

# **WORKFORCE INNOVATION AND OPPORTUNITY ACT**

## **LOUISIANA WORKFORCE COMMISSION**

**PERFORMANCE AUDIT SERVICES**

**Issued September 13, 2023**

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September 13, 2023

The Honorable Patrick Page Cortez,  
President of the Senate  
The Honorable Clay Schexnayder,  
Speaker of the House of Representatives

Dear Senator Cortez and Representative Schexnayder:

This report provides the results of our audit of the Workforce Innovation and Opportunity Act (WIOA) programs which was conducted in response to House Resolution 184 of the 2022 Regular Legislative Session. The purpose of this audit was to answer questions regarding service delivery and administration, WIOA spending, the number of participants enrolled compared to the eligible population, program success, and potential improvements.

WIOA, which is overseen by the Louisiana Workforce Commission (LWC), has six core workforce development programs that provide career services. This audit focuses on Title I programs, which include the Adult, Dislocated Worker, and Youth programs, and the Title III Wagner-Peyser program.

We found the administration of Title I and Title III programs involves many layers with funds flowing through several entities, but services are provided primarily through 60 One-Stop Centers throughout the state, including 15 comprehensive One-Stop Centers.

One-Stop Centers provide a standard range of career services, and the types of training services funded by different local workforce development boards (LWDBs) vary depending on locally in-demand professions, provider availability, and customer choice.

We found that as of June 2023, LWC had not ensured all LWDBs had memorandums of understanding to provide access to all required partner programs.

During fiscal years 2018 through 2022, Louisiana spent \$274.6 million on Title I and Title III programs, for an average of \$54.9 million per year. In fiscal year 2022, 81.8% of Title I expenditures were spent at the local level by LWDBs, and the local cost per participant ranged from \$3,109 to \$12,008. LWC spent 61.4% of Title III expenditures at the local level, and the cost per participant varied from \$78 to \$1,132.

We also found that in fiscal years 2019 and 2022, Title I and III programs enrolled only a small percentage of the individuals potentially eligible for them. Consistent branding and a more centralized online presence could help LWDBs ensure potential participants are aware of available locations and services.

Additionally, we found that Louisiana met its performance indicator targets in fiscal years 2019 through 2022. Based on performance indicators for fiscal year 2022, we found that Louisiana participants gained credentials and skills at a higher rate than participants in other states, but obtained jobs at a lower rate.

Also, while the majority of participants who exited Title I and III programs in fiscal years 2019 and 2021 found employment afterward, their earnings were often lower than before they participated in the programs. Most WIOA participants did not have earnings after they completed the programs that were high enough to be self-sufficient.

We found that the majority of Title I participants did not find jobs related to the training they received in WIOA. However, those who received training had better outcomes than those who did not, especially if they completed training and/or obtained jobs related to their training.

In addition, the majority of participants did not receive supportive services in fiscal year 2022; however, Title I participants who received supportive services had better employment and earning outcomes and were more likely to complete training.

The report contains our findings, conclusions, and recommendations. I hope this report will benefit you in your legislative decision-making process.

We would like to express our appreciation to LWC for its assistance during this audit.

Respectfully submitted,



Michael J. "Mike" Waguespack, CPA  
Legislative Auditor

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WIOA

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# Louisiana Legislative Auditor

Michael J. "Mike" Waguespack, CPA



## Workforce Innovation and Opportunity Act Louisiana Workforce Commission

September 2023

Audit Control # 40220016

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## Introduction

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We conducted this audit in response to House Resolution 184 of the 2022 Regular Legislative Session,<sup>1</sup> which requested that the Louisiana Legislative Auditor (LLA) evaluate the Louisiana Workforce Commission's (LWC) administration of the Workforce Innovation and Opportunity Act (WIOA) programs, as well as the programs' services, participation, costs, and participant outcomes.

**Purpose.** In July 2014, WIOA<sup>2</sup> replaced the Workforce Investment Act (WIA) of 1998<sup>3</sup> as the primary federal law that supports workforce development, which includes authorizing employment and training programs available through a nationwide system of One-Stop Centers<sup>4</sup> designed to serve as central points of service. WIOA was enacted to strengthen the nation's workforce development system in several ways, such as aligning planning requirements and performance measures across WIOA programs, making the Wagner-Peyser program<sup>5</sup> part of the One-Stop delivery system, and requiring formal collaboration between WIOA programs and other federal workforce development programs that may otherwise function in silos.

The **purpose** of WIOA programs is to increase participants' employment, job retention, and earnings in order to increase the prosperity of workers and employers, the economic growth of communities and regions, and the nation's productivity and global competitiveness.

**Core and Partner Programs.** WIOA has six core workforce development programs that provide career services, as well as training services that assist individuals in obtaining high-demand careers that offer sustainable wages in the local labor market. This audit evaluates Title I programs, which include the Adult, Dislocated Worker, and Youth programs, as well as the Title III Wagner-Peyser program. To receive Title I services, participants must meet eligibility requirements such as age, income limits, or work status, depending on the program. However,

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<sup>1</sup> <https://legis.la.gov/Legis/ViewDocument.aspx?d=1288009>

<sup>2</sup> Public Law (PL) 113-128

<sup>3</sup> PL 105-220

<sup>4</sup> One-Stop Centers are also referred to as American Job Centers.

<sup>5</sup> The Wagner-Peyser Act of 1933 funded the transformation of state and local employment service offices into a unified national public labor exchange, known as the Employment Service. WIOA amended this act to require Employment Service offices in each state to be co-located with One-Stop Centers in order to avoid duplication and enhance coordination of services.

some career services, including Wagner-Peyser services, are available to all jobseekers. Exhibit 1 describes each core program, the Title of WIOA that authorized it, and the state agency that oversees it in Louisiana.

Exhibit 1 WIOA Core Programs			
Title Number	State Agency	Program	Description
I	LWC	Adult	Provides career and training services for adults to prepare them for good jobs, with priority for recipients of public assistance, other low-income individuals, and those who are basic skills deficient.
		Dislocated Worker	Provides career and training services to support reemployment of adult workers unemployed through no fault of their own, such as mass layoffs.
		Youth	Provides career and training services for out-of-school youth and low-income in-school youth to support educational attainment and career readiness.
II	LCTCS	Adult Education	Provides services to individuals with limited basic skills to help them obtain skills and knowledge necessary for employment and postsecondary education.
III	LWC	Wagner-Peyser	Provides career services to all jobseekers and employers, including labor exchange services, to connect jobseekers and employers seeking workers.
IV	LWC	Vocational Rehabilitation	Provides career, training, and medical services to empower individuals with disabilities to maximize employment, independence, and social inclusion.

**Source:** Prepared by legislative auditor's staff based on LWC policy and federal law, regulation, and guidance.

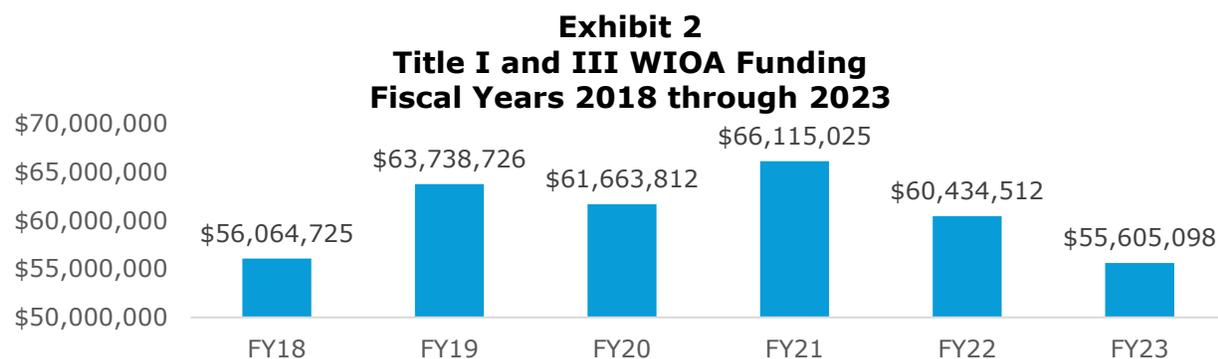
In addition to WIOA's core programs, several other federally-funded programs provide similar workforce development services. WIOA identifies many of these as partner programs required or allowed to provide access through the 60 One-Stop Centers located throughout the state<sup>6</sup> to help ensure more efficient service delivery through a comprehensive and accessible workforce development system. Partner programs include programs such as the Temporary Assistance for Needy Families (TANF) program administered by the Department of Children and Family Services (DCFS) and Community Services Block Grant programs administered by local community action agencies.

**Administration.** The United States Department of Labor (USDOL) oversees WIOA Title I and III program requirements at the federal level and allocates funding to states. LWC directly administers the Title III program and contracts with local government entities that appoint the local workforce development boards (LWDBs) responsible for designing and delivering Title I programs. LWDBs also select contracted one-stop operators to administer the local areas' One-Stop Centers. The Louisiana Workforce Investment Council (WIC) is the required state workforce development board that brings together representatives of workforce partners and stakeholders<sup>7</sup> to perform functions such as developing the WIOA State Plan, statewide service delivery and outreach strategies, and a statewide workforce and labor market information system. Appendix C shows all entities involved in administering WIOA Title I and III programs and their responsibilities.

<sup>6</sup> Louisiana has 15 comprehensive One-Stop Centers (one in each local area), and the remainder are affiliate One-Stop Centers, which are not required to provide access to all partner programs.

<sup>7</sup> WIC members must include the heads of state workforce and education agencies; high-ranking officials such as chief executive officers from business and industry, local government, and community organizations; and representatives of organized labor.

**Funding.** In Louisiana, WIOA Title I and III programs are 100% federally-funded and receive no additional state funding. In fiscal year 2023, LWC received \$55.6 million in WIOA funding for Title I and III programs. Exhibit 2 shows total funding for fiscal years 2018 through 2023. See Appendix D for total funding for each Title I and III program overall and Title I funding by LWDB for fiscal years 2018 through 2023.



**Source:** Prepared by legislative auditor's staff based on federal award letters provided by LWC.

To conduct this audit, we analyzed WIOA financial information and participant-level data<sup>8</sup> provided by LWC. In addition, we conducted a survey of all 15 LWDBs to gather feedback about the administration, federal funding and requirements, participation, services, integration with partners, and challenges for WIOA programs in their local areas and at the statewide level.

