

Workforce and Social Services Reform Task Force

Developing Louisiana's Vision for Integrated Workforce Development

April 24, 2024

Vision Statement

Strengthen Louisiana's employers and fuel economic growth through an integrated system of workforce and social services designed to lift Louisiana's most vulnerable citizens out of poverty and into self-sufficiency.



Economic Imperative

Several factors will determine whether Louisiana can maximize growth opportunities.

Forthcoming Opportunities

- 61,918 statewide job openings expected over next 5 years¹
- \$3.3B announced private investment (2024)²
- \$3.9B of federal investment in roads and bridges

Barriers to Economic Growth

- Job openings: 122,000⁴
- Unemployment: 90,800⁵
- Unemployment rate: 4.4 percent⁵
- 18% of statewide population entering Retirement Age³
- 58.7% Labor Force Participation Rate

¹ Lightcast

² Louisiana Economic Development

³ U.S. Census Bureau

⁴ St. Louis Fed, February 2023

⁵ Louisiana Workforce Commission

Importance of Labor Force Participation Rate

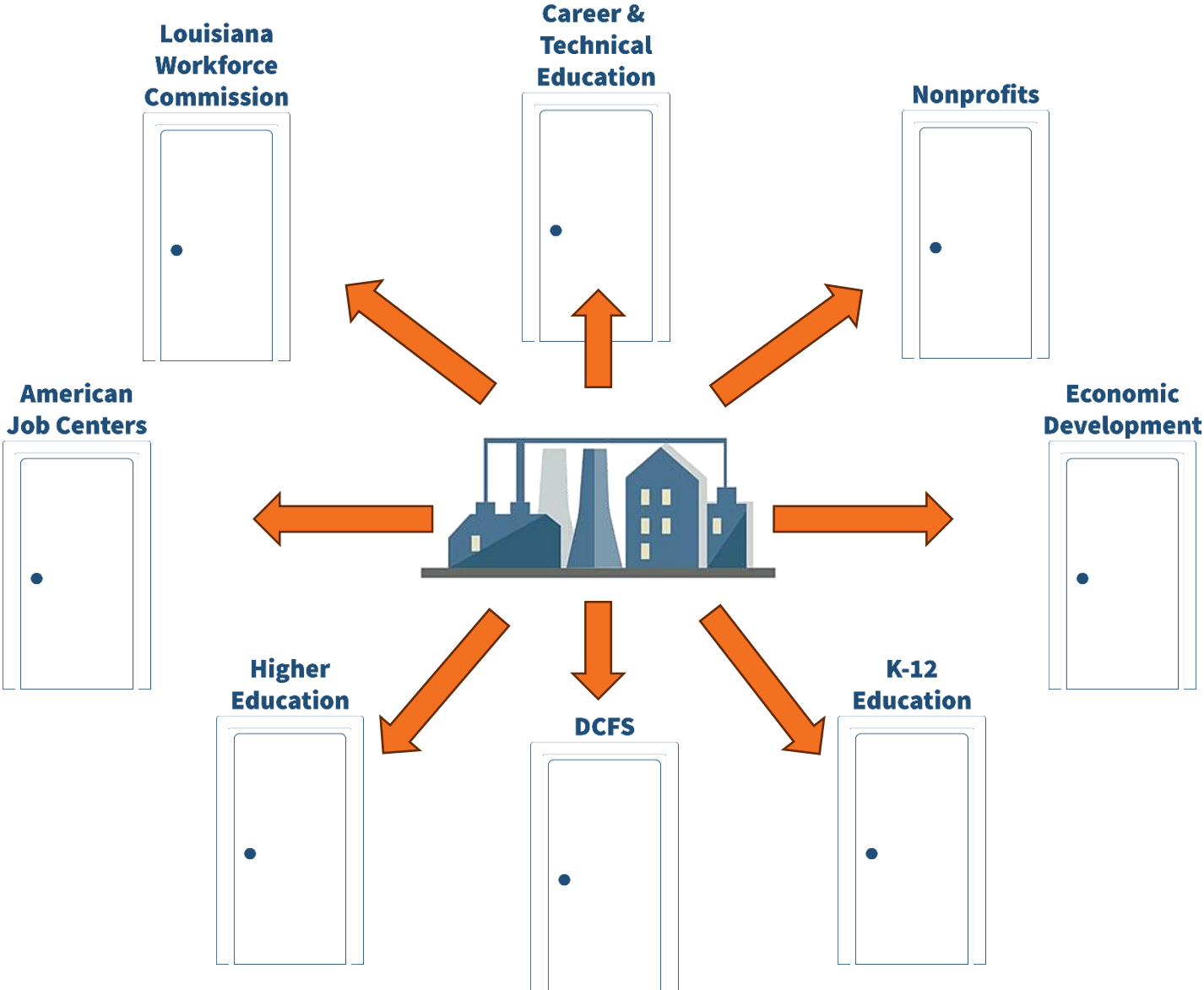
Key to unlocking prosperity and economic growth is a collective effort to increase Louisiana's
Labor Force Participation Rate



