Rehabilitation Act /  
Unemployment Assistance  
Louisiana Workforce Commission

\_\_\_\_\_  
Agency Name

1001 N. 23<sup>rd</sup> St., Baton Rouge, La 70802      225-342-2679      [acates@lwc.la.gov](mailto:acates@lwc.la.gov)

\_\_\_\_\_  
Agency Contact information

**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Melissa Kirsch, certify that I have read the MOU / IFA for LWDA 10.

My signature certifies my understanding of the terms outlined herein and agreement with:

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Melissa Kirsch \_\_\_\_\_ 6/5/23  
Signature Date

Melissa Kirsch, Executive Director

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Printed Name and Title

WIOA Title I – Adult, Dislocated Worker, Youth  
Tri-Parish Works through St. Bernard Parish Government, Workforce Programs Department

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Agency Name

317 North Jefferson Ave., Covington, La 70433      985-875-9275      [mbkirsch@gmail.com](mailto:mbkirsch@gmail.com)

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Agency Contact information

**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Bryan Moore, certify that I have read the MOU / IFA for LWDA 10.

My signature certifies my understanding of the terms outlined herein and agreement with:

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By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

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 \_\_\_\_\_ 06/15/2023  
Signature Date

Bryan Moore, One-Stop Operator  
Bryan T. Moore, President/CEO  
Printed Name and Title

Castles of Dreams, LLC  
\_\_\_\_\_  
Agency Name

5919 Paris Ave., New Orleans, La 70122      504-701-4171      [castlesofdreamsllc@gmail.com](mailto:castlesofdreamsllc@gmail.com)  
\_\_\_\_\_  
Agency Contact information

**AUTHORITY AND SIGNATURE**

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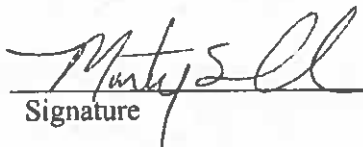
By signing my name below, I, Monty Sullivan, certify that I have read the LWDA 10 MOU / IFA.

My signature certifies my understanding of the terms outlined herein and agreement with:

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- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

  
\_\_\_\_\_  
Signature

6/16/2023  
\_\_\_\_\_  
Date

Monty Sullivan, President

\_\_\_\_\_  
Printed Name and Title

Louisiana Community and Technical and College System (AEFLA)

\_\_\_\_\_  
Agency Name

265 South Foster Drive, Baton Rouge, LA 70806

erinlandry@lctcs.edu

\_\_\_\_\_  
Agency Contact information

**AUTHORITY AND SIGNATURE**

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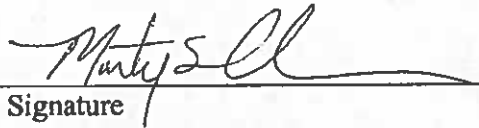
By signing my name below, I, Monty Sullivan, certify that I have read the LWDA 10 MOU / IFA.

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- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

  
Signature

6/16/2023  
Date

Monty Sullivan, President

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Printed Name and Title

Louisiana Community and Technical and College System (CTE)

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Agency Name

265 South Foster Drive, Baton Rouge, LA 70806

bbaptistewilliams@lctcs.edu

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Agency Contact information

**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Michael Cooper, certify that I have read the LWDA 10 MOU / IFA.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU
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- The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

 06/20/2023  
Signature Date

Michael Cooper, President

\_\_\_\_\_  
Printed Name and Title

Community Services Block Grants (CSBG)  
St. Tammany Parish Government – Department of Health & Human Services - CAA

\_\_\_\_\_  
Agency Name

21490 Koop Dr., Mandeville, La 70471 (985) 898-2700 [dbwindom@stpgov.org](mailto:dbwindom@stpgov.org)

\_\_\_\_\_  
Agency Contact information

**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Lorrie Briggs, certify that I have read the MOU / IFA.

My signature certifies my understanding of the terms outlined herein and agreement with:

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By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

*Lorrie Briggs*

06/07/2023 | 4:45 PM CDT

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Signature

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Date

Lorrie Briggs, Deputy Assistant Secretary

---

Printed Name and Title

Temporary Assistance for Needy Families (TANF)  
Louisiana Department of Children and Family Services

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Agency Name

627 N. 4<sup>th</sup> Street, Baton Rouge, LA 70802

(225) 344-9676

[lorrie.briggs.DCFS@la.gov](mailto:lorrie.briggs.DCFS@la.gov)

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Agency Contact information



**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Sister Carmela Lacayo, certify that I have read the MOU / IFA for LWDA 10.

My signature certifies my understanding of the terms outlined herein and agreement with:

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By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

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 \_\_\_\_\_ 6/14/2023  
Signature Date

Sister Carmela Lacayo, President/CEO  
\_\_\_\_\_  
Printed Name and Title

ANPPM National Association for Hispanic Elderly  
\_\_\_\_\_  
Agency Name

Frankie Henderson      [anppmneworleans@aol.com](mailto:anppmneworleans@aol.com)  
\_\_\_\_\_  
Agency Contact information

**AUTHORITY AND SIGNATURE**

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By signing my name below, I, Kandace Bowman, certify that I have read the MOU / IFA for LWDA 10.

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Signature

06/08/2023

Date

Kandace Bowman, Workforce Development Coordinator

Printed Name and Title

Motivation Education & Training, Inc.

Agency Name

24 Accent Dr., Suite 151, Monroe, La 71202

318-362-3024

[bowman@metinc.org](mailto:bowman@metinc.org)

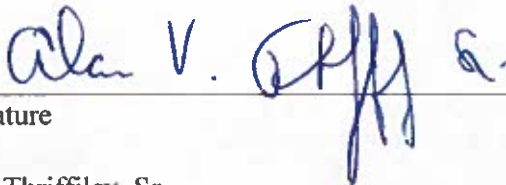
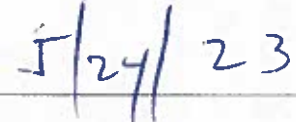
Agency Contact information

**LWDB #10  
WIOA SYSTEM PARTNERS  
MEMORANDUM OF UNDERSTANDING  
AND  
INFRASTRUCTURE FUNDING AGREEMENT**

**July 1, 2023 through June 30, 2026**


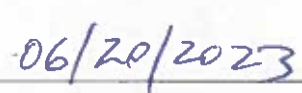
**Approved by the FPD Workforce Development Board**

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Signature	Date
Alan Thriffley, Sr.	Chairman
Name	Title

**Approved by the FPD Chief Local Elected Official**

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Signature	Date
Michael B. Cooper	President, St. Tammany Parish Government
Name	Title

**INFRASTRUCTURE FUNDING AGREEMENT**  
**Between the**  
**WORKFORCE SYSTEM PARTNERS**  
**Of**  
**LOUISIANA WORKFORCE DEVELOPMENT AREA #10**  
**(First Planning District for Plaquemines, St. Bernard & St. Tammany parishes)**

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**PURPOSE AND OVERVIEW**

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Pursuant to the requirements of the Workforce Innovation and Opportunity Act, a Memorandum of Understanding (MOU) was entered into between the First Planning District Workforce Development Board (FPD WDB) and the Workforce System Partners for the tri-parish area. This MOU establishes the framework for a mutually beneficial relationship among the partners in order to reduce redundancy, increase cost efficiency, and continuously improve services to customers. The MOU is intended to identify the roles and responsibilities of the partners for the implementation of a functional, integrated service delivery system.

In addition to the MOU, the WIOA also mandates the Workforce System Partners to negotiate the sharing of specific infrastructure costs associated with the operation of the certified, comprehensive One-Stop Center for the local area.

The One-Stop Center (otherwise known as Tri-Parish Works Center) infrastructure costs are defined in the WIOA as non-personnel costs that are necessary for the general operation of the Center, including, but not limited to:

- Rental of the facilities, including utilities and maintenance (if applicable);
- Technology to facilitate access to the One-Stop Center; and
- Costs associated with operating the Resource Room.

All Parties to this Infrastructure Funding Agreement (IFA) recognize that infrastructure costs are applicable to all required Partners, whether they are physically located in the comprehensive center or not. Each partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Guidance.

The Comprehensive One-Stop Center was designated by the Workforce Development Board and approved by the Chief Elected Official as the St. Tammany Tri-Parish Works Center, 520 Old Spanish Trail, Slidell, Louisiana.