The objectives of this audit were to determine:

- (1) What services are provided through WIOA, and how are they administered and delivered?**
- (2) How much was spent on WIOA programs, and how many individuals were enrolled relative to the eligible population?**
- (3) Is WIOA successful at meeting its goals and purpose?**

Our results are discussed in detail throughout the remainder of the report. Appendix A contains LWC's response, and Appendix B contains our scope and methodology. Appendix C contains a diagram of all entities involved in the state workforce development system. Appendix D shows total Title I and III funding by program and Title I funding by local area for fiscal years 2018 through 2023. Appendix E shows participation, expenditures, and cost per participant by program for fiscal years 2019 through 2022; Appendix F shows Title I local expenditures, participation, and training information overall and by LWDB for fiscal years 2019 through 2022; and Appendix G shows Title III local expenditures, participation,

<sup>8</sup> In addition to quarterly and annual performance reports, WIOA requires states to submit detailed participant-level data to USDOL on a quarterly basis that contains the information used to calculate performance indicators, as well as other demographic and service information.

staffing, and cost per participant by local area for fiscal year 2022. Appendix H defines and shows all Louisiana performance indicators for fiscal years 2019 through 2022, and Appendix I provides a comparison of Louisiana's WIOA performance indicators to other states by program for fiscal year 2022. Appendix J shows employment and earning outcomes by program for exiters in fiscal years 2019 and 2021, and Appendices K through M show these outcomes by local area, training status, and whether or not participants received supportive services for individuals who exited the Title I and/or III programs in fiscal years 2019 and 2021.

## Executive Summary

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### **Objective 1: What services are provided through WIOA, and how are they administered and delivered?**

- **The administration of Title I and Title III programs involves many layers with funds flowing through several entities, but services are provided primarily through 60 One-Stop Centers throughout the state, including 15 comprehensive One-Stop Centers.** *[See pages 7 through 8]*
- **One-Stop Centers provide a standard range of career services, and the types of training services funded by different LWDBs varies based on locally in-demand professions, provider availability, and customer choice.** *[See pages 9 through 11]*
- **LWC had not ensured that all LWDBs had memorandums of understanding to provide access to all required partner programs as of June 2023, and greater statewide oversight and guidance could help improve integration of these programs.** *[See pages 12 through 14]*

### **Objective 2: How much was spent on WIOA programs, and how many individuals were enrolled relative to the eligible population?**

- **During fiscal years 2018 through 2022, Louisiana spent \$274.6 million on WIOA Title I and Title III programs, spending \$54.9 million on average per year.** *[See pages 15 through 16]*
- **In fiscal year 2022, 81.8% of Title I expenditures were spent at the local level by LWDBs, and the local cost per participant varied significantly by LWDB, ranging from \$3,109 to \$12,008.** *[See pages 16 through 17]*
- **In fiscal year 2022, 61.4% of Title III expenditures were spent at the local level by LWC, and the cost per participant varied significantly by local area, ranging from \$78 to \$1,132 in fiscal year 2022.** *[See pages 17 through 18]*
- **In fiscal years 2019 and 2022, Title I and III programs enrolled a small percentage of the individuals potentially eligible for them.** *[See pages 18 through 19]*
- **Consistent branding and a more centralized online presence could help LWDBs ensure potential participants are aware of available locations and services.** *[See pages 19 through 20]*

**Objective 3: Is WIOA successful at meeting its goals and purpose?**

- **Louisiana met its performance indicator targets in fiscal years 2019 through 2022. Based on performance indicators for fiscal year 2022, Louisiana participants gained credentials and skills at a higher rate than in other states, but obtained jobs at a lower rate. [See pages 22 through 23]**
- **While the majority of participants who exited Title I and III programs in fiscal years 2019 and 2021 obtained employment after exit, their earnings were often lower than two to three quarters before program participation. [See pages 23 through 24]**
- **Most WIOA participants did not have earnings after exit that were high enough to be self-sufficient. [See pages 24 through 25]**
- **The majority of Title I participants did not obtain jobs related to the training they received in WIOA. However, those who received training had better outcomes than those who did not, especially if they completed training and/or obtained jobs related to their training. [See pages 26 through 27]**
- **The majority of participants did not receive supportive services in fiscal year 2022; however, Title I participants who received supportive services had better employment and earning outcomes and were more likely to complete training. [See pages 27 through 28]**
- **LWC could better evaluate the effectiveness and compliance of each program and the factors contributing to participant success by performing more in-depth data analyses of participant services and outcomes. [See page 28]**

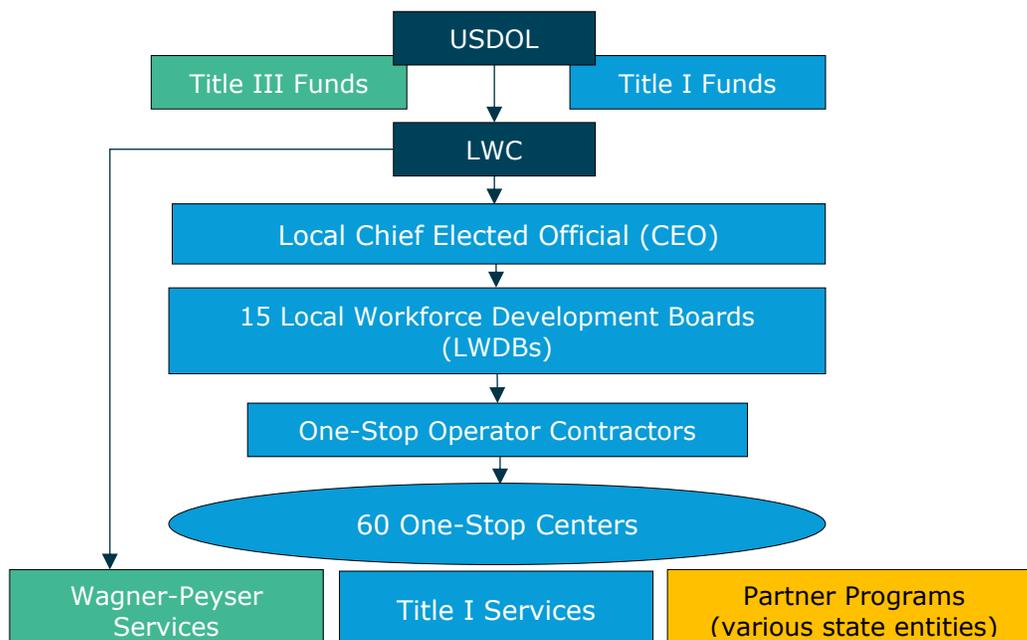
Our findings and our recommendations are discussed in more detail in the sections below.

## Objective 1: What services are provided through WIOA, and how are they administered and delivered?

WIOA Title I and III programs are delivered through a One-Stop delivery system, which takes a “no wrong doors” approach that provides jobseekers, workers, and businesses access to services to meet their workforce development needs in a single One-Stop Center location. These centers are designed as central access points to meet a variety of needs that impact an individual’s ability to obtain employment and an employers’ ability to obtain skilled workers.

**The administration of Title I and Title III programs involves many layers with funds flowing through several entities, but services are provided primarily through 60 One-Stop Centers throughout the state, including 15 comprehensive One-Stop Centers.** One-Stop Centers across Louisiana offer career and training services. LWDBs competitively select contracted one-stop operators to administer these centers. WIOA requires all Wagner-Peyser services to be co-located with the LWDBs’ One-Stop Centers, and also requires LWDBs to develop memorandums of understanding (MOUs) with partner programs to ensure their services are accessible in each local area. Exhibit 3 shows an overview of WIOA Title I and III administration, and Appendix C provides more details on these entities.

**Exhibit 3  
WIOA Title I and Title III Program Administration Overview**



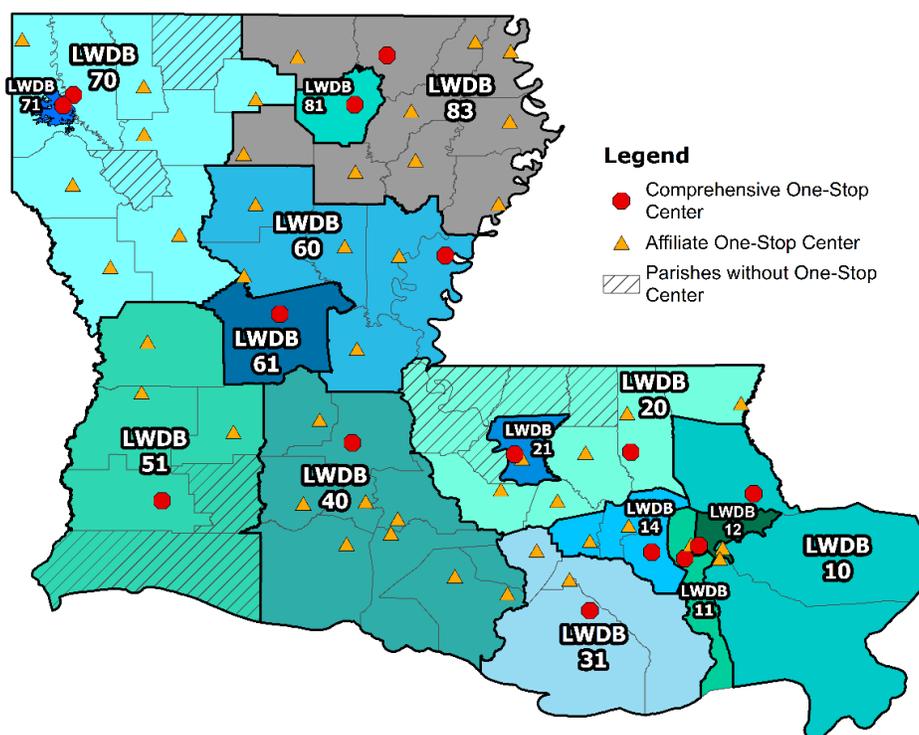
**Source:** Prepared by legislative auditor’s staff based on federal and state law and regulation and Louisiana’s WIOA State Plan.

As of July 2023, WIOA services were available at 60<sup>9</sup> One-Stop Centers located in 55 parishes, including 15 comprehensive One-Stop Centers and 45 affiliate One-Stop Centers (*see text box*). Beyond providing access to computers, printers, and other equipment that can be used for job-related needs, all One-Stop Centers have at least one Title I program staff to assess participants’ needs and eligibility. Staff then either provide services on-site or refer participants to off-site WIOA or partner services, such as training through an Eligible Training Provider. Louisiana’s local areas, which range in size from a single municipality (Shreveport) to 10 parishes, each have one comprehensive One-Stop Center, as required by WIOA. Eleven of the local areas also have between one and nine affiliate locations, some of which are only open three days or less per week. Exhibit 4 shows the boundaries of each local area, comprehensive and affiliate One-Stop Center locations, and those parishes without One-Stop Centers.