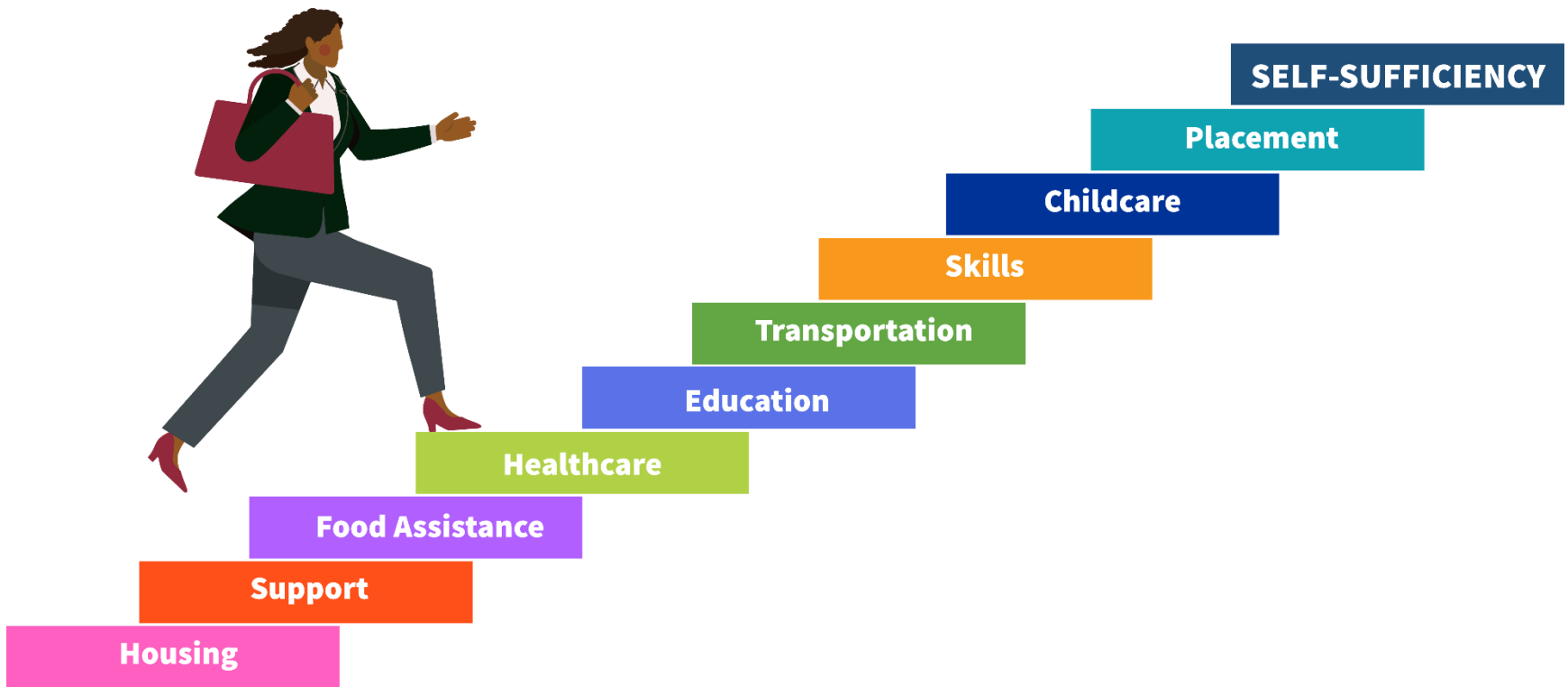
Current State of Play for Jobseekers



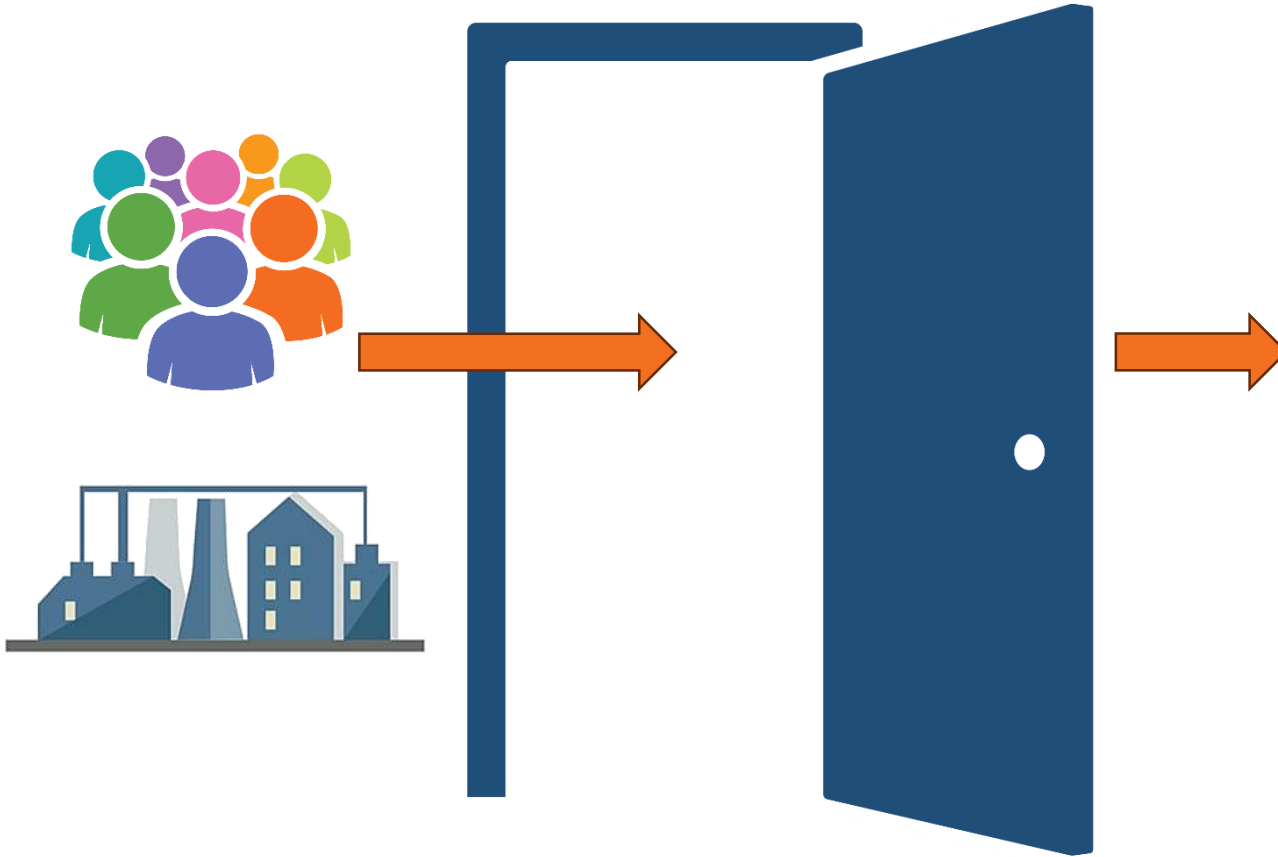
Current State of Play for Employers



**Integrated services + innovative delivery =
improved outcomes**



Our Goal: One Door



Support

- Government assistance



Integrated Workforce Development

- Job seekers assessed appropriately and access services seamlessly
- Employers need only connect with one component of system to access full suite of services

Integration of employment and social services + innovative service delivery =
increased labor force participation rate & improved outcomes

Best Practices

National Perspective

What are other states doing?

Subject Matter Expert Mason Bishop



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Elements of the Public Workforce System and State Delivery Models

Prepared By: Mason Bishop, WorkED Consulting

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What is the PUBLIC WORKFORCE SYSTEM?