**PARTNERS**

The following Partner On-Site Representation Schedule indicates those partners located within the One-Stop Center and those not on-site:

PARTNER PROGRAM	ADMINISTERING ENTITY	MANDATED PARTNER	PHYSICALLY CO-LOCATED
WIOA – Title 1 (Adult, DW, Youth)	St. Bernard Parish Government – Workforce Programs Department	Yes	Yes
Wagner Peyser	Louisiana Workforce Commission	Yes	Yes
Jobs for Veterans	Louisiana Workforce Commission	Yes	Yes
TAA	Louisiana Workforce Commission	Yes	No
Unemployment Insurance	Louisiana Workforce Commission	Yes	No
NFJP	M.E.T.	Yes	No
Senior Employment Title V	National Assoc. for Hispanic Elderly	Yes	No
Adult Education	LCTCS thru contract with NTCC	Yes	Yes (part-time)
Vocational Rehabilitation Services	Louisiana Workforce Commission	Yes	Yes
CSBG	St. Tammany Parish Government Grants Department	Yes	Yes – in building
TANF	DCFS	Yes	No
Vocational Education – Carl Perkins	LCTCS thru NTCC	Yes	No

Those partners not on-site at the Tri-Parish Works Center are linked virtually through online service access to a program staff member via the resource room and through cross-trained staff and other, physically co-located partner staff who can provide information and referrals. Even if not physically co-located within the Center, partner customers utilize the one-stop center network to access services such as:

- Using resource room computers to file UI Claims, conduct work searches, and communicate with off-site program staff
- Using other resource room equipment such as copiers, fax machines, scanners, or assistive technology for individuals with disabilities
- Using resource room staff assistance for job search, resume writing, and for general information
- Obtaining labor market information
- Attending workshops

These services are utilized in direct benefit to partner programs and in support thereof and will, therefore be proportionately paid for.

**ONE-STOP CENTER OPERATING BUDGET**

The Purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the One-Stop Center. The Parties to this 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 tri-parish 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, and
- Ensures that costs are appropriately shared by the Workforce System Partners by determining contributions based on the proportionate use of the Tri-Parish Works 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 one-stop operating budget (Exhibit #1) the master budget that is necessary to maintain the One-Stop Center network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs
- Career Services, and
- Shared Services

All costs must be included in the IFA, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a bi-annual 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 and fair.

### **COST ALLOCATION METHODOLOGY**

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The FPD WDB selected three (3) different allocation bases, as outlined in the One-Stop Operating Budget, to determine overall Partner contributions. This was done in an effort: 1) to remedy the imbalance of non-physically represented Partners, and 2) to comply with the requirement of Partners contributions having to be in proportion to the Partners' use of the one-stop center and relative benefit received. Refer to Exhibit #2 for cost allocation spreadsheets.

### **COST RECONCILIATION and ALLOCATION BASE UPDATE**

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All parties agree that a bi-annual reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

- Partners will provide the FPD WDB with the following information no later than fifteen (15) days after the end of six month period, as applicable:
  - Cost information and documentation of any specific Center related costs (included in the budget) and
  - Updated staffing information, if co-located.

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- FPD will also collect the actual customer participation numbers from the Center (per the last day of the last month of the bi-annual period)
- Upon receipt of the above information, the FPD WDB will:
  - Compare budgeted costs to actual costs,
  - Update the allocation bases,
  - Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each partner, and
  - Take into consideration any non-cash contributions applicable to specific partners  
(Non-cash contributions are expenditures incurred by one-stop partners on behalf of the one-stop center and goods or services contributed by a partner program and used by the one-stop center. The value of non-cash contributions must be consistent with 2CFR 200.306 and reconciled on a regular basis to ensure they are fairly evaluated and meet the partners' proportionate share.)
- The FPD WDB will prepare an updated budget document showing cost adjustments and will prepare an invoice for each Partner with the actual costs allocable to each Partner for the bi-annual period.
- The FPD WDB will submit the invoices to the Partners and send a copy of the updated budget to all Parties no later than thirty (30) days after the end of the bi-annual period. The Partners understand that the timeliness of the FPD WDB's preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information.
- Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to the FPD WDB no later than thirty (30) days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget.
- Partners will communicate any disputes with costs in the invoice of the adjusted budget to the FPD WDB in writing within fifteen (15) days following receipt of invoice. The FPD WDB will review the disputed cost items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, the FPD WDB will revise the invoice and the adjusted budget upon resolution of the dispute.

## **PARTNER CONTRIBUTION AMOUNTS**

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The attached table (Exhibit #3) shows how much, on average, each Partner will contribute each year to the cost of operating the comprehensive St. Tammany Tri-Parish Works Center in the FPD WDB local area.

## **DISPUTE RESOLUTION**

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All Parties will actively participate in IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in the Dispute Resolution section of the MOU must be followed.

If Partners have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered. Failure by only one (1) of the required Partners to reach consensus with respect to the infrastructure costs in WIOA Workforce System Partners Infrastructure Funding Agreement

the IFA will trigger implementation of the SFM, even if all required Partners except one agree on the terms of the IFA.

**STEP 1: Notice of failure to reach consensus given to the Governor.**

If the Parties cannot reach consensus on methods of sufficiently funding the comprehensive center's infrastructure costs and the amounts to be contributed by each Partner program, the FPD WDB is required to notify the Governor.

**STEP 2: Negotiation materials provided to Governor.**

The FPD WDB Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but not later than ten (10) business days thereafter. At a minimum, the FPD WDB Chair (or designee) must provide to the Governor:

- the local WIOA plan,
- the cost allocation methodology or methodologies proposed by the Partners to be used in determining the proportionate share,
- the proposed amounts or budget to fund infrastructure costs,
- the amount of Partner funds included,
- the type of funds (cash, non-cash, in-kind contributions) available,
- any partially agreed upon, proposed or draft IFAs.

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

**STEP 3: Governor Determinations and Calculations.**

The Governor will:

- determine Center infrastructure budget,
- establish cost allocation methodology(s),
- determine Partners' proportionate shares,
- calculate statewide caps,
- assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and
- adjust allocations.

Once all determinations and calculations are completed, the Governor will notify the FPD WDB Chair (or designee) of the final decision and provide a revised IFA for execution by the Parties.

**Step 4: IFA Execution.**

The IFA becomes effective as of the date of signing by the final signatory.

Programs may appeal the Governor's determinations of their infrastructure cost contributions in accordance with the process established under 20 CFR 678.750, 34 CFR 361.750, and 34 CFR 463.750.

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## **MODIFICATION PROCESS**

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All Parties agree to abide by the process for modification, as outlined in the Modification section of the MOU.

## **EFFECTIVE PERIOD**

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

## **DEFINITIONS**

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See Exhibit #4 for a list of applicable terms and definitions.

## **DATA SHARING**

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Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this IFA, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- Customer PII will be properly secured in accordance with 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 Center 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.

■ All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794(d)).

All one-stop center and Partner staff will be trained in the protection, use and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

## **CONFIDENTIALITY**

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All parties expressly agree to abide by all applicable Federal, State and local laws and regulations regarding confidential information including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20USC 1232g and 34 CFR Part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out the respective responsibilities, each Part shall respect and abide by the confidentiality policies and legal requirements of all the other Partners.

Each Partner will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in the MOU and will comply with applicable law.

Each Partner will ensure that access to software systems and files under its control that contain PII of other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Partner expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible to unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Partners for the Partners' performance of their obligations under the MOU and IFA, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications to be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payment of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

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

# **Infrastructure Funding Agreement**

## **EXHIBIT #1**

### **FPD WDB ONE-STOP CENTER OPERATING BUDGET**

A	B	C	D	E	F	G	H	I	J
1	<b>First Planning District AJC Operating Budget</b>	ESTIMATE 2023-24							
2	Cost Pool	Cost Items	Allocation Base	Cost Per Year					<b>ESTIMATED ANNUAL BUDGET OUTPUT</b>
3	Facilities-Direct	Lease-Direct Space	Direct Square Footage	\$ 33,964.00					
4	Facilities-Shared	Lease-Resource Area	Customers Served	\$ 20,636.00					WIOA
5	Facilities-Common Area	Lease-Common Space	Percentage of Total Staff Hours	\$ 14,700.00					SHARED CAREER SERV
6									SUPPLIES
7									TELE/INTERNET
8	Infrastructure								8,357.00
9									54,757.00
10	General Office Expense	Telecommunications and Internet	Percentage of Total Staff Hours	\$ 8,357.00					
11	General Office Expense	Office Supplies	Percentage of Total Staff Hours	\$ 6,800.00					
12	Infrastructure								LWC
13	Infrastructure								RENT
14	Infrastructure								69,300.00
15	Other Costs	Shared Personnel Costs	Customers Served	\$ 30,000.00					
16	Other Costs	Resource Room Staff Salaries	Customers Served	\$ 9,600.00					
17		Resource Room Staff Fringe	Customers Served	\$ 9,600.00					<b>GRAND TOTAL</b>
18			TOTAL	\$ 124,057.00					
19									
20									
21									
22			<b>Total Cost By Allocation Base</b>						
23			Customers Served	\$ 60,236.00					
24			Square Footage	\$ 33,964.00					
25			Percentage of Total Staff Hours	\$ 29,857.00					
26			<b>GRAND TOTAL</b>	\$ 124,057.00					