**Comprehensive** One-Stop Centers must provide access to all WIOA and required partner programs.

**Affiliate** One-Stop Centers are only required to provide services for one or more programs, but stand-alone Wagner-Peyser offices are prohibited.

**Exhibit 4**  
**One-Stop Center Locations by Local Area and Parish**  
**As of July 2023**



**Source:** Prepared by legislative auditor’s staff based on information from LWC.

<sup>9</sup> According to LWC, One-Stop Center locations change frequently. For example, the One-Stop Center in Lafourche Parish was closed due to damage from Hurricane Ida from August 2021 to May 2023. In addition, the One-Stop Center in West Feliciana parish recently closed because the building lease was not renewed, but the local area is currently looking for a new location.

**One-Stop Centers provide a standard range of career services, and the types of training services funded by different LWDBs varies based on locally in-demand professions, provider availability, and customer choice.**

All Title I and III programs must provide *basic career services* such as eligibility assessments, job search assistance, and career counseling, and more intensive *individualized career services* must be provided when determined necessary to retain or obtain employment.<sup>10</sup> LWC assigns state Wagner-Peyser staff to One-Stop Centers to provide career services to all jobseekers and employers; however, Title I staff must also provide these services if Wagner-Peyser staff are not available to ensure they are universally accessible. WIOA also provides several self-service activities through One-Stop Centers and LWC's online Helping Individuals Reach Employment (HiRE) system. These services include self-directed job search assistance and information including in-demand occupations, job vacancies and the job skills necessary to fill them, and workforce and labor market statistics. Exhibit 5 shows types of career services, the number of unique participants who received them, and the number of local areas that provided these services in fiscal year 2022.

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<sup>10</sup> Basic career services must be made available to all adults through Adult, Dislocated Worker, and Wagner-Peyser programs. Individualized career services must be provided by Adult and Dislocated Worker programs only if participants meet eligibility criteria, and the Wagner-Peyser program is allowed but not required to provide these services. The Youth program's career services (only for eligible participants) are not categorized as basic/individualized, but include some similar services.

Exhibit 5 Career Services, Participants Served, and Local Areas Where Provided Fiscal Year 2022			
Type of Service	Description	Number of Unique Participants	Number of Local Areas
Basic Career Services (Staff-Assisted)	Assessment of skill levels and supportive service needs, job search and placement assistance, career counseling, assistance with filing unemployment insurance claims and financial aid eligibility, and orientation and referrals to other services available through the one-stop delivery system.	27,175	15
Individualized Career Services	Comprehensive/specialized assessments, development of individual employment plan, group and/or individual counseling, short-term prevocational services, internships and work experience (including transitional jobs), workforce preparation, financial literacy services, out-of-area job search and relocation assistance, English-language acquisition, and integrated education and training programs.	16,465	15
Youth Career Services*	Tutoring, study skills training, dropout prevention, alternative secondary school services, youth work experience, education concurrent with workforce preparation, leadership development, adult mentoring, comprehensive guidance and counseling, entrepreneurial skills training, and postsecondary preparation and transition activities.	2,084	15
Basic Career Services (Self-Service or Information-Only)**	Self-directed job search assistance, and provision of information including in-demand occupations, job vacancies and the job skills necessary to fill them, and workforce and labor market statistics.	26,968	15
<p>* Only the Youth program provides these career services. However, the Youth program also provides some basic career services, internships and work experiences, and financial literacy services (counted in previous rows).</p> <p>** Federal reporting does not count individuals as participants if they only received self-service and/or information-only services. In addition to the participants counted above who received these services combined with other career and/or training services, according to USDOL's <a href="#">Louisiana State Data Book</a>, 54,692 additional individuals only received self- or information-only services in fiscal year 2022.</p> <p><b>Source:</b> Prepared by legislative auditor's staff based on USDOL guidance and analysis of LWC's WIOA participant-level data for Title I and/or III participants.</p>			

In addition to career services, Title I programs also offer training services to eligible individuals based on an assessment of participant needs. One of WIOA's main goals is to ensure that the types of services available are demand-driven based on local employers' needs; therefore, WIOA authorizes LWDBs to determine which training programs and eligible training providers<sup>11</sup> Title I funds will pay for in their area. Although each LWDB can fund all authorized types of training, the training types actually funded varies over time by local area because LWDBs can only fund training programs that lead to high-demand jobs,<sup>12</sup> providers of all training types may not be available, and WIOA requires customer choice (i.e., that participants can select which training programs to attend). In addition to training services, LWDBs are required to develop policies for providing supportive services

<sup>11</sup> LWDBs can only select training providers on LWC's statewide Eligible Training Provider List (ETPL). On-the-job and customized training providers are exempt from this requirement.

<sup>12</sup> High-demand jobs can be identified at the state level by the WIC, whose analysis is updated annually based on labor forecasts and wage statistics, or locally by the LWDBs.

that enable individuals to participate in Title I activities, as well as follow-up services that help ensure participants’ success after program exit. Exhibit 6 shows types of Title I training and other services, the number of unique participants who received them, and the number of local areas that provided them in fiscal year 2022.

<b>Exhibit 6 Training and Other Services, Participants Served, and Local Areas Where Provided Fiscal Year 2022</b>			
<b>Type of Service</b>	<b>Description</b>	<b>Number of Unique Participants</b>	<b>Number of Local Areas</b>
<b>Training Services</b>			
Occupational Skills Training	Organized programs of study providing specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.	2,869	15
Youth Occupational Skills Training	Occupational skills training with priority consideration for programs that lead to recognized postsecondary credentials aligned with in-demand industry sectors or occupations in the local area.	770	15
On-the-Job Training	Training by an employer to a participant engaged in a job that provides knowledge or skills essential to job performance. Made available through a program that provides reimbursement to the employer of up to 50% of the wage rate of the participant, with some exceptions.	197	13
Registered Apprenticeship*	Combines on-the-job training with related training instruction to progressively increase workers’ skill levels and wages. An "earn and learn" strategy that offers jobseekers immediate employment opportunities with sustainable wages and career path advancement.	72	8
Customized Training	Training to meet specific requirements of an employer that includes commitment by the employer to employ an individual upon successful completion of the training, and for which the employer pays a significant portion of the cost of training.	28	3
<b>Other Services</b>			
Supportive Services	Services such as assistance with transportation, training materials, uniforms, childcare, housing, or needs-related payments that are needed to enable WIOA participation.	2,033	15
Follow-Up Services	Services such as workplace counseling that facilitate sustained employment, career or educational advancement, or personal development after program exit.	691	10
<p>* This only shows participants who entered apprenticeship programs that LWDBs paid for with WIOA Title I funds. Many apprenticeships have their own funding, and HiRE does not track individuals who are referred to apprenticeship programs who do not need Title I reimbursement. According to LWC, apprenticeships are available in all local areas, and a different system tracks all individuals who go through apprenticeship programs in the state.  <b>Source:</b> Prepared by legislative auditor’s staff based on USDOL guidance and LWC’s WIOA participant-level data.</p>			

**LWC had not ensured that all LWDBs had memorandums of understanding (MOUs) to provide access to all required partner programs as of June 2023, and greater statewide oversight and guidance could help improve integration of these programs.**

WIOA and other partner programs offer similar workforce development services with different or overlapping eligibility requirements. Ensuring access to all partners is essential to the One-Stop delivery system approach, which aims to comprehensively assess and address individuals' needs by leveraging the resources and expertise of all workforce system partners. For example, some individuals may qualify for multiple programs whose funding can be "braided" to create career pathways and address more barriers to employment than each isolated program could do.

WIOA requires each LWDB to establish a memorandum of understanding (MOU) with the entities overseeing the 16 required partner programs<sup>13</sup> (see text box) that specifies for each partner whether their staff will be co-located in the LWDB's One-Stop Center(s), referral processes, available services, and resource cost-sharing. However, we found that two (13.3%) of the 15 LWDBs did not have MOUs in place as of June 2023, as they expired in 2020 and were never renewed. In addition, none of the LWDBs' MOUs included all required partner programs, with the number of partners ranging from three to 15. The LWDBs had a maximum of 10 partner programs with staff co-located in their One-Stop Center(s); however, even if partners only agree in an MOU to provide access by other means,<sup>14</sup> this still meets federal requirements.

USDOL stated in 2021<sup>15</sup> that WIOA's vision of aligned and seamless service delivery has not yet fully occurred, and achieving these goals requires strong partnerships at both the state and local levels. LWC has taken some action to facilitate integration of WIOA Title I and partner programs, such as opting to develop a combined WIOA State Plan,<sup>16</sup> integrating Title I and III program data and

WIOA requires LWDBs administering Title I programs to have MOUs providing access to the following **Partner Programs**:

- **Through LWC:** Wagner-Peyser, Vocational Rehabilitation, Jobs for Veterans State Grant, Trade Adjustment Assistance, and Unemployment Compensation programs
- **Through Louisiana Community and Technical College System (LCTCS):** Adult Education and Literacy, and Career and Technical Education (Perkins) programs
- **Through Other Entities:** Temporary Assistance for Needy Families (TANF), Job Corps, Migrant and Seasonal Farmworker, Native American, YouthBuild, Community Services Block Grant, Senior Community Service Employment, Second Chance Act Grant (Reentry), and Department of Housing and Urban Development programs

<sup>13</sup> LWDBs only oversee WIOA Title I programs, so other WIOA programs are listed as required partner programs because their oversight entities need to be included in the MOU to ensure collaboration.

<sup>14</sup> A partner program can provide access by 1) co-locating staff in the One-Stop Center, 2) training one-stop staff from a different program to provide information about the partner program, or 3) providing "direct linkage" from the One-Stop Center to off-site partner program staff who can provide information or services within a reasonable time. Exclusively providing a phone number, website, or materials such as a pamphlet does not qualify as direct linkage.

<sup>15</sup> USDOL Training and Employment Notice (TEN) 13-20: Advancing a *One Workforce* Vision and Strategy

<sup>16</sup> States have the option of preparing a Combined WIOA State Plan to align strategic planning of WIOA core and partner programs. In addition to the six core programs, Louisiana's combined plan includes six other partner programs.

unemployment data into the HiRE system, requiring cross-training for local Title I and state Title III One-Stop staff to provide services from all four programs, and implementing statewide policies. However, increased statewide oversight and guidance could help it to ensure integration is functioning as intended. For example:

- **Increase State-Level Collaboration.** Federal guidance<sup>15</sup> suggests several ways states can enhance workforce system alignment, such as maximizing the number of partners included in the Combined State Plan and integrating partners' data systems. LWC could incorporate additional partner programs into the combined WIOA State Plan and the HiRE data system. All 15 LWDBs stated that program integration would function more effectively through greater collaboration between LWC and partners at the state level, such as clarifying expectations through interagency policies. LWDBs have inconsistent levels of integration, such as including different information in MOUs and referral forms even though they all aim to facilitate coordination and enrollment for the same partner programs. According to LWC, its current statewide policies only set broad requirements for integration such as partner agreements and common intake processes due to WIOA's focus on local control and LWC's limited enforcement authority. By contrast, some other states have more centralized approaches to integration. For example, Illinois has a state-level working group composed of WIOA and partner leadership that creates statewide processes, MOU templates, and standardized forms to ensure all MOUs are consistent and submitted by a clear deadline, and when needed, its members help LWDBs and partners to finalize MOUs.
- **Monitor Partner Agreements.** LWC reviews MOUs as part of its annual monitoring of LWDBs required by WIOA. It found in its 2022 monitoring that four LWDBs' MOUs did not address all partners and recommended that if a partner is not available in the area,<sup>17</sup> the MOU must include reasonable assurance of that. However, LWDB's 2022 monitoring did not identify other issues we later found through our review, such as (1) two LWDBs whose MOUs expired in 2020, (2) six additional LWDBs' MOUs that did not address all partner programs or provide assurance of unavailability, and (3) one LWDB's MOU that appeared to have been copied and pasted from an LWDB in Pennsylvania.<sup>18</sup> In addition, LWC's data includes information about partner program enrollment; however, it does not analyze that data as part of its monitoring to check if any WIOA participants are being co-enrolled in partner programs as intended.

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<sup>17</sup> Federal regulation (20 CFR 678.415) states that if a partner program is not available in a local area, then it is not required to be included in that LWDB's MOU.

<sup>18</sup> For example, the MOU refers to the state as "Pennsylvania" several times, refers to the "commonwealth" and "counties", and talks at length about relationships with agencies that don't exist in Louisiana (e.g., Department of Human Services).

- **Strengthen Guidance for LWDBs.** LLA financial audits of fiscal years 2019 through 2022 found that, for four consecutive years, LWC did not conduct all required activities for monitoring LWDBs, such as site visits, documentation of conclusions, timely communication of results, and/or follow-up on corrective action. In addition, 10 (66.7%) LWDBs noted in their surveys that LWC's responses to LWDBs' requests for guidance were delayed or nonexistent, with many of them noting this was due to frequent turnover of LWC staff. Since 2017, 22 different people have filled the seven LWC positions responsible for LWDB monitoring, and nine have filled the six Training and Technical Assistance (TTA) Unit positions responsible for providing LWDBs with continuous support for all matters pertaining to WIOA. In their responses, all 15 LWDBs offered suggestions for ways that LWC could improve its monitoring and/or technical assistance, such as providing more detailed guidance for addressing monitoring findings, creating a repository of past monitoring findings and corrective action, and sharing best practices and solutions to common issues based on monitoring results. While the TTA Unit maintains a portal where LWDB staff can access statewide policies, guidance documents, and other resources, finding specific information is challenging as the resources are not clearly organized, and it does not include any written information about monitoring findings or practices in different local areas.

**Recommendation 1:** LWC should ensure that LWDBs have updated MOUs with all required partner programs.

**Summary of Management's Response:** LWC agreed with this recommendation and stated that it will review its monitoring process and make necessary changes to ensure strict adherence. Further, LWC stated that all 15 MOUs have been updated with all required partner signatures as of June 30, 2023. See Appendix A for LWC's full response.

**Recommendation 2:** LWC should work with LWDBs and other stakeholders to ensure MOUs are consistent and contain all required information, such as including verification if certain partners are not available in the local area.

**Summary of Management's Response:** LWC agreed with this recommendation and stated that it has closed the communication gap, taken an aggressive approach in obtaining signatures from partners outside the state, and reviewed every MOU to ensure they are consistent and contain all required information. See Appendix A for LWC's full response.

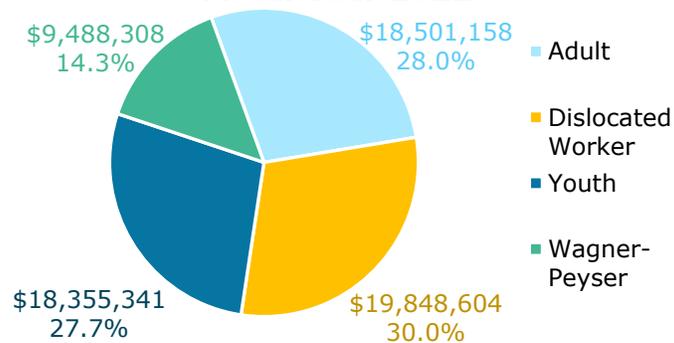
## Objective 2: How much was spent on WIOA programs, and how many individuals were enrolled relative to the eligible population?

A high proportion of Louisiana’s population could benefit from WIOA programs when compared to other states. For example, as of 2021, Louisiana had the second-highest percent of individuals aged 25 to 64 with educational attainment of high school or less (45.0% versus national average of 35.6%), the third-highest percent of households with cash public assistance or SNAP (16.3% versus national average of 12.3%),<sup>19</sup> and the fifth-highest percent of residents living in poverty<sup>20</sup> (11.7% versus national average of 9.6%). In addition, Louisiana had the 13<sup>th</sup>-highest unemployment rate and the 41<sup>st</sup>-lowest labor force participation rate in June 2023.<sup>21</sup> However, Louisiana’s WIOA Title I and III programs are 100% federally-funded, and, unlike some states,<sup>22</sup> Louisiana dedicates no additional state funding to the programs. Nationwide, the number of participants in Title I and III programs has decreased since fiscal year 2019. Although all individuals who could benefit from WIOA may not need its services to successfully participate in the labor market, LWC may be able to reach a greater number of participants in need of support.

**During fiscal years 2018 through 2022, Louisiana spent \$274.6 million on WIOA Title I and Title III programs, spending \$54.9 million on average per year.** Exhibit 7 shows Title I and III

expenditures by WIOA program for fiscal year 2022. Expenditures increased 56.5%, from \$42.3 million in fiscal year 2018 to \$66.2 million in fiscal year 2022. However, since states have three years to spend federal WIOA funds before they must be returned to USDOL, these expenditures do not yet reflect recent funding decreases. After peaking in fiscal year 2021 at \$66.1 million, Louisiana’s federal funding decreased 15.9% to \$55.6 million in fiscal year 2023. USDOL allocates WIOA Title I and III funds annually to each state using

**Exhibit 7  
Expenditures by Program  
Fiscal Year 2022**



**Source:** Prepared by legislative auditor’s staff based on financial information provided by LWC.

<sup>19</sup> Educational attainment and public assistance statistics are based on Census Bureau five-year American Community Survey estimates for 2017 through 2021. Poverty statistic is based on Census Bureau report with three-year average poverty rate for 2019 through 2021.

<sup>20</sup> Based on the Supplemental Poverty Measure, which accounts for more factors not considered in the official poverty measure, which is based solely on cash income. The Official Poverty Measure calculates Louisiana’s poverty rate as 17.2%, which is much higher than the national average of 11.2%.

<sup>21</sup> Bureau of Labor Statistics. Shows the percent of the population working or actively looking for work.

<sup>22</sup> The National Association of State Workforce Agencies’ [State Supplemental Survey Report](#) found that in fiscal year 2019, 10 states supplemented federal WIOA funding with state general funds.

formulas based largely on states’ relative number of unemployed individuals. According to LWC and LWDB survey responses, having state funding to supplement federal funding would help to stabilize program operations and increase the number of participants served. Appendix D shows Title I and III funding by program and Title I funding by local area for fiscal years 2018 through 2023, and Appendix E shows participation, expenditures, and cost per participant by program for fiscal years 2019 through 2022.

**In fiscal year 2022, 81.8% of Title I expenditures were spent at the local level by LWDBs, and the local cost per participant varied significantly by LWDB, ranging from \$3,109 to \$12,008.** WIOA requires states to use

variations of the same formulas to distribute Title I funds to local areas that USDOL uses to distribute funds to states, which are heavily based on relative unemployment. Nine (60.0%) LWDBs stated in their survey responses that these formulas cause inequitable distribution of resources between the local areas; however, the state only has two formula options to choose from. According to LWC, it uses the formula that is most beneficial for the greatest number of LWDBs. WIOA allows 15% of each Title I program’s funds to be reserved at the state level for statewide activities, including no more than 5% to be spent on statewide administrative costs.<sup>23</sup> Exhibit 8 shows total Title I expenditures for fiscal year 2022, as well as a breakdown of local expenditures by LWDB.

**Exhibit 8  
Title I Statewide and Local Expenditures  
Fiscal Year 2022**

Expenditure Type	Expenditures	Percent of Total
Local Expenditures	\$46,388,896	81.8%
State Programs*	\$8,449,267	14.9%
State Administrative	\$1,866,940	3.3%
<b>Total Expenditures</b>	<b>\$56,705,103</b>	<b>100.0%</b>

**Title I Local Expenditures Breakdown**

LWDB	Expenditures
LWDB 40 - Opelousas (8 Parishes)	\$7,195,099
LWDB 20 - Hammond (10 Parishes)	\$6,039,824
LWDB 12 - New Orleans (1 Parish)	\$5,911,094
LWDB 21 - Baton Rouge (1 Parish)	\$4,446,725
LWDB 70 - Shreveport (10 Parishes)	\$3,128,239
LWDB 11 - Jefferson (1 Parish)	\$2,965,962
LWDB 51 - Lake Charles (6 Parishes)	\$2,827,517
LWDB 10 - Covington (3 Parishes)	\$2,613,258
LWDB 83 - Monroe (10 Parishes)	\$2,301,952
LWDB 71 - City of Shreveport (<1 Parish)	\$2,213,013
LWDB 81 - Monroe (1 Parish)	\$1,525,276
LWDB 60 - Jena (6 Parishes)	\$1,499,999
LWDB 31 - Houma (3 Parishes)	\$1,345,437
LWDB 14 - Luling (3 Parishes)	\$1,236,014
LWDB 61 - Alexandria (1 Parish)	\$1,139,487
<b>Total Title I Local Funding</b>	<b>\$46,388,896</b>

\* Includes costs for statewide activities other than administrative costs (e.g., tracking performance information), as well as \$2,452,655 in Dislocated Worker Rapid Response expenses (4.3% of Title I total).  
**Source:** Prepared by legislative auditor’s staff based on financial data provided by LWC.

The overall cost per unique participant for Title I programs was \$7,434 in fiscal year 2022. Title I programs have a higher cost per participant than the Wagner-Peyser program because they offer training and generally involve more intensive services over a longer period. Overall, the number

<sup>23</sup> WIOA also allows an additional 25% of Dislocated Worker funds to be reserved for statewide Rapid Response activities.

and percent of Title I participants who received training increased from 3,580 (42.8%) of 8,365 unique participants who received services in fiscal year 2019 to 4,323 (56.7%) of 7,628 unique participants in fiscal year 2022. However, due to variations in service offerings and other factors, the local cost per participant varies by LWDB. For example, while the LWDB in Hammond's cost per participant more than doubled from fiscal year 2019 to 2022, the percent of participants who received training increased from 21.1% to 59.0%. The LWDB in Opelousas' cost per participant decreased in these years, but the percent of participants who received training also decreased from 41.0% to 19.1%. Exhibit 9 shows the local cost per participant by LWDB for fiscal years 2019 and 2022, while Appendix F details Title I local expenditures, participation, and training information overall and by LWDB for fiscal years 2019 through 2022.

<b>Exhibit 9</b>						
<b>Local* Cost per Unique Participant for Title I Programs by LWDB</b>						
<b>Fiscal Years 2019 and 2022</b>						
<b>LWDB**</b>	<b>2019***</b>		<b>2022***</b>		<b>Percent Change</b>	
	<b>Average Cost</b>	<b>Number Enrolled</b>	<b>Average Cost</b>	<b>Number Enrolled</b>	<b>Average Cost</b>	<b>Number Enrolled</b>
LWDB 20 - Hammond (10 Parishes)	\$5,929	455	\$12,008	503	102.5%	10.5%
LWDB 31 - Houma (3 Parishes)	5,242	301	11,802	114	125.1%	-62.1%
LWDB 11 - Jefferson (1 Parish)	2,918	868	10,192	291	249.3%	-66.5%
LWDB 21 - Baton Rouge (1 Parish)	6,915	396	10,038	443	45.2%	11.9%
LWDB 83 - Monroe (10 Parishes)	4,716	395	8,957	257	89.9%	-34.9%
LWDB 70 - Shreveport (10 Parishes)	6,628	525	8,812	355	32.9%	-32.4%
LWDB 14 - Luling (3 Parishes)	2,774	334	7,491	165	170.0%	-50.6%
LWDB 51 - Lake Charles (6 Parishes)	11,205	186	7,287	388	-35.0%	108.6%
LWDB 61 - Alexandria (1 Parish)	5,335	213	7,258	157	36.0%	-26.3%
LWDB 71 - City of Shreveport (<1 Parish)	6,780	330	6,251	354	-7.8%	7.3%
LWDB 81 - Monroe (1 Parish)	5,732	334	5,800	263	1.2%	-21.3%
LWDB 12 - New Orleans (1 Parish)	2,072	1,651	5,335	1,108	157.4%	-32.9%
LWDB 10 - Covington (3 Parishes)	1,984	880	4,490	582	126.4%	-33.9%
LWDB 60 - Jena (6 Parishes)	3,730	327	4,464	336	19.7%	2.8%
LWDB 40 - Opelousas (8 Parishes)	4,689	1,172	3,109	2,314	-33.7%	97.4%
<b>Statewide Title I Overall</b>	<b>\$4,192</b>	<b>8,365</b>	<b>\$6,081</b>	<b>7,628</b>	<b>45.1%</b>	<b>-8.8%</b>

\* Local cost per participant only includes local LWDB expenditures, not statewide expenditures.  
\*\* The LWDB column includes the LWDB number, the city of the LWDB headquarters, and the number of parishes in the local area that it oversees.  
\*\*\* Some participants received services at multiple LWDBs in both fiscal years 2019 and 2021, so the overall number of unique participants is less than the sum of the columns.  
**Source:** Prepared by legislative auditor's staff based on analysis of financial information and WIOA participant-level data provided by LWC.

**In fiscal year 2022, 61.4% of Title III expenditures were spent at the local level by LWC, and the cost per participant varied significantly by local area, ranging from \$78 to \$1,132 in fiscal year 2022.** There is no cap on administrative costs for the Title III Wagner-Peyser program. In fiscal year 2022, \$3,659,356 (38.6%) of LWC's total \$9,488,308 in Wagner-Peyser expenditures were for state administrative costs, and the remaining 61.4% were for LWC's expenditures in the local areas. Wagner-Peyser services have a lower cost per participant than Title I services, averaging \$328 per unique participant in fiscal year 2022. The Wagner-Peyser program's cost per participant is much lower than Title I

because it does not offer training services and generally only provides basic career services over a short period.

Unlike Title I programs, LWC can determine the amount of Title III funds it spends on resources such as staffing for each local area. While LWC does not have a policy for distributing Title III resources, according to LWC, its procedure is to run quarterly reports showing the number of registered participants by One-Stop Office to determine if any staffing changes are necessary. However, according to LWC, it rarely changes the distribution of resources between areas because the reports usually do not show significant changes, moving staff can be difficult since they cannot expect experienced staff to move to a different location, and some resources are distributed based on other factors. For example, LWC pays the rent for certain One-Stop Centers based on agreements from many years ago. In fiscal year 2022, all local areas had Wagner-Peyser staff in at least one One-Stop Center, but 30 (50.0%) of the 60 One-Stop Centers had none, and the distribution of resources did not always correspond to local areas' levels of participation (*see text box for example*). According to the WIOA State Plan, Title III funding is not sufficient to have Wagner-Peyser staff in all One-Stop Centers. Developing a formal policy for dispersing Title III resources to local areas and periodically re-evaluating local needs would help LWC to maximize limited Title III resources. Appendix G shows Title III local expenditures, participation, staffing, and cost per participant by local area for fiscal year 2022.

The local area with the highest Wagner-Peyser expenditures (\$948,350, or 16.3% of all local Wagner-Peyser expenditures) had the third-lowest number of Title III participants (838, or 2.9%).

**In fiscal years 2019 and 2022, Title I and III programs enrolled a small percentage of the individuals potentially eligible for them.** While WIOA's Title I programs have different eligibility requirements to target specific groups of people with barriers to employment, Wagner-Peyser services are available to all workers and jobseekers. For each program, we compared the number of participants to the number of people estimated<sup>24</sup> to be eligible to participate for fiscal years 2019 and 2022 to determine the percent of potentially eligible people who were enrolled in the programs. The Dislocated Worker program enrolled approximately 83.6% of potentially eligible individuals in fiscal year 2022, while the Adult and Youth programs enrolled less than 2.0%. Exhibit 10 shows the number of participants enrolled in Title I and III programs compared to the potentially eligible individuals by program for fiscal years 2019 and 2022.

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<sup>24</sup> Although data was not available to calculate complete eligible populations for each program, we developed conservative estimates using available data sources.

**Exhibit 10**  
**Title I and III Actual Participants and Estimated\* Eligible Participants**  
**Fiscal Years 2019 and 2022**

WIOA Program	Summary of Eligibility Requirements	Fiscal Year 2019			Fiscal Year 2022		
		Actual	Estimated Eligible	%	Actual	Estimated Eligible	%
Adult	Adults, with priority for recipients of public assistance, low-income individuals, and basic-skills-deficient individuals	5,513	437,995	1.3%	3,970	461,225	0.9%
Dislocated Worker	Workers who received an official layoff notice or are unemployed through no fault of their own	1,280	3,243	39.5%	1,653	1,977	83.6%
Youth	Out-of-school youth ages 16 to 24, or low-income in-school youth ages 14 to 21	1,934	126,933	1.5%	2,369	132,781	1.8%
Wagner-Peyser	Individuals with authorization to work in the United States	47,214	137,342	34.4%	28,910	163,679	17.7%

\* Estimates were calculated for each program as follows. **Adult**: Average adult Supplemental Nutrition Assistance Program recipients per month. **Dislocated Worker**: Number of workers affected by layoffs for which LWC received a Worker Adjustment and Retraining Notification (WARN) notice. **Youth**: Number of economically disadvantaged students enrolled in grades 9 through 12 of public school. **Wagner-Peyser**: Number of initial unemployment claims, plus average quarterly number of marginally attached or discouraged workers.

**Source**: Prepared by legislative auditor staff based on analysis of LWC participant-level data, federal and state laws and policy, and public reports from DCFS, LWC, Louisiana Department of Education, and U.S. Bureau of Labor Statistics.

Not everyone who benefits from Title I and III funding is counted as a program participant. For example, USDOL reporting shows that Louisiana had 54,692 individuals who received self-service or information-only services<sup>25</sup> in fiscal year 2022. In addition, according to LWC, some Title I and III funds are used for activities that serve additional individuals such as out-of-state unemployment insurance claimants, middle and high school students whose counselors receive training about information and opportunities available through WIOA, and individuals in the Migrant Seasonal Farmworkers and statewide Re-entry Programs. In addition, federal regulation requires that WIOA training funds be used as the funds of last resort, meaning participants must be found ineligible for all other available funding, such as scholarship programs and Pell Grants, before receiving training through WIOA. Nevertheless, opportunities exist for Louisiana to enroll a greater number of participants in the Title I and III programs.

**Consistent branding and a more centralized online presence could help LWDBs ensure potential participants are aware of available locations and services.** Based on their survey responses, LWDBs perform a variety of outreach activities, such as collaborating with community partners through events and referrals, hosting career fairs, and advertising through print and broadcast media. In addition, LWDB local area websites can be a powerful tool to provide information on and access to available services. For example, 10 (66.7%) local areas have pre-applications available online, which can increase accessibility and expedite potential participants' eligibility determinations. However, the following issues reduce the effectiveness of online outreach efforts:

<sup>25</sup> USDOL requires states to track people who only received self- or information-only services as "reportable individuals," but they do not qualify to be counted as participants.

- Inconsistent online presence.** While some local areas’ websites include detailed descriptions of specific services, informational videos, participant testimonials, and/or links to online resources and services, other local areas’ websites included only high-level information, and two (13.3%) local areas did not have a functioning website as of June 2023.
- Lack of connection between websites.** LWC’s website has a one-stop location lookup tool, but as of June 2023, it listed the incorrect website for 31 (51.7%) One-Stop Centers and the incorrect address or office closure information for five (8.3%). In addition, LWC’s online one-stop contacts list did not include local area websites and was missing a One-Stop Center.
- Different naming conventions.** One-Stop names can vary widely between states and local areas, making them harder to find and access (*see text box at right*). To address this, WIOA and federal regulations require all One-Stop delivery systems to include a “common identifier” (a unifying name and brand) on their online and print materials to identify them as part of a single network. However, we found that eight (61.5%) of the 13 local areas with websites did not have the required “American Job Center” branding<sup>26</sup> on their websites and/or applications. In addition, as of June 2023, local area naming conventions varied widely, as shown in Exhibit 11.

One LWDB responded to the survey that the WIOA programs would benefit from “**consistent statewide branding**,” as “areas across the state have different names, so we are not easily identifiable,” resulting in “**unintentional anonymity**.”

Exhibit 11 Examples of Local Area Naming Conventions				
Local Area	LWDB Name	System Name	Comprehensive One-Stop Center Name	Website
12	New Orleans WDB	JOB1 Business and Career Solutions	JOB1 Business & Career Solutions Center	<a href="http://job1nola.org">job1nola.org</a>
20	Geaux Jobs Workforce Board	Geaux Jobs	Geaux Jobs Tangipahoa/ St. Helena Parish	<a href="http://geauxjobs.org">geauxjobs.org</a>
40	LWDB #40	Acadiana Workforce Solutions	Acadiana Workforce Solutions Centers	<a href="http://acadianaworkforce.org">acadianaworkforce.org</a>
70	Seventh Planning District Consortium WDB	Coordinating and Development Corporation	Bossier Parish American Job Center	<a href="http://cdconline.org">cdconline.org</a>

**Source:** Prepared by legislative auditor’s staff based on local area websites as of June 2023.

**Recommendation 3:** LWC should develop a policy that outlines a process to equitably disperse Title III resources across local areas that includes periodic reevaluation of local needs.

<sup>26</sup> LWDBs can meet the requirement by including “American Job Center” or “a proud partner of the American Job Center network” branding on their websites and other materials.

**Summary of Management's Response:** LWC partially agreed with this recommendation and stated that while it agrees to develop a policy to determine the level of staffing needed to adequately and effectively meet service delivery needs, there is not a direct correlation between expenditures and service delivery capacity due to a variety of factors. See Appendix A for LWC's full response.

**Recommendation 4:** LWC should work with stakeholders to identify ways to serve more potentially eligible individuals.

**Summary of Management's Response:** LWC agreed with this recommendation and stated that it has already begun cultivating existing relationships with partner agencies and is working with other partners by providing technical assistance to increase dislocated worker enrollment. See Appendix A for LWC's full response.

**Recommendation 5:** LWC should ensure its website contains correct information about One-Stop Centers.

**Summary of Management's Response:** LWC agreed with this recommendation and stated that it has reviewed all websites, and each of the 15 Local Workforce Development Areas have updated their website or are working to make the necessary corrections. In addition, LWC stated that it would make sure this information is reflected on LWC's website and that LWC's Monitoring and Training and Technical Assistance Units will consistently monitor each website. See Appendix A for LWC's full response.

**Recommendation 6:** LWC should ensure LWDBs have required American Job Center branding on their websites.

**Summary of Management's Response:** LWC agreed with this recommendation and stated that it has reviewed all websites and identified those that are not in compliance with this branding to work with those not in compliance to establish compliance. See Appendix A for LWC's full response.

**Recommendation 7:** LWC should work with LWDBs to consider whether adopting a unifying statewide naming convention and/or brand could help to improve outreach efforts statewide.

**Summary of Management's Response:** LWC partially agreed with this recommendation and stated that it will work to improve outreach efforts statewide and explore adoption of a unified statewide naming convention and/or brand. LWC further stated that compliance with American Job Center branding will link them together. See Appendix A for LWC's full response.

## Objective 3: Is WIOA successful at meeting its goals and purpose?

Overall, we found that the outcomes of Louisiana’s WIOA Title I and III programs are mixed. For example, we found that while the majority of participants may gain employment after exiting a WIOA program, their earnings are often not high enough to attain self-sufficiency. However, receiving training and/or supportive services were both associated with better outcomes. Further, we found that LWC could expand its analysis of both statewide and local data to gain a more comprehensive understanding of participant outcomes, more efficiently monitor program compliance, and identify factors contributing to participant and LWDB success.

WIOA states that one of its purposes is to provide workers with the skills and credentials necessary to secure and advance in employment with **family-sustaining wages**.

Louisiana’s WIOA State Plan states that LWC aims to help jobseekers earn a **living wage** and provide opportunities for **economic independence**.

**Louisiana met its performance indicator targets in fiscal years 2019 through 2022. Based on performance indicators for fiscal year 2022, Louisiana participants gained credentials and skills at a higher rate than in other states, but obtained jobs at a lower rate.** WIOA established standard performance indicators for Title I and III programs that states must report to USDOL quarterly and annually (*see text box*). USDOL considers states’ federally-negotiated performance targets<sup>27</sup> to be met as long as results are not 10% lower than the target at the statewide level (or 50% lower at the program level). While all four of Louisiana’s Title I and III programs had employment rates below the state’s targets at least two and up to all four years during fiscal years 2019 through 2022, targets were considered met based on USDOL criteria. In addition, results mostly exceeded targets for the other indicators during this period. Appendix H defines and shows all performance indicators by program for fiscal years 2019 through 2022.

### WIOA Standard Performance Indicators:

- Employment second quarter after program exit
- Employment fourth quarter after program exit
- Median quarterly earnings second quarter after program exit
- Credential attainment
- Measurable skills gains

Most of Louisiana’s Title I programs ranked in the top 40% of states or higher for credential attainment and measurable skills gain indicators<sup>28</sup> in fiscal year 2022; however, its Title I and III programs ranked in the bottom 50% or lower for the employment indicators.<sup>29</sup> This indicates a need for improvement in linking participants with steady employment after WIOA services. Appendix I shows a comparison of Louisiana’s performance indicators to other states by program for

<sup>27</sup> States work with USDOL to set negotiated targets for each indicator and program in their state plans, and targets are adjusted at the end of each program year to reflect actual characteristics of participants enrolled and economic conditions experienced.

<sup>28</sup> The Wagner-Peyser program is exempt from reporting these two performance indicators.

<sup>29</sup> We did not compare Louisiana’s median quarterly earnings performance indicator to other states, as the cost of living varies from state to state.

fiscal year 2022. Overall, these standard performance indicators do not show on their own whether the programs ultimately improved participants’ economic positions. For example, the employment indicator counts individuals as obtaining a positive outcome if they have any job after program exit, even when their earnings after exit are lower than their earnings prior to participation in the program.

**While the majority of participants who exited Title I and III programs in fiscal years 2019 and 2021 obtained employment after exit, their earnings were often lower than two to three quarters before program participation.**

In fiscal years 2019 and 2021, 45,579 (59.2%) of the 76,977 participants who exited these four programs (exiters) were employed with earnings in the second quarter after exit.<sup>30</sup> As shown in Exhibit 12, Title I programs had better employment outcomes than Wagner-Peyser, which does not offer training.

However, being employed does not necessarily mean that participants’ economic positions improved. While 45,102 (59.1%) of the 76,313 Adult, Dislocated Worker, and Wagner-Peyser exiters<sup>31</sup> in fiscal years 2019 and 2021 were employed after exit, this included 18,403 (24.1%) participants who had lower earnings than before program participation.<sup>32</sup> In addition, there were 16,520 participants who had preprogram earnings but who were unemployed after exit from these programs. Only the Adult program resulted in higher earnings than before program participation for the majority of exiters in both fiscal year 2019 and 2021, but some others who were employed after exit still had lower earnings. Exhibit 13 compares participants’ earnings before and after program exit for fiscal years 2019 and 2021. Appendix J shows the full results of our outcomes analysis by program for these years, including the number of exiters in each year, and Appendix K shows outcomes by LWDB.

Exhibit 12 Employment Rates after Exit For Exiters in Fiscal Years 2019 and 2021		
Program	2019	2021
Adult	72.5%	73.2%
Dislocated Worker	74.1%	72.4%
Youth*	72.7%	71.0%
Wagner-Peyser	58.9%	60.4%

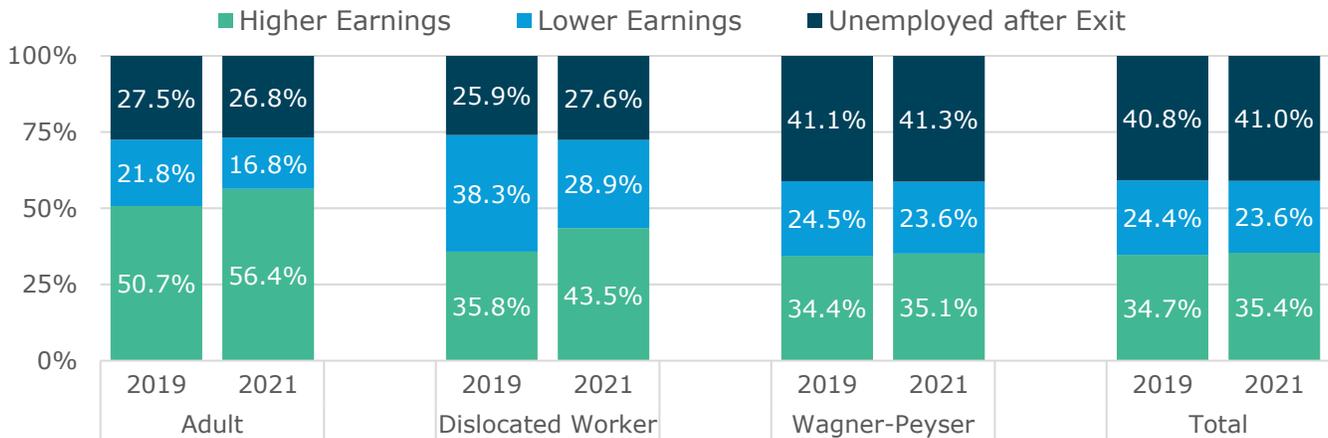
\* For the Youth program, this measure includes those employed or in an education or training program after exit as “employed”.  
**Source:** Prepared by legislative auditor’s staff based on analysis of LWC’s WIOA participant-level data.

<sup>30</sup> All of our analyses examined employment and earnings the **second quarter** after program exit. Any time that employment rates were calculated for multiple programs combined or for the Youth program alone, we used USDOL’s Youth employment measure for Youth participants, which counts Youth participants as “employed” if they were employed *or* enrolled in an education or training program the second quarter after exit. Unlike USDOL performance reports, which calculate total exiters and participant outcomes based on different time periods (see Appendix H), all of our outcomes analyses were based on participants with program exit in fiscal years 2019 and/or 2021.

<sup>31</sup> We did not include the Youth program in this analysis given the program’s dual focus on employment and educational opportunities.

<sup>32</sup> Exiters’ preprogram earnings were calculated as their average quarterly earnings in the second and third quarters before program entry. In our results, participants with “Higher Earnings” include those who gained employment (had no preprogram earnings, but had earnings after exit) or whose earnings increased (earnings after exit were higher than preprogram earnings). Those with “Lower Earnings” are those who were employed before and after the program, but their earnings after exit were lower. “Unemployed after Exit” includes those who lost employment (had preprogram earnings, but no earnings after exit) and those with no earnings before or after program participation.

**Exhibit 13  
Participant Earnings after Exit Compared to Preprogram Earnings  
For Exitters in Fiscal Years 2019 and 2021**



**Source:** Prepared by legislative auditor’s staff based on analysis of LWC’s WIOA participant-level data.

According to LWC, it is expected in some cases that participants’ earnings after exit will be lower than their earnings two to three quarters before entering a Title I program. For example, skilled Dislocated Worker participants with high wages before a layoff due to a plant closure may have lower wages after program exit because there are no jobs with similar earnings available in the area. According to LWC, its main goal is to get unemployed people back to work.

**Most WIOA participants did not have earnings after exit that were high enough to be self-sufficient.** Louisiana’s WIOA State Plan aims to provide opportunities for economic independence and help jobseekers earn a living wage. As shown in Exhibit 14, median quarterly earnings in the second quarter after exit<sup>33</sup> increased for exitters in 2021 compared to 2019 for all four programs. However, median earnings alone do not show how often individuals’ earnings were sufficient to no longer qualify for public assistance and to maintain a basic standard of living. For example, of the 16,410 participants who were employed after exit from the Adult, Dislocated Worker, and Wagner-Peyser programs in fiscal year 2021, 6,394 (39.0%) earned less than the Medicaid

<b>Exhibit 14 Median Quarterly Earnings after Program Exit For Exitters in Fiscal Years 2019 and 2021</b>		
<b>Group</b>	<b>FY 2019</b>	<b>FY 2021</b>
Adult	\$6,011	\$6,697
Dislocated Worker	\$7,938	\$8,459
Youth	\$3,125	\$3,690
Wagner-Peyser	\$4,955	\$5,861
<b>Source:</b> Prepared by legislative auditor’s staff based on analysis of LWC’s WIOA participant-level data.		

<sup>33</sup> All analyses of median earnings examined **median quarterly earnings the second quarter after program exit**. In addition, all analyses of median earnings excluded participants who were unemployed without earnings after exit (only exitters with earnings were included).

eligibility limit<sup>34</sup> after exiting, and 9,909 (60.4%) earned below a living wage.<sup>35</sup> Earning adequate wages to achieve self-sufficiency is important to reduce the number of Louisiana citizens on public assistance and lower poverty rates. Exhibit 15 shows how the median quarterly earnings of exiters in fiscal years 2019 and 2021 compared to each of these thresholds by program.

<b>Exhibit 15</b>						
<b>Comparison of Participants' Median Quarterly Earnings after Exit to Louisiana Medicaid Eligibility Limits and Living Wage For Exiters* in Fiscal Years 2019 and 2021</b>						
Program	Fiscal Year	Total Participants Employed after Exit	Below Medicaid Eligibility Limit		Below Living Wage	
			Number	Percent	Number	Percent
Adult	2019	3,081	1,135	36.8%	1,505	48.8%
	2021	1,714	536	31.3%	932	54.4%
Dislocated Worker	2019	859	223	26.0%	308	35.9%
	2021	914	231	25.3%	395	43.2%
Wagner-Peyser	2019	28,112	12,529	44.6%	15,983	56.9%
	2021	16,150	6,339	39.3%	9,800	60.7%
<b>Total**</b>	<b>2019</b>	<b>28,692</b>	<b>12,748</b>	<b>44.4%</b>	<b>16,274</b>	<b>56.7%</b>
	<b>2021</b>	<b>16,410</b>	<b>6,394</b>	<b>39.0%</b>	<b>9,909</b>	<b>60.4%</b>

\* We did not include the Youth program in this analysis given the program's dual focus on employment and educational opportunities.

\*\* Because participants can be enrolled in more than one program during a year, the total is less than the sum of columns.

**Source:** Prepared by legislative auditor's staff based on analysis of LWC's WIOA participant-level data, Louisiana Department of Health Medicaid eligibility limits, and the Massachusetts Institution of Technology's (MIT) calculation of Louisiana's living wage in 2019 and 2021.

According to LWC, while WIOA aspires to connect people to jobs with a living wage, since its programs serve those people with the greatest barriers to employment, WIOA more often serves as a first step in the right direction. In addition, LWC stated that Louisiana has a relatively low number of jobs that offer a living wage. Although Louisiana's living wage was \$14.06 hourly in 2021 and \$16.15 hourly in 2022,<sup>35</sup> Louisiana's minimum wage has been \$7.25 hourly since 2009. According to LWC, an average of 448,258 (30.6%) of 1,464,423 people with reported wages in Louisiana earned less than the noted living wage each quarter in calendar year 2021.<sup>36</sup>

<sup>34</sup> Based on the Medicaid eligibility limit for the Adult group (138% of Federal Poverty Income Guidelines) for one adult with no family members, which was \$17,244 annually (\$4,311 quarterly) in 2019 and \$17,784 annually (\$4,446 quarterly) in 2021.

<sup>35</sup> Based on the Louisiana living wage for one adult with no children, which was \$23,462 annually (\$5,866 quarterly) in 2019 and \$29,245 annually (\$7,311 quarterly) in 2021 according to MIT's [Living Wage Calculator](#). This calculator draws on geographically-specific data to determine the minimum hourly earnings necessary to meet basic needs while maintaining self-sufficiency if working full time (40 hours weekly).

<sup>36</sup> LWC provided the number of people with reported wages and the number with reported wages less than the 2021 MIT living wage for each quarter in calendar year 2021 using LWC wage data, which does not include earnings for self-employed individuals. Using this information, we calculated the average per quarter.

**The majority of Title I participants did not obtain jobs related to the training they received in WIOA. However, those who received training had better outcomes than those who did not, especially if they completed training and/or obtained jobs related to their training.** The majority (73.9% or 3,569) of the 4,830 Title I exiters in fiscal years 2019 and 2021 who received training did not obtain jobs related to their training. However, fiscal year 2021 outcomes showed an improvement from 20.1% obtaining related jobs in fiscal year 2019 to 31.2% in fiscal year 2021. Individuals who obtained jobs related to their training had higher median quarterly earnings than those who did not. Exhibit 16 shows the percentage of Title I exiters who received training and obtained jobs related or unrelated to their training for exiters in fiscal years 2019 and 2021.

**Exhibit 16**  
**Title I Exiters with Training Who Obtained Jobs Related to Training**  
**For Exiters in Fiscal Years 2019 and 2021**



■ Job Related to Training ■ Job Not Related to Training ■ Unemployed after Exit  
**Source:** Prepared by legislative auditor’s staff based on analysis of LWC's WIOA participant-level data.

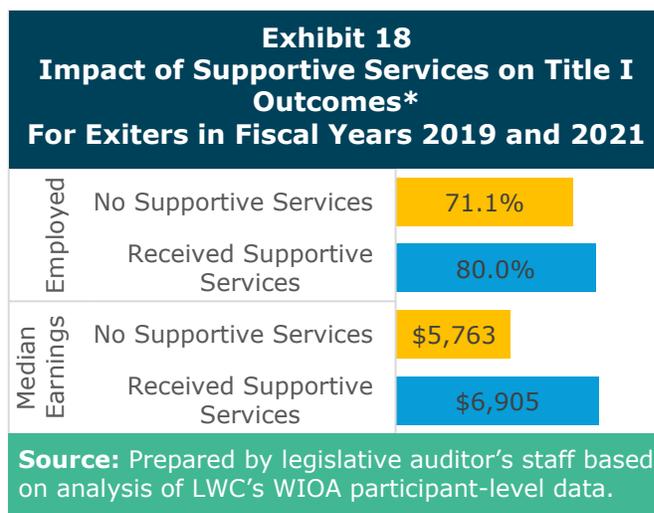
Even if a participant did not obtain a job related to their training, receiving training services resulted in better employment and earning outcomes, especially if the participant completed training. Exhibit 17 shows employment and earning outcomes for Title I exiters in fiscal years 2019 and 2021 based on their training status, and Appendix L shows the results of this analysis by program. Overall, the number and percentage of Title I exiters who received training and completed training increased during this period, which is a positive trend since these factors were linked to participant success. However, the percent of Title I exiters in fiscal year 2021 who received

Exhibit 17		
Title I Employment and Earnings after Exit by Training Status For Exiters in Fiscal Years 2019 and 2021		
Employed	No Training	65.7%
	Some Training (Withdrew)	73.0%
	Completed Training	82.9%
Median Earnings	No Training	\$4,720
	Some Training (Withdrew)	\$5,244
	Completed Training	\$7,785

**Source:** Prepared by legislative auditor’s staff based on analysis of LWC's WIOA participant-level data.

training, completed training, and obtained jobs related to their training varied widely by local area.

**The majority of participants did not receive supportive services in fiscal year 2022; however, Title I participants who received supportive services had better employment and earning outcomes and were more likely to complete training.** Since Title I WIOA programs specifically aim to help people with barriers to employment, WIOA allows LWDBs to use Title I funds to provide supportive services such as transportation, required training or education materials, childcare, housing assistance, and needs-related payments<sup>37</sup> if (1) they are necessary for the individual’s ability to participate and (2) they cannot be obtained through other programs offering similar services. Title I exiters in fiscal years 2019 and 2021 who received supportive services had a higher employment rate and higher median earnings after exit. In addition, exiters with supportive services were more likely to complete training and to obtain a job related to their training. Exhibit 18 shows employment and earning outcomes for exiters overall in fiscal years 2019 and 2021 by whether or not they had supportive services, and Appendix M shows the results of this analysis by Title I program for both years.



Although LWC policy states that supportive services must be made available for participants in need, it also allows LWDBs to determine which types of supportive services they will provide. Survey responses show that at least three (20.0%) LWDBs limit their supportive services to transportation and/or training materials. All 15 LWDBs responded to our survey that supportive services have a positive impact on participant outcomes; however, in fiscal year 2022, the percent of unique Title I participants who received supportive services ranged by local area from 61.6% to 0.6%, with two LWDBs providing these services to less than five participants. These results do not include participants who received supportive services from other sources. According to LWC, this information is currently only tracked in free-text case notes, which cannot be globally analyzed. Creating a method for tracking whether participants receive supportive services from non-WIOA sources would enable LWC to check whether these services are provided at all when

“The majority of our client base consists of low-income individuals that have no other financial means to acquire a secondary credential. The addition of **supportive services further enhances** the ability of clients to successfully attend and complete required curricula that can help them acquire lucrative career opportunities.”

**Source:** LWDB survey response

<sup>37</sup> A participant can receive needs-related payments to enable them to participate in training services if they are unemployed or do not qualify for unemployment compensation.

they are not provided through WIOA, in accordance with each local area's policy, to ensure that participants' needs and WIOA requirements are met.

**LWC could better evaluate the effectiveness and compliance of each program and the factors contributing to participant success by performing more in-depth data analyses of participant services and outcomes.** WIOA requires states to submit performance indicator reports and participant-level data to USDOL on a quarterly and annual basis. LWC's policy is to conduct quarterly reviews of LWDB performance reports in order to identify risk areas throughout the year. Although this allows LWC to compare high-level results across the state, the performance indicators alone do not provide sufficient detail to determine whether individuals' economic status improved after program participation.

Federal guidance documents<sup>38</sup> describe ways that states and local areas can use data analysis to better inform decisions and policy. For example, USDOL states that while performance measures may be a good starting point for measuring success, additional data analysis is needed to fully understand factors like job quality, equitable service delivery, contributions of different partner programs, and whether services are helping individuals achieve self-sustaining wages and employment. Because LWC has access to all WIOA service delivery data, it is uniquely positioned to analyze these factors. By using data to identify participants whose outcomes meet program goals of obtaining quality jobs and self-sufficiency, LWC can then identify which services, career pathways, partner program combinations, and other factors most often contribute to success. It can also use these analyses to help support data-informed service designs, for example by periodically analyzing statewide data and working with the LWDBs with higher rates of training completion and jobs related to training to identify factors contributing to participants' success that can be shared with other stakeholders.

Additional data analyses could also help LWC more efficiently and thoroughly monitor whether the programs comply with federal and state requirements. While LWC's current monitoring reviews depend greatly on samples, data analyses of all service records can identify all potential non-compliance. For example, we found that five LWDBs did not provide any follow-up services in fiscal year 2022 even though they are required by WIOA. Including these analyses as part of routine monitoring can help ensure limited resources are focused on the most high-risk areas. In addition, LWC can use data analyses to check whether the different LWDBs' actual performance aligns with their policies and MOUs.

**Recommendation 8:** LWC should work with LWDBs to identify strategies to increase the number of participants who receive training and supportive services as necessary.

**Summary of Management's Response:** LWC agreed with this recommendation and stated that it continues to provide training and

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<sup>38</sup> For example, TEN 13-20, "Advancing a *One Workforce* Vision and Strategy;" Training and Employment Guidance Letter (TEGL) 07-22, "Increasing Employer and Workforce System Customer Access to Good Jobs."

technical assistance with regards to increasing training and supportive service outcomes. LWC also stated that it is finalizing performance notification letters for local performance and fiscal integrity and that its Training and Technical Assistance Unit will provide oversight and guidance toward compliance for LWDBs identified as high-risk. See Appendix A for LWC's full response.

**Recommendation 9:** LWC should analyze outcome information in more detail than performance indicators to ensure that programs are resulting in positive outcomes and promote data-informed service design.

**Summary of Management's Response:** LWC partially agreed with this recommendation and stated that while it will explore additional opportunities and methodologies to expand LWC's data analyses to include more outcome information, it may prove extremely challenging for LWC without additional state funding to facilitate expanded analyses. See Appendix A for LWC's full response.



# APPENDIX A: MANAGEMENT'S RESPONSE

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John Bel Edwards, Governor  
Ava Cates, Secretary

**Office of the Secretary**

August 31, 2023

Michael "Mike" Waguespack  
Louisiana Legislative Auditor  
1600 N. Third St.  
P.O. Box 94397  
Baton Rouge, LA 70804-9397

RE: LLA Audit Report – Workforce Innovation and Opportunity Act Titles I & III Programs

Dear Mr. Waguespack,

The Louisiana Workforce Commission (LWC) respectfully submits the following response to the Louisiana Legislative Auditor's (LLA) performance audit review of the Workforce Innovation and Opportunity Act (WIOA) Titles I and III programs.

The overarching goal of WIOA is to strengthen states' workforce development systems and help individuals obtain the skills necessary to accelerate their progress towards a family-sustaining career. In order to accomplish this goal, WIOA programs offer an array of resources and services to eligible participants, including job searches, career counseling, training and more. As noted in the report, a relatively high proportion of Louisiana residents could benefit from WIOA program participation when compared to other states. However, it is important to note that LWC can only provide these services to individuals who meet the programs' specific eligibility criteria and consequently choose to enroll. It is also worth noting that WIOA program participants are, by definition, those facing the most challenging barriers to employment.

As you know, the United States Department of Labor (USDOL) oversees WIOA program requirements and provides the sole source of funding for WIOA program administration in the state of Louisiana, which funding has consistently decreased over time. The LWC receives no state funding to assist with the implementation of WIOA programs. As such, LWC is bound by the parameters of the federal system, which largely fail to take into account the many nuances of a state's local workforce development areas. Further, while LWC is responsible for general oversight of all 15 local workforce development areas' comprehensive One Stop Centers, the staff at these locations are not LWC staff and LWC does not have authority over their fiscal or operational management. Rather, the Local Workforce Development Board (LWDB), led by the local area's Chief Elected Official, serves as the fiduciary responsible for management of the local offices' budgets and operations. Thus, while LWC makes concerted efforts to communicate the federal WIOA requirements, offer training and technical assistance, and monitor each local area's performance, the agency is simply unable to directly govern their operations.

Additionally, the funding allocated to LWC by USDOL every year for WIOA programs – which funding is dispersed to each local area according to one of two specific formulas that allow no flexibility in their application – is tied to the state's unemployment rate. This proves to be problematic for a number of reasons, primarily because Louisiana has recently experienced record-low unemployment rates. In reality, the statewide unemployment rate does not accurately reflect the circumstances of the local areas that are most affected by significant decreases in WIOA funding. Furthermore, while the administrative costs of WIOA programs as a whole have

risen significantly in the past several years, particularly as a result of COVID-19, the federal funding allowance for administrative costs has decreased considerably. This presents an even greater challenge for LWC to efficiently administer WIOA programs across the state, typically resulting in the agency having to look for alternative internal sources to cover any gaps in available funding.

LWC recognizes the importance of having clear and consistent agreements in place with all of the partners involved in WIOA programs so as to ensure equitable WIOA programming across the state. Note, however, that the audit period under review by the LLA directly coincided with COVID-19 and many of the documents requested were not obtainable for that particular period. Thus, with respect to the recommendation that LWC should ensure LWDBs have updated MOUs with all required partner programs, LWC can attest that this is complete and all local areas have executed the required MOUs. Nevertheless, we concur with recommendation that LWC should work with LWDBs and other stakeholders to ensure MOUs are consistent and contain all required information.

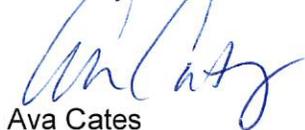
In response to the recommendations that LWC should ensure that its website contains correct information about One Stop Centers and that each LWDB has the required American Job Center branding on their own websites, we concur and have taken corrective action. The Training and Technical Assistance team has been working with each of the local areas to ensure that they are in compliance. LWC will also continue to work with the LWDBs to strategize on best practices to increase the number of participants who enroll in WIOA trainings and use WIOA services. Indeed, LWC holds regular monthly meetings with the local office directors to answer questions, provide guidance and offer assistance where necessary.

Regarding the recommendation that LWC analyze WIOA outcome information in more detail than performance indicators alone, LWC partially agrees. While it could be beneficial for LWC as well as the local areas to gather and analyze additional data to evaluate WIOA program outcomes, LWC lacks the capacity to operate beyond the confines of the federal WIOA requirements without additional state funding to do so.

Overall, LWC strongly believes that WIOA has proven to be successful in Louisiana. We consistently meet our federal performance standards and feel confident that we have accomplished our mission of putting people to work. Louisiana currently has the lowest unemployment rate and the highest number of employed individuals on record for the state. As there is always room for improvement, LWC will make every effort to incorporate the Legislative Auditor's recommendations into the WIOA framework.

Should you have any questions or need additional information, please do not hesitate to contact my office at (225) 342-3001.

Sincerely,



Ava Cates  
Secretary

cc: Andrea Morrison, OWD Assistant Secretary  
Brian Teegardin, OWD Deputy Assistant Secretary  
Quanda Charles, Director

**Agency: Louisiana Workforce Commission**

**Audit Title: Workforce Innovation and Opportunity Act**

**Audit Report Number: 40220016**

**Instructions to Audited Agency:** Please fill in the information below for each recommendation. A summary of your response for each recommendation will be included in the body of the report. The entire text of your response will be included as an appendix to the audit report.

Objective 1: What services are provided through WIOA and how are they administered and delivered?
<i>Recommendation 1: LWC should ensure that LWDBs have updated MOUs with all required partner programs.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Quanda Charles, Director of Title I Programs</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-2936</i>
<i>Email: <a href="mailto:gcharles@lwc.la.gov">gcharles@lwc.la.gov</a></i>
<b>Response:</b> LWC has confirmed that as of June 30, 2023, all 15 MOUs have been updated with