- **WIOA identifies 6 Core Partner Programs and additional Required Partner Programs**

“Core” Partner Programs

WIOA Adult
WIOA Dislocated Workers
WIOA Youth
Wagner Peyser ES
Adult Education
Vocational Rehabilitation

“Required” Partner Programs

UI
TANF
Job Corps
Trade Adjustment Assistance
Veterans Employment and Training
Perkins Vocational Education

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The CHALLENGE for States:

- ✓ **How to deliver these programs through a system that promotes exceptional customer service and performance**
 - **Each program has its own federal authorizing statute and appropriations**
 - **Each program has its own rules, stakeholder and interest groups, and organizational/program culture**

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Additional Complexity:

- ✓ **Most of the WIOA title I funds-Adult, Dislocated Worker, and Youth-must be delivered through local workforce development boards**
- ✓ **Almost all other programs that make up the public workforce system are delivered through state systems running parallel to the local WIOA title I system**

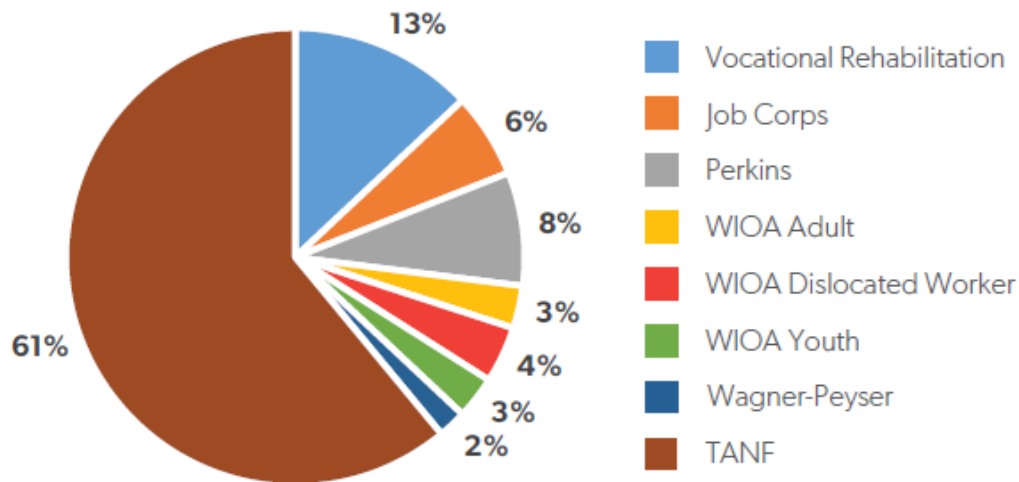
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Additional Complexity:

- ✓ **Agencies delivering these programs are represented on the Taskforce**
 - **LWC: WP Employment Service, UI, Voc Rehab**
 - **LCTCS: Adult Ed, Perkins CTE**
 - **DCFS: TANF, SNAP E&T**
 - **Other agencies oversee workforce programming, particularly due to recent federal laws: CHIPS, IRA, IIJA, etc.**

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Figure 1. 2019 Appropriations for Federal Employment and Training Programs



Source: Federal appropriations statutes.

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Three Areas for Taskforce To Examine

- ✓ **Workforce Program Administration: How are programs organized and functioning at the state level?**
- ✓ **Service Delivery Integration: How are services to businesses and workers/job seekers conducted using a “one door” approach?**
- ✓ **Financial Integration: How can funds be blended/braided to efficiently serve customers?**

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Generally, 4 different approaches to state workforce program organization:

1. WIOA title I and WP are in “stand alone” department or division
2. WIOA title I and WP reside with economic development department
3. WIOA title I reside within education or related department
4. WIOA title I and WP integrated into workforce agency with TANF (Utah Model)

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1. WIOA title I and WP are in “stand alone” department or division (Louisiana 8 local workforce development areas)
 - ✓ Most common approach
 - ✓ Focus on workforce programming and less organizational complexity
 - ✓ Service delivery is less integrated—customers must go to multiple locations in communities to access services

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2. WIOA title I and WP reside with economic development department
 - Example: Florida Department of Commerce (24 local workforce development boards—consolidating to 21 with 2 planning regions)
 - Separate State Workforce Board (CareerSource Florida) that operates independently from the state agency. State agency focuses on compliance and rules; CareerSource Florida drives service delivery policy
 - Focus on being “business driven” in workforce delivery

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The REACH Act passed into law in 2021--the bipartisan legislation is a comprehensive blueprint for enhancing access, alignment, and accountability across the state's workforce development system.