**Infrastructure Funding Agreement**

**EXHIBIT #2**

**COST ALLOCATION METHODOLOGY  
EXCEL SPREADSHEETS**

A		B	C	D
First Planning District A/C Operating Budget Estimate 2023-24				
		Cost Basis	Monthly	Annually
3	<b>COST AND EXPENSES</b>			
4				
5	<b>INFRASTRUCTURE</b>			
6	<i>Facilities costs</i>			
7	Rent-Direct Space	Direct Square Footage	\$ 2,830	\$ 33,964
8	Rent-Shared Space	Customers Served	\$ 1,720	\$ 20,636
9	Rent-Common Areas for Housed Partners	Staff Hours	\$ 1,225	\$ 14,700
10	<i>Utilities and Maintenance</i>			
11				
12			\$ -	\$ -
13				
14			\$ -	\$ -
15	<i>General Office Expense</i>			
16	Telecom and Internet	Staff Hours	\$ 696	\$ 8,357
17	Office Supplies	Staff Hours	\$ 567	\$ 6,800
18	<b>TOTAL INFRASTRUCTURE COSTS</b>		\$ 7,038	\$ 84,457
19				
20	<b>OTHER SHARED COSTS</b>			
21				
22	Resource Room Staff Salaries	Customers Served	\$ 2,500	\$ 30,000
23	Resource Room Fringe Benefits	Customers Served	\$ 800	\$ 9,600
24	<b>TOTAL SHARED COSTS</b>		\$ 3,300	\$ 39,600

	A	B	C
	First Planning District AJC Customers Served in the AJC (Estimate) 2023-24		
	Partner Program	# of Customers Served	% of Total Customers Served
3	WIOA	438	30.21%
4	Wagner Peyser	673	46.41%
5	Jobs for Veterans	55	3.79%
6	TAA	0	0.00%
7	UI	154	10.62%
8	NFIP	0	0.00%
9	Senior Employment	5	0.34%
10	Adult Education	20	1.38%
11	Vocational Education - Carl Perkins	10	0.69%
12	Voc Rehab	50	3.45%
13	TANF	20	1.38%
14	CSBG	25	1.72%
15			
16	Total	1450	100.00%

	A	B	C	D	E
1	First Planning District A/C PARTNERS		2023-24		
2	TOTAL STAFF HOURS PAYMENT RATIO				
3	Partner Program			Total Weekly Staff Hours	Payment Ratio
4	WIOA			400	49.383%
5	Wagner Peyser (Includes MSFW)			200	24.691%
6	Jobs for Veterans			40	4.938%
7	TAA			0	0.000%
8	UI			0	0.000%
9	NFJP			0	0.000%
10	Senior Employment			0	0.000%
11	Adult Education			10	1.235%
12	Vocational Education - Carl Perkins			0	0.000%
13	Vocational Rehabilitation Services			160	19.753%
14	TANF			0	0.000%
15	CSBG			0	0.000%
16	Totals			810	100.000%



	A	B	C	D	E
1	First Planning District AIC	2023-24			
2	Square Footage Payment Ratio				
3	Partner Program	Number of Days Occupied Per Week	Direct Sq. Ft.. Assigned Per Entity	% of Total Square Footage	
4	WIOA	5	800.00	32.6664%	
5	Wagner Peyser (Includes MSFW)	5	341.00	13.9241%	
6	Jobs for Veterans	5	77.00	3.1441%	
7	TAA	0	0.00	0.0000%	
8	UI	0	0.00	0.0000%	
9	NFJP	0	0.00	0.0000%	
10	Senior Employment	0	0.00	0.0000%	
11	Adult Education	2	100.00	4.0833%	
12	Vocational Education - Carl Perkins	0	0.00	0.0000%	
13	Vocational Rehabilitation Services	5	1131.00	46.1821%	
14	TANF	0	0.00	0.0000%	
15	CSBG	0	0	0.0000%	
16	Total Direct Space Occupied		2449.00	100.0000%	
17					
18					
19					
20	Total Entity Direct Space		Square Footage	Cost per Area	Cost Per Month
21	Total common Areas used by Located Partners		2449.00	\$34,286.00	\$2,857.17
22	Total Shared Areas		1027	\$14,378.00	\$1,198.17
23	Total		1474	\$20,636.00	\$1,719.67
24			4950	\$69,300.00	\$5,775.00
25	Rent				
26	Cost Per Square Foot		\$69,300.00		
			\$14.00		

**Infrastructure Funding Agreement**

**EXHIBIT #3**

**PARTNER CONTRIBUTIONS  
EXCEL SPREADSHEET**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
		First Planning District AIC Monthly Allocated Share of Total Costs by Partner 2023-24														
		Total Shared Costs	Allocation Base	WIOA Title 1	Wagner Peyser LWC	Jobs for Veterans LWC	TAA LWC	UI LWC	NEFP M.E.T.	Senior Employment N.A.F.H.E.	Adult Ed L.T.C.T.S	Voc Ed - Carl Perkins	Voc. Rehab LWC	TANF D.C.S.F	C59G	
3	COST AND EXPENSES															
4																
5	INFRASTRUCTURE															
6	Facilities Costs															
7	Rent-Direct Space	\$2,830.33	Direct Square Footage	\$924.57	\$394.10	\$88.99	\$0.00	\$0.00	\$0.00	\$0.00	\$115.57	\$0.00	\$1,307.11	\$0.00	\$0.00	
8	Rent-Shared Space (Resource Area)	\$1,719.67	Customers Served	\$519.46	\$798.16	\$65.23	\$0.00	\$182.64	\$0.00	\$5.93	\$23.72	\$11.86	\$59.30	\$23.72	\$29.65	
9	Rent-Common Areas	\$1,725.00	Staff Hours	\$604.94	\$302.47	\$60.49	\$0.00	\$0.00	\$0.00	\$0.00	\$15.12	\$0.00	\$241.98	\$0.00	\$0.00	
10	Utilities and Maintenance															
11																
12	General Office Expense															
13	Telecom and Internet	\$696.42	Staff Hours	\$343.91	\$171.95	\$34.39	\$0.00	\$0.00	\$0.00	\$0.00	\$8.60	\$0.00	\$137.56	\$0.00	\$0.00	
14	Office Supplies/Furniture	\$566.67	Staff Hours	\$279.84	\$139.92	\$27.98	\$0.00	\$0.00	\$0.00	\$0.00	\$7.00	\$0.00	\$111.93	\$0.00	\$0.00	
15	TOTAL INFRASTRUCTURE COSTS	\$7,036.08		\$2,672.71	\$1,806.60	\$277.09	\$0.00	\$182.64	\$0.00	\$5.93	\$170.01	\$11.86	\$1,857.88	\$23.72	\$29.65	
16																
17	SHARED CAREER SERVICES															
18	Resource Room Staff Salaries	\$2,500.00	Customers Served	\$755.17	\$1,160.34	\$94.83	\$0.00	\$265.52	\$0.00	\$8.62	\$34.48	\$17.24	\$86.21	\$34.48	\$43.10	
19	Resource Room Fringe Benefits	\$800.00	Customers Served	\$241.66	\$371.31	\$30.34	\$0.00	\$84.97	\$0.00	\$2.76	\$11.03	\$5.52	\$27.59	\$11.03	\$13.79	
20	TOTAL SHARED CAREER SERVICES	\$3,300.00		\$996.83	\$1,531.66	\$125.17	\$0.00	\$350.48	\$0.00	\$11.38	\$45.52	\$22.76	\$113.79	\$45.52	\$56.90	
21																
22	TOTAL COSTS	\$10,336.08	MONTHLY	\$3,669.54	\$3,338.26	\$402.26	\$0.00	\$533.12	\$0.00	\$17.31	\$215.52	\$34.62	\$1,971.67	\$69.24	\$86.55	
23	ANNUAL	124057.00	ANNUAL	44034.44	40059.08	4827.11		6397.48		207.71	2586.30	415.42	23660.08	830.84	1036.55	

**Infrastructure Funding Agreement**

**EXHIBIT #4**

**APPLICABLE TERMS & DEFINITIONS**

## DEFINITIONS

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### One-Stop Delivery System

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The one-stop delivery system (also referred to as the American Job Center network and in Louisiana known as The Business & Career Solutions Center network) brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop Partners administer separately funded programs as a set of integrated streamlined services to customers.

[20 CFR 678.300(a); 34 CFR 361.300(a); and 34 CFR 463.300(a)]

### Required One-Stop Partners

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#### ● Department of Labor

##### ■ WIOA Title I Programs

° Adult, Dislocated Worker, and Youth formula programs;

° Job Corps;

° YouthBuild;

° Native American Programs;

° Migrant Seasonal Farmworkers (MSFW) that includes the National Farmworker Jobs Program (NFJP);

■ Wagner Peyser Act Employment Service program authorized under the Wagner Peyser Act (29 USC 49 et seq.), as amended by WIOA Title III;

■ Senior Community Service Employment (SCSEP) authorized under Title V of the Older Americans Act of 1965;

■ Trade Adjustment Assistance (TAA) activities authorized under Chapter 2 of Title II of the Trade Act of 1974;

■ Unemployment Compensation (UC) programs;

■ Jobs for Veterans State Grants (JVSG) programs authorized under Chapter 41 of Title 38, USC;

■ Reentry Employment Opportunities (REO) programs (formerly known as Reintegration of Ex-Offenders Program authorized under Sec. 212 of the Second Chance Act of 2007 (42 USC 17532) and WIOA Sec. 169;

●Department of Education

- Adult Education and Family Literacy Act (AEFLA) program, authorized under WIOA Title II;
- Career and Technical Education Programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins);
  
- The State Vocational Rehabilitation (VR) Services program authorized under Title I of the Rehabilitation Act of 1973 (29 USC 720 et seq.), as amended by WIOA Title IV;

●Department of Housing and Urban Development

- Employment and training programs;

●Department of Health and Human Services

- Employment and training activities carried out under the Community Services Block Grant (CSBG) programs (42 USC 9901 et seq.); and
- Temporary Assistance for Needy Families (TANF) program authorized under part A of Title IV of the Social Security Act (42 USC 601 et seq.), unless exempted by the Governor under 20 CFR 678.405(b)

[WIOA Sec. 121(b)(1)(B); 20 CFR 678.400-405; 34 CFR 361.400-405; and 34 CFR 463.400-405]

**Infrastructure Costs**

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Non-personnel costs that are necessary for the general operation of the one-stop center, including but not limited to applicable facility costs (such as rent), costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities. Common identifier costs may be considered as costs of one-stop infrastructure.

[WIOA Sec. 121(h)(4); 20 CFR 678.700(a)-(b); 34 CFR 361.700(a)-(b); and 34 CFR 463.700(a)-(b)]

**Additional Costs**

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

[WIOA Sec. 121(i)(2); 20 CFR 678.760(b); 34 CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

## **Shared Operating Costs and Shared Services**

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

[WIOA Sec. 121(i)(2); 20 CFR 678.760(b); 34 CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

## **One-Stop Operating Budget**

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The one-stop operating budget of the comprehensive one-stop center (also known as the Business & Career Solutions Center -- B&CSC or the American Job Center – AJC) is the financial plan that the one-stop partners, the CEO, and the local WDB have agreed to in the MOU that will be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the one-stop system and the operating costs of such system will be funded, including the infrastructure costs for the one-stop system (WIOA Sec. 121©(2)(A) and 20 CFR 678.500(b).

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

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 3-4)]

## **Infrastructure Funding Agreement (IFA)**

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The IFA contains the infrastructure costs budget that is an integral component of the overall one-stop operating budget. The other component of the one-stop operating budget consists of applicable career services, shared operating costs, and shared services, which are considered additional costs. While each of these components covers different cost categories, an operating budget would be incomplete if any of these costs categories were omitted, as all components are necessary to maintain a fully functioning and successful local one-stop delivery system. Therefore, the Departments strongly recommend that the local WDB, one-stop partners, and CEO's negotiate the IFA, along with additional costs when developing the operating budget for the local one-stop system. The overall one-stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, described in WIOA Sec. 121(c) and 20 CFR 678.500 and 678.755.

The Departments also consider it essential that the IFA include the signatures of individuals with authority to bind the signatories to the IFA, including all one-stop partners, CEO, and local WDB participating in the IFA.

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 17-18 and Attachment II)]

### **Funding Types**

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**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
- Non-cash contributions or goods or services contributed by a Partner program 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

[20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.720; 34 CFR 361.760; 34 CFR 463.720; and 34 CFR 463.760]

### **Allocation**

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Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or other equitable relationship. The process may entail assigning a cost(s) directly to a final cost objective or through one or more intermediate cost objectives.

[2 CFR 200.4]

### **Cost Objective**

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Cost objective means a program, function, activity, award, organizational subdivision, contract, or work unit for which cost data are desired and for which provision is made to accumulate and measure the cost of processes, products, jobs, capital projects, etc.

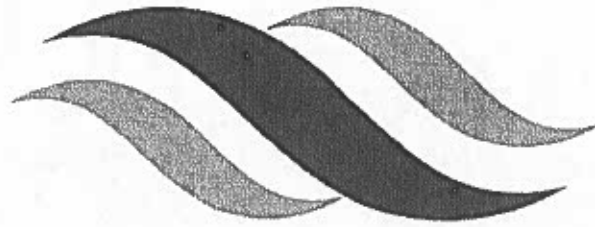
[2 CFR 200.28]



**Parties to Workforce System Partners Memorandum of Understanding**

**Attachment #1**

PARTNER PROGRAM	ADMINISTERING ENTITY	SIGNATORY AUTHORITY	CONTACT INFO
WIOA Title I Adult, Dislocated Worker, Youth	Tri-Parish Works through St. Bernard Parish Govt. Workforce Programs Dept.	Melissa Kirsch Executive Director	(985) 875-9275 <a href="mailto:mbkirsch@gmail.com">mbkirsch@gmail.com</a>
WIOA Title II Adult Education and Family Literacy Act	Louisiana Community and Technical College System	Erin Landry State Director	(225) 308-4393 <a href="mailto:erinlandry@lctcs.edu">erinlandry@lctcs.edu</a>
Carl Perkins Applied Technology Act	Louisiana Community and Technical College System	Britney Williams State Director	(225) 922-2809 <a href="mailto:bbaptistwilliams@lctcs.edu">bbaptistwilliams@lctcs.edu</a>
Unemployment Assistance	Louisiana Workforce Commission	Ava Cates Secretary	(225) 342-2679 <a href="mailto:acates@lwc.la.gov">acates@lwc.la.gov</a>
Wagner Peyser Trade Adjustment Assistance Veterans Employment Program	Louisiana Workforce Commission	Ava Cates Secretary	(225) 342-2679 <a href="mailto:acates@lwc.la.gov">acates@lwc.la.gov</a>
WIOA Title I Rehabilitation Act	Louisiana Workforce Commission/Office of Workforce Development – Vocational Rehabilitation	Ava Cates Secretary	(225) 342-2679 <a href="mailto:acates@lwc.la.gov">acates@lwc.la.gov</a>
Community Services Block Grants CSBG E&T	St. Tammany Parish Government – Department of Health & Human Services / CAA	Michael Cooper, Parish President	(985) 898-2700 <a href="mailto:dbwindom@stpgov.org">dbwindom@stpgov.org</a>
Temporary Assistance for Needy Families	La. Department of Children & Family Services	Lorrie Briggs Deputy Assistant Secretary	(225) 344-9676 <a href="mailto:Lorrie.Briggs.DCFS@la.gov">Lorrie.Briggs.DCFS@la.gov</a>
Title V Older American Act	National Association for Hispanic Elderly	Sister Carmela Lacayo CEO	(626) 232-8833 <a href="mailto:anppmneworleans@aol.com">anppmneworleans@aol.com</a>
National Farmworker Jobs Program	Motivation, Education and Training, Inc.	Kandace Bowman, Workforce Development Coordinator	(318)362-3024 <a href="mailto:bowman@metinc.org">bowman@metinc.org</a>
Workforce Development Board	First Planning District Workforce Development Board	Alan Thriffley Chairman	(985) 875-9275 <a href="mailto:taxdrop@gmail.com">taxdrop@gmail.com</a>
Chief Elected Official to Workforce Board	St. Tammany Parish Government	Michael Cooper President	(985) 898-2700 <a href="mailto:dbwindom@stpgov.org">dbwindom@stpgov.org</a>
One-Stop perator	First Planning District	Bryan Moore Castles of Dreams, LLC	(504)701-4171 <a href="mailto:castlesofdreamsllc@gmail.com">castlesofdreamsllc@gmail.com</a>



**TRI-PARISH WORKS**

**WORKFORCE SOLUTIONS**

ST. TAMMANY • ST. BERNARD • PLAQUEMINES

# **Quick Reference Guide to Mandated Partners**

## Quick Reference Guide to Mandated Partners

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<sup>1</sup> Full and/or part-time staff are co-located with a comprehensive One-Stop AJC (Tri-Parish Works) Center

# DEPARTMENT OF LABOR PROGRAMS

## WIOA ADULT

WIOA Adult is a program to provide Basic Career Services, Individualized Services and Training Services. It is designed to address the gaps and barriers to individuals obtaining or retaining stable, self-sustaining employment.

### Eligibility Criteria:

To be eligible to receive WIOA service as an Adult an individual must:

- Be a citizen or non-citizen authorized to work in the U.S.
- Meet military selective service requirements
- Be 18 year of age or older
- Be unemployed or employed and in need of services in order to obtain to retain employment

### Services:

Basic services include, but are not limited to, assessments, job search assistance, referrals to partners, labor market information, training, financial aid, and supportive service information, unemployment information.

Individualized services include comprehensive assessments, individual employment plans, career planning and counseling, and pre-vocational training, work experience, financial literacy training, ESL, Work readiness, supportive services, out of area job search, and work experiences and transitional jobs. Training services include post-secondary tuition assistance, on-the, job training, and customized training opportunities.

**Access to services:** Individual may walk-in or call the comprehensive Tri-Parish Works center at 985-646-3940 to schedule an appointment or call to ask questions. While there is not sequence of service, individuals must meet eligibility. Services supplemented by State website, [www.laworks.net](http://www.laworks.net) and local website, [www.triparishworks.net](http://www.triparishworks.net) . Priority of service goes to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient also applies for Adult Individualized and Training Services.

## WIOA DISLOCATED WORKER

WIOA Dislocated Worker program offers employment and training services for eligible workers who are unemployed through no fault of their own or who have received an official layoff notice. It is designed to address barrier and gaps attributed to job dislocation.

### Eligibility Criteria:

To be eligible to receive WIOA service as an Adult an individual must:

- Be a citizen or non-citizen authorized to work in the U.S.
- Meet military selective service requirements
- Be 18 year of age or older
- Meet definition of Dislocated Worker, generally includes
  - spouse of active military who lost employment due to change in duty location
  - laid off due to: workforce reduction, WARN Notice, Closure,
  - self-employed but losses due to economic conditions or natural disaster
  - Recent dislocation from military duty
  - Displaced homemaker
  - Previous lay-off and can only obtain stop gap employment

### Services:

Basic services include, but are not limited to, assessments, job search assistance, referrals to partners, labor market information, training, financial aid, and supportive service information, unemployment information.

Individualized services include comprehensive assessments, individual employment plans, career planning and counseling, and pre-vocational training, work experience, financial literacy training, ESL, Work readiness, supportive services, out of area job search, and work experiences and transitional jobs. Training services include post-secondary tuition assistance, on-the, job training, and customized training opportunities.

**Access to services:** Individual may walk-in or call the comprehensive Tri-Parish Works center at 985-646-3940 to schedule an appointment or call to ask questions. While there is not sequence of service, individuals must meet eligibility. Services supplemented by State website, [www.laworks.net](http://www.laworks.net) and local website, [www.triparishworks.net](http://www.triparishworks.net).

## **WIOA YOUTH**

WIOA Youth Program provides 14 elements of services to Youth between the ages of 16-24. There are directed services to Youth based on their status as In-school Youth or Out-of-School Youth.

Tri-Parish Works is partnered with United Way and other to assist in the delivery of services to all Youth participants

### **Eligibility Criteria (General Youth Eligibility):**

To be eligible to receive WIOA service as a Youth an individual must:

- Out-of-School are not attending any school, age 16-24, and one or more specified barrier(s), such as school dropout, subject to criminal justice system, with a diploma, but also low income and either basic skills deficient or English language learner, homeless, pregnant or parenting, with a disability, low income and in need of assistance.
- In-School Youth are attending school, age 14-21, low income and either basic skills deficient or English language learner, an offender, homeless, pregnant or parenting, with a disability, or in need of additional assistance.

### **Services:**

The 14 elements include: Tutoring, alternative secondary school services, work experiences, occupational skills training, education in context with work readiness and occupational type skills, leadership development, supportive services, adult mentoring, follow-up services, comprehensive guidance, financial literacy, entrepreneurial skills, labor market information, and preparation for post-secondary education/training.

**Access to services:** Individual may walk-in or call the comprehensive Tri-Parish Works center at 985-646-3940 to schedule an appointment or call to ask questions. While there is not sequence of service, individuals must meet eligibility. Services supplemented by State website, [www.laworks.net](http://www.laworks.net) and local website, [www.triparishworks.net](http://www.triparishworks.net).

## **WIOA INDIAN AND NATIVE AMERICAN PROGRAMS**

The Inter-Tribal Council of Louisiana offers employment and training services to American Indian people throughout the state. Programs are available for youth and adults in the below categories. Some services are limited based upon income and employment status.

**Eligibility Criteria:** Needs to be a member of a recognized tribe and for some services, meet income and employment status criteria.

**Services:**

- Job search and placement
- Classroom training assistance
- On-the-job training
- Work experience opportunities
- Supportive services

**Access to services:** For additional services, contact Tel: (985) 851-5408

## **WIOA NATIONAL FARMWORKER JOBS PROGRAMS (NFJP)/MIGRANT AND SEASONAL FARMWORKER MSFW) PROGRAMS**

With services coordinated through M.E.T., Inc, the NFJP program partners with community organizations and state agencies to counter the chronic unemployment and underemployment experienced by farmworkers who depend primarily on jobs in agricultural labor performed across the country. The NFJP partners with state monitor advocates to provide career services, skill development, and workforce protections offered by the American Job Centers to farmworkers and their families in order to improve their living and working conditions.

**Eligibility Criteria:** Classified as a migrant farmworker, or seasonal farmworker, fish farming labor, and their dependents.

**Access to services:** Services provided include: career services, training services, youth services, related assistance, and housing services. Met, Inc. is the NFJP grantee for the State of Louisiana. Kandace Bowman is the NFJP Grantee Workforce Development Coordinator located at 24 Accent Dr., Ste. 151, Monroe, LA 71202, cell: (318) 362-3024, [b Bowman@metinc.org](mailto:b Bowman@metinc.org) and the State Monitor Advocate (funded by Wagner-Peyser Act) is Nelson Roman and can be reached at 225-295-7828 or [MSFW@lwc.la.gov](mailto:MSFW@lwc.la.gov).

## **WIOA JOB CORP PROGRAM**

**Carville Job Corps Center**, Job Corps graduates train in the skills needed to start a career, enlist in the military, or move on to pursue higher education. Students have the opportunity to earn a high school diploma through partnerships with local school districts or a high school equivalency credential.

### **Eligibility Criteria:**

- Is a legal U.S. resident; lawfully admitted permanent resident alien, refugee, asylee, or parolee, or other immigrant who has been authorized by the U.S. attorney general to work in the United States; or resident of a U.S. territory
- Meets low-income criteria
- Is in need of additional technical training, education, counseling, or related assistance to complete schoolwork or to find and keep a job
- Has signed consent from a parent or guardian if he or she is a minor
- Has a childcare plan if he or she is the parent of a dependent child
- Does not exhibit behavioral problems that could keep him, her, or others from experiencing Job Corps' full benefits
- Does not require any face-to-face court or institutional supervision or court-imposed fines while enrolled in Job Corps
- Does not use drugs illegally

### **Services:**

Job Corps provides education and training, provides room and board, counseling and mentoring services, and basic medical care while students are in the program, and career counseling and transitional support for up to 12 months after graduation.

**Access to Services:** There is an online application that can be self-entered or entered with staff assistance. Questions can be directed to the office in Carville at (225) 642-0699.



## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

National Association of Hispanic Elderly (ANNPM) provide services for unemployed low-income persons who are age 55 or older, particularly those who have poor employment prospects. The goal of this program is to increase the number of persons who will receive the benefits of unsubsidized employment in both the private and public sectors.

### Eligibility Criteria:

- At least 55 years of age
- Eligible to work in the U.S.
- Unemployed or earn a limited income

### Services:

- Assessment of skills, experience, education, interests and any added help you need to complete training and find the type of job you want
- Development of a training plan for the job selected (IEP)
- A part-time, work-based training assignment for skills development related to employment goal
- A free annual health check-up
- Training on how to look for jobs, how to talk to a prospective employer and how to be successful in your job
- Instruction in English, reading, writing, arithmetic or General Education Development (GED) preparation
- Training for other job skills like keyboarding, computer, customer service, home health aide, etc.
- Assistance with job search
- Connection to support services you need to successfully complete training, find a job and keep it

### Access to Services:

National Association of Hispanic Elderly (ANNPM) has a national website at [www.anppm.org](http://www.anppm.org) and initial intake can be made over the phone at (318) 221-7611 with office hours of M-F, 8:30A-3:30P. For additional questions, contact Frankie Henderson at [anppmshreve9@aol.com](mailto:anppmshreve9@aol.com), or call (504) 237-7694, for additional questions, contact Jeanette Delgado at [anppmneworleans@aol.com](mailto:anppmneworleans@aol.com)

Additional Information: There are typically participants of the SCEP program on site at the Tri-Parish Works Center. They serve as excellent ambassadors to the benefits of the program.

## TRADE ADJUSTMENT ASSISTANCE PROGRAM (TAA)

TAA services and benefits apply to workers who have lost their jobs because of imports from any country. NAFTA services and benefits apply to workers who have lost their jobs because of imports from, or shift in production to, Mexico or Canada. Note: Since NAFTA is a part of the TAA program, TAA is sometimes used below to indicate both TAA and NAFTA services and benefits.

Before a worker can qualify for TAA, a petition for TAA and/or NAFTA must be filed to cover the workers of a particular company. Once the company receives certification from the U.S. Department of Labor's Office of Trade Adjustment Assistance (OTAA), workers can apply for services and benefits.

If a worker is laid off from a trade-affected company due to lack of work on or after the impact date of the certification and on or before the expiration date of the certification, the worker is eligible to apply for TAA services and benefits. Reasons for separation that mean the same as *laid off* include *reduction in force, involuntary separation, and WARN notice*. Reasons for separation that do not qualify for TAA eligibility include *quit, fired, and voluntary separation*.

Basic reemployment services, job search allowance, relocation allowance, training allowance, and Trade Readjustment Allowance (TRA) for workers who enroll in approved training are the services and benefits. A completed application for training, job search, or relocation must be returned to the Job Center prior to the beginning date of training, prior to leaving to go on a job search, or prior to beginning the move.

For general information about other TAA services, contact 1-888-365-6822 or visit [www.doleta.gov/tradeact](http://www.doleta.gov/tradeact)

**Access to Services:** Apply at your nearest Job Center.

## **RAPID RESPONSE**

Rapid Response is an early intervention outplacement service offered to workers affected by major layoffs and plant closings. The goal of the program is to transition workers into re-employment as quickly as possible. Rapid Response orientation sessions are conducted to introduce workers to the re-employment, retraining and support services to which they are entitled. Workers facing layoff are encouraged to attend scheduled sessions, to ensure awareness of the full array of benefits.

The Worker Adjustment and Retraining Notification Act (WARN) of 1989 requires certain covered employers to issue 60 days written notice, before the date of a mass layoff or plant closing. Each worker protected by WARN should receive advance notice. Any worker who feels their WARN rights were violated may be able to seek damages for back pay and benefits for up to 60 days.

**Services:** The following services are available to the affected employers/employees:

- Layoff Coordination Meetings
- On-Site Worker Orientations including:
  - Job Placement Assistance Information
  - Unemployment Insurance Benefit Information
  - WIOA/Training Information
  - Membership Registration
  - Worker Assistance Surveys
- On-Site Job Search Workshops including:
  - Resume writing
  - Interviewing Skills
  - Internet Job Search
  - Job Search for the Mature Worker
- Job Fairs (on-site or off-site)
- Education Fairs (on-site or off-site)
- On-Site Workforce Transition Centers may include any or all of the following:
  - Wireless Laptops
  - UI claims (only during disasters)
  - Career/Skills Testing and Job Counseling
  - Job Referrals, Job Counseling, Resume Assistance
  - Vocational Training Information (intake, enrollment, etc.)
  - Labor Market and Community Resource Information
- Additional Partner Agency Workshops
  - TAA/TRA
  - Social Security Information
  - Starting Your Own Business
  - Debt Counselling
  - Veterans Services
  - Vocational Rehabilitation Services
  - Social Services (for hearing impaired, physically disabled, etc.)
  - Other topics as requested

**Access to Services:** For further information, you may contact the State Rapid Response Coordinator Patrick Smith (225) 938-4442.

## **JOBS FOR VETERANS' STATE GRANTS (JVSG)**

The Jobs for Veterans State Grants Program (JVSG) helps veterans find good jobs by providing employment services at American Job Centers and other locations through funding for Disabled Veterans Outreach Program (DVOP) specialists and Local Veterans Employment Representative (LVER) staff. DVOPs and LVERs are state employees who provide employment services

### **Eligibility Criteria:**

JVSG program funds support services to eligible veterans, including special disabled veterans, disabled veterans, economically or educationally disadvantaged veterans, and veterans with other barriers to employment (especially homeless veterans). LVER staff advocate on behalf of veterans for employment and training opportunities with business, industry and community-based organizations.

### **Services:**

Provided to veterans and eligible persons by JVSG staff members according to the needs of the veteran, any significant barrier to employment (SBE) they may possess and the roles and responsibilities of JVSG personnel. DVOP specialists and LVERs are essential parts of and fully integrated into the workforce development network. They are included among the One Stop Career Center (OSCC) partner staff, which consists of all staff employed by programs or activities operated by OSCC partners listed in 29 U.S.C. 2841(b) that provide online and/or in-person workforce development or related support services as part of the workforce development system.

**Access to services:** Individual may walk-in or call the comprehensive Tri-Parish Works center at **985-646-3940** to schedule an appointment or call to ask questions. Individuals must meet eligibility. Services supplemented by State website, [www.laworks.net](http://www.laworks.net) and local website, [www.triparishworks.net](http://www.triparishworks.net).

**Note:** All Veterans receive priority of service in the Tri-Parish Works Center and any Center that is part of the American Job Center network.

## **UNEMPLOYMENT COMPENSATION (UI)**

Unemployment insurance (UI) is a program designed to provide temporary financial assistance to workers who are unemployed through no fault of their own and who meet the requirements of the Louisiana Employment Security Law. UI benefits are paid as a matter of past employment and legal entitlement, and not on the basis of need.

### **Eligibility Criteria:**

The law sets qualifying requirements in three main areas: your past wages, your job separation, and ongoing availability and work search requirements. You must meet all of the following qualifying requirements in order to receive benefits. You must have earned enough wages in your base period. The base period is the first four of the last five completed calendar quarters before you filed your claim. You must be unemployed or partially unemployed through no fault of your own in order to receive benefits. You must be physically able and available to work. You must also be actively seeking work. If you are temporarily laid off and have a definite return-to-work date, your work search requirements may be waived.

**Services:** Career services are provided by any Wagner-Peyser or WIOA staff in the local centers.

**Access to services:** UI is administered by Louisiana Workforce Commission. While there are no local offices for the claims portion, there is a comprehensive call in center and all individuals are able to file claims in the centers. Individuals may also call 1-866-783-5567 or email issues to [hire@lwc.la.gov](mailto:hire@lwc.la.gov). Staff in the Centers also have additional access to a staff only helpline.

## **WAGNER-PEYSER ACT EMPLOYMENT SERVICES (ES)**

Also known as "Labor Exchange," Employment Service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers.

### **Eligibility Criteria:**

Wagner-Peyser Employment Services provides universal access to an integrated array of labor exchange services so that workers, job seekers, and employers can find the services they need.

### **Services:**

The Wagner-Peyser Employment Service focuses on providing a variety of services including job search assistance, help getting a job referral, and placement assistance for job seekers. Additionally, re-employment services are available for unemployment insurance claimants, as well as recruitment services to employers with job openings.

### **Access to services:**

Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Individual may walk-in or call the comprehensive Tri-Parish Works center at 985-646-3940 to schedule an appointment or call to ask questions. Services supplemented by State website, [www.laworks.net](http://www.laworks.net) and local website, [www.triparishworks.net](http://www.triparishworks.net).

## **RE-ENTRY EMPLOYMENT OPPORTUNITIES (REO) PROGRAM**

The mission of Louisiana's Reentry Program is to significantly reduce crime and enhance public safety through reentry programs at all facilities that house state offenders. These reentry programs will provide a seamless plan of services and supervision developed with each offender and will be delivered through state and local collaboration from the time of the offender's entry to prison through their transition, community reintegration, and aftercare.

**Eligibility Criteria:** state offenders

### **Services:**

Job skills training and employment readiness are major components of successful offender reentry. The utilization of vocational programs by offenders will greatly improve their marketable skills. Vocational education programs focus on the development of entry-level employment skills for offenders through classroom instruction and hands-on training. Additional services, including funding for training, are delivered by coordinating referrals to the Tri-Parish Works Center

**Access to services:** Services are provided by the Day Reporting Center through Probation and Parole. This is still a model that fluctuates as to the entry point. When funded, the intention is for a LWC funded staff member to be affiliated with a local center and housed with Probation and Parole. Additional services, including funding for training, are delivered by coordinating referrals to the Tri-Parish Works Center. In cases when a state funded staff is not specifically assigned to the Tri-Parish Works Center, access to additional information can be through Louisiana Probation Department at (985) 871-8351.

Statewide resource guide for Re-entry: [http://www.lareentryguide.com/sites/default/files/LA\\_fms-reentry-guide\\_6.pdf](http://www.lareentryguide.com/sites/default/files/LA_fms-reentry-guide_6.pdf)

## DEPARTMENT OF EDUCATION PROGRAMS

### AEFLA PROGRAM (ADULT EDUCATION)

Northshore Technical Community College WorkReady U – Adult Education Department provides adult education and literacy services to our citizens across the region. A dedicated team of instructors prepare students for the HiSET exam to earn their high school equivalency diploma while readying them for a successful future in college or a career. Our program has seen tremendous growth over the years.

**Eligibility Criteria:** Considered basic skills deficient, lacking HiSET or other general equivalency diploma, or and English Language Learner

**Services:**

- HiSET Prep
- ESL/ELA/EL Civics (ENGLISH) Classes
- 5 for 6 Scholarship
- eLEARN: (Note:The eLEARN pilot is closed for the 2019-2020 academic year)

**Access to services:** There are five centers in four parishes providing morning, afternoon, and evening classes. Additionally, English as a Second Language classes are available at locations in Hammond and Slidell. For more information, staff and individuals can email [adulthoodinfo@northshorecollege.edu](mailto:adulthoodinfo@northshorecollege.edu) or call 1-(985) 545-1500. Center staff may also register individuals directly or use the LCTCS access Kiosk located in within the Tri-Parish Works Comprehensive Center.

## **CAREER AND TECHNICAL EDUCATION PROGRAMS**

Training programs designed to improve workforce related skills or develop a personal expertise. CTE programs are available at Northshore Technical Community College.

### **Eligibility criteria:**

Must meet admissions criteria for the program of interest.

### **Services:**

Provides occupational skills training (pre-vocational, credit and non-credit), job placement assistance, WorkReady U, remediation.

**Access to services:** There are five campuses in four parishes providing morning, afternoon, and evening classes. For more information, staff and individuals can email or call 1-(985) 545-1500. Center staff may also register individuals directly or use the LCTCS access Kiosk located in within the Tri-Parish Works Comprehensive Center. In addition to the website of [northshorecollege.edu](http://northshorecollege.edu), the director for the workforce division is Bridget LaBorde, Business and Industry Solutions Director and can be reached at 985-545-1667 or [bridgetlaborde@northshorecollege.edu](mailto:bridgetlaborde@northshorecollege.edu).



## **STATE VOCATIONAL REHABILITATION PROGRAM (LOUISIANA REHABILITATION SERVICES)**

**Louisiana Rehabilitation Services**, administered by LWC, is a one-stop career development program that offers individuals with disabilities a wide range of services designed to provide them with the skills, resources, attitudes, and expectations needed to compete in the interview process, get the job, keep the job, and develop a lifetime career.

### **Eligibility Criteria:**

- Have a physical or mental disability which for the individual constitutes or results in a substantial impediment to employment; and
- Be able to benefit from vocational rehabilitation services in terms of employment; and
- Require vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment.

**Services:** Provides comprehensive rehabilitation services, frequently includes work evaluation and job readiness services; assessment for and provision of assistive technology, such as customized computer interfaces for persons with physical or sensory disabilities; job counseling services, and physical and mental restoration services. Complete list of services:

- Vocational guidance and career counseling
- Evaluation of rehabilitation potential
- Post-secondary training and supports
- Restoration (physical/mental)
- Vocational and other training services
- Rehabilitation technology, including assistive technology services, assistive technology devices, and rehabilitation engineering
- Occupational tools and equipment
- Job Placement into suitable employment
- Maintenance to cover additional costs incurred during the period of vocational rehabilitation
- Personal Assistance services, such as personal care attendant, scribe, reader, and interpreter
- Transition from School to Work
- Randolph-Sheppard Business Enterprise

**Access to services:** LRS is co-located adjacent to the Tri-Parish Works Center. Individuals may walk-in or call the comprehensive Tri-Parish Works center at 985-646-3940 to schedule an appointment or call to ask questions.

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) AND & SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Family Independence Temporary Assistance Program (FITAP) is one of the programs funded through the TANF block. Louisiana FITAP provides cash assistance to families with children. Eligibility is limited to needy families earning at or below 200% of the federal poverty level

The Supplemental Nutrition Assistance Program (SNAP) provides monthly benefits that help eligible low-income households buy the food they need for good health. ... Eligible households can receive food assistance through regular SNAP or through the Louisiana Combined Application Project (LaCAP).

#### Eligibility Criteria:

Some of the criteria Includes Louisiana residency, citizenship or eligible non-citizen, considered financially needy to be eligible, enumeration (social security numbers for all recipients in the household, children must be under 18 or enrolled in school/vocational training, qualified relative, residing in the household, participate in child support enforcement efforts, work eligible individuals participate in STEP program, immunizations, parenting skills training, drug screening.

#### Access to services:

Access to apply for TANF and SNAP is offered online through a downloadable form at <http://www.dss.state.la.us/assets/docs/searchable/EconomicStability/Applications/OFS%20English%20Combined.pdf> and additional assistance is available by calling 1-888-524-3578.

For further assistance available from CAA with applying for benefits:

Department of Children and Family Services (SNAP – food stamps)

To apply for benefits, call 1-888-LAHELPU or visit [www.dcss.louisiana.gov](http://www.dcss.louisiana.gov)

The DHHS & CAA offices are Bronze Level SNAP Partners. Our offices offer paper applications, pamphlets, & other informational materials to DCFS applicants. A computer is also available for applicants to enter their own information into the online application.

## COMMUNITY SERVICES BLOCK GRANT EMPLOYMENT AND TRAINING ACTIVITIES (COMMUNITY ACTION AGENCIES)

The Community Services Block Grant (CSBG) provides the core federal funding for the Community Action Agencies. Agencies also operate a variety of grants that come from federal, state and local sources. The **Community Action Agency (CAA)**, with offices in Covington and Slidell, provides a number of services to St. Tammany Parish residents including emergency utility, rental and mortgage assistance. The CAA also works with homeless and near-homeless families transitioning from homelessness to help them become self-sustaining. They help individuals and families break down barriers that create dependency.

### Eligibility Criteria:

Each individual program administered by CAA through the CSBG has specific eligibility criteria. At a minimum, individuals need to demonstrate that they are low income and in need.

### Services:

- **ATMOS Share the Warmth** – Energy assistance for ATMOS customers in danger of service disconnection.
- **CLECO Care** – 25% (fuel portion only) discount for Cleco customers for the months of June, July and August. Must apply annually between October and May.
- **Community Services Block Grant (CSBG)** – Emergency rental & mortgage assistance for individual or families, tuition assistance for post-secondary education and summer employment
- **Low Income Home Energy Assistance Program (LIHEAP)** – Energy assistance program for help with utility bills. **Weatherization Assistance Program (WAP)** – Assistance to improve the energy efficiency of homes of income eligible families. Typical work may include air sealing, attic insulation and weather-stripping
- **Rapid Rehousing Referrals:**
  - **Housing and Homeless Assistance Program** – Assist homeless families and individuals to become stably housed. Clients must be within CDBG income limits to qualify. Program has eligibility requirements and is subject to funding availability
  - **Emergency Solutions Grant** - Provides rental assistance to stabilize families who are homeless or at risk of homelessness through the Northlake Homeless Coalition referral process
  - **Supportive Housing Program Grant** - Provides rental assistance to stabilize families who are homeless or at risk of homelessness through the Northlake Homeless Coalition referral process.
  - **Family Promise** – Faith-based community committed to helping homeless families with children in need & **Northlake Homeless Coalition** – Directory of services for shelter, housing and resources that may be of assistance to persons experiencing homelessness.
- Applications and assistance with for Child Care Assistance Program (CCAP), (FITAP) and Kinship Care Subsidy Program (KCSP), & DCFS (SNAP)
- Summer Youth Work Program in partnership with Tri-Parish Works

**Access to services:** There are offices located within the same building as Tri-Parish Works. In Covington, call 985-893-3923. In Slidell, 985-646-5843

# DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

## HUD ACTIVITIES

**Community Action Agency of St. Tammany** provides the services granted under HUD. The Community Development Block Grant (CDBG) and Housing program partners with nonprofit organizations to provide housing services to the residents of St. Tammany Parish. For information on St. Tammany Parish housing programs, please click on links below. Another resource is the Community Resource List listed on the right.

### **Eligibility Criteria:**

Our programs are targeted to assist low, very low, and extremely low-income households. The vast majority of our client households are extremely low-income families, seniors, veterans, persons with disabilities, and formerly homeless.

**Services:** Employment and training services provided in the St. Tammany are includes the Summer Youth Program in partnership with Tri-Parish Works.

**Access to services:** **Access to services:** There are offices located within the same building as Tri-Parish Works. In Covington, call 985-893-3923. In Slidell, 985-646-5843

The purpose of referrals is to provide a "warm-hand-off" to participating partners to ensure that individuals receive the services needed and available to them. The Common Referral Forms may not be required when referring individuals between co-located partners that are located within the American Job Center or interagency partners when there are shared database networks. Such as UI does not need to supply the Common Referral form to refer to an American Job Center for Wagner-Peyser Employment Services.



## Common Referral Form

*May be used for all partners of Tri-Parish Works*

**Commonly requested referrals – check all that are appropriate**

Employment and Training Assistance – Job Search, Resume, Interview prep	Emergency Housing or Shelter	Re-Entry Assistance
Unemployment Assistance	DCFS – TANF/SHAP	Vocational Rehabilitation
Transportation	Adult Education – Basic Skills or HSEK	Behavioral & Mental Health
Housing Assistance – funding to maintain	Training – Occupational Skills	Childcare Assistance
Other: _____		Address of agency/organization _____

Referral From:

Referral To:

Date: \_\_\_\_\_

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

Organization: \_\_\_\_\_

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

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

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

Organization: \_\_\_\_\_

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

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

The following customer is being referred to you for services:

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

Phone: \_\_\_\_\_ and/or Email: \_\_\_\_\_

I hereby authorize the above representatives and organizations to release and share information about me to allow me to receive services and to enable them to serve me better.

Customer Signature: \_\_\_\_\_

Services requested: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Received and Served by (print name and date): \_\_\_\_\_

Partner Reply or Follow up Request: \_\_\_\_\_

\_\_\_\_\_

**Note to Partner – Please scan and return to [dmaziarz@triparishworks.net](mailto:dmaziarz@triparishworks.net) or update electronic referral tracking upon receipt. Contact [dmaziarz@triparishworks.net](mailto:dmaziarz@triparishworks.net) for authorization to access electronic referral tracking.**

1. Efficacy: Continually Employed/Enrolled | Auxiliary aids and services are available upon request to individuals with disabilities | 800-368-0103

## Workforce System Partners MOU Services Matrix

Attachment #3

Basic Career Services	WIOA	Adult Ed	Wagner Peyser	UI	TAA	Veterans Employ	Voc Rehab	CSBG	Carl Perkins	TANF	Title V	NFJP
WIOA Program Eligibility	1											
Outreach, Intake, Orientation (System)	1	2,3	1	1	2,3	1	1	1	2,3	2,3	2,3	2,3
Initial Assessment	1	2,3	1		2,3	1	1	1	2,3	2,3	2,3	2,3
Job Search Assistance	1	2,3	1		2,3	1	1		2,3	2,3	2,3	2,3
Referrals to Partners	1	2,3	1	2,3	2,3	1	1	1	2,3	2,3	2,3	2,3
Provide Labor Market Information	1	2,3	1		2,3	1	1		2,3		2,3	2,3
Provide Training Performance & Cost Information	1	2,3	1		2,3	1	1		2,3	2,3	2,3	2,3
Provide Financial Aid Information	1	2,3	1		2,3	1	1		2,3			
Provide Support Services Information	1	2,3	1		2,3	1	1	1	2,3			2,3
Unemployment Information & Assistance	1		1	2,3	2,3	1						
<b>Individualized Career Services</b>												
Comprehensive Assessments	1	2,3	1		2,3	1	1	1	2,3			
Development of Individual Employment Plans	1	2,3	1		2,3	1	1		2,3			2,3
Career Planning/Counseling	1	2,3	1		2,3	1	1		2,3	2,3	2,3	2,3

**Legend of Partner Service Access Methods:**

- 1 – co-location (part-time or full-time partner onsite)
- 2. – cross-information sharing / customer referral (staff trained to provide program information and referrals)
- 3 – direct access via technology (e.g. phone, email, virtual, kiosk, etc.)

Individualized Career Services continued	WIOA	Adult Ed	Wagner Peyser	UI	TAA	Veterans Employ	Voc Rehab	CSBG/ HUD	Carl Perkins	TANF	Title V	NFJP
Short Term Certification/Training	1				2,3		1		2,3			2,3
Internships/Work Experience Activities	1						1				2,3	2,3
Financial Literacy Training	1	2,3							2,3	2,3		
English Language Acquisition		2,3										
Workforce Preparation	1	2,3	1				1	1	2,3	2,3	2,3	2,3
Support Services during Training	1				2,3		1	1	2,3	2,3		2,3
Out-of-Area Job Search	1		1		2,3	1						
<b>Training Services</b>												
Occupational Skills Training	1				2,3		1	1	2,3			2,3
Workplace Training & Cooperative Ed	1								2,3			2,3
Skills Upgrading & Retraining	1				2,3		1					2,3
Adult Education & Literacy		2,3										
Digital Literacy Training		2,3							2,3			
<b>Employer Services</b>												
Job Listing Services	1		1									
Employer Info and Referral Services	1		1									
Recruitment Services	1		1									
Rapid Response/Layoff Aversion			1									
Tax Credit/Incentive Information	1		1									

Employer-Based Training Services	1	WIOA	Adult Ed	Wagner Peyster	UI	TAA	Veterans Employ	Voc Rehab	CSBG/ HUD	Carl Perkins	TANF	Title V	NFJP
<b>Additional Partner Service Offerings</b>	<b>1</b>	<b>WIOA</b>	<b>Adult Ed</b>	<b>Wagner Peyster</b>	<b>UI</b>	<b>TAA</b>	<b>Veterans Employ</b>	<b>Voc Rehab</b>	<b>CSBG/ HUD</b>	<b>Carl Perkins</b>	<b>TANF</b>	<b>Title V</b>	<b>NFJP</b>
Provision of Testing Services: TABE for students, nursing entry, etc.	1		2,3							2,3			
Transition Activities to Post - Secondary	1		2,3					1		2,3			
HISET Test Center			2,3										
Blind & Interpreter Services								1					
Vehicle Modifications								1					
Home Modifications								1					
Rehabilitation Technology								1					
Post-secondary Tuition Assistance	1					2,3			1	2,3			
Summer Youth Employment	1								1				
Energy Assistance for home									1				
Emergency Rental/Mortgage Assistance	1								1				2,3





# Common Referral Form

Attachment #4

May be used by all partners of Tri-Parish Works

Commonly requested referrals – check all that are appropriate

Employment and Training Assistance – Job Search, Resume, Interview prep	Emergency Housing or Shelter	Re-Entry Assistance
Unemployment Assistance	DCFS - TANF/SNAP	Vocational Rehabilitation
Transportation	Adult Education – Basic skills or HISET	Behavioral & Mental Health
Housing Assistance – funding to maintain	Training – Occupational Skills	Childcare Assistance
Other: _____	Address of agency/organization _____	

Referral From:

Referral To:

Date: \_\_\_\_\_  
 Contact: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

Contact: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

The following customer is being referred to you for services:

Customer Name: \_\_\_\_\_ City: \_\_\_\_\_  
 Phone: \_\_\_\_\_ and/or Email: \_\_\_\_\_  
 I hereby authorize the above representatives and organizations to release and share information about me to allow me to receive services and to enable them to serve me better.  
 Customer Signature: \_\_\_\_\_

Services requested: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Received and Served by (print name and date): \_\_\_\_\_

Partner Reply or Follow up Request: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

A proud partner of the AmericanJobCenter network