- Align and coordinate Florida's workforce development system.
- Create a “no-wrong-door-entry strategy” where Floridians may access services from any workforce partner with a common intake form and case management system.
- Increase accountability by requiring workforce training services to be performance-based.
- Coordinate and facilitate data sharing agreements of the state's workforce performance data among state agencies.

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3. WIOA title I reside within education or related department
 - Example: Virginia Department of Workforce Development and Advancement (14 local workforce development boards)
 - WIOA title I was administered by the VCCS with WP administered by the VEC, Adult Education and Literacy by Department of Education and VR by DARS
 - In 2023, the Virginia assembly consolidated programs into the new DWDA to better integrate and align programs.
 - Missouri moved their workforce department from economic development to higher education in 2019 (14 local wd areas)

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Why interest in Utah Governance Model?

1. Integrates the myriad of federal and state resources to focus strategically on upskilling workers for growing industries and jobs
2. Creates cost efficiencies that focus resources on employer and job seeker/worker customers
3. Provides enhanced access and “one door” in communities for job seeker/worker customers

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Integrated Governance:

“Single State Area”-WIOA and USDOL do NOT allow true single state areas. However, there are opportunities to streamline local workforce development areas to better align to state priorities.

- Easier to allocate resources across the state based upon emergencies, emerging economic development growth, worker upskilling priorities
- Consistent and integrated service delivery across programs

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Integrated Governance:

Board Governance-In Utah, regional planning areas and local board governance are all defined/authorized in state law. For federal purposes, the state board also serves as the local board for the entire state.

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Integrated Service Delivery:

One “True One-Stop Door” in Communities-In Utah, all one-stop centers and virtual service delivery is provided by DWS. Job seekers/workers only have to go to one place to receive services

- In most communities in U.S., there are up to three or more doors—(1) “one-stop WIOA/WP center”; (2) social services office-TANF, SNAP, Medicaid, etc. (3) Vocational Rehabilitation
- Utah has single, integrated case management system whereby all case managers, regardless of program, manage a participant’s case file. Employer services are integrated, as well.

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Financial Integration

Inclusion of More Resources for Cost Sharing: Typically, WIOA title I programs and WP bear the primary costs of operating the one-stop system.

- Impacts funds available for training—resources primarily pay for costs of infrastructure, administration, and career services staffing
- Cost sharing determined by local MOU process—cost sharing looks different local area to local area

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Financial Integration

Utah utilizes a system known as “Random Moment Time Sampling.” They have sign-off from multiple federal agencies.

- Utah only deals with US HHS on cost allocation updates/amendments. HHS works with the other federal agencies.
- Cost sharing occurs through multiple programs—spreads costs and doesn’t disproportionately impact WIOA title I and WP for bulk of workforce development costs.

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Discussion/Questions



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2024 Strategic Priorities

- Increase labor force participation rate
- Focus on industry demand to spur economic growth and create prosperity for Louisianans
- Expand earn-while-you-learn opportunities
- Improve responsiveness and performance in all areas
- Reduce confusion by offering an integrated approach to help

Priorities

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Statewide Priorities

- Identify structural changes
- Develop common intake solutions
- Create pilot programs
- Define success

Regional Approach

- Communicate priorities
- Recruit ambassadors and leaders
- Develop opportunities for collaboration
- Track outcomes
- Demonstrate value proposition/return on investment
- Share best practices
- Create community of practice

Comprehensive Training, Supportive Services, and Public Assistance



Integrated service delivery that supports residents accessing and braiding SNAP, TANF, Medicaid, WIOA, etc. to address barriers to employment

INTENSIVE

TANF, FITAP, STEP

Significant, co-occurring barriers

- substance abuse
- mental health
- domestic violence
- homelessness

Addressing these barriers are the primary obstacles to work

WORK ELIGIBLE

SNAP and CSE E&T

Barriers exist but not overwhelming

- Lack of soft skills
- Childcare
- Transportation
- Behavior health issues are managed
- Support systems do not support work

May have never worked or experiencing generational poverty

WORK READY

POST-FITAP, E&T PROGRAM GRADS

Situational barriers continue to limit work opportunities

Not co-enrolled in WIOA programs

Working multiple low-paying jobs that limit ability to successfully complete an educational or credentialing program

Discussion and reactions

- Identify work groups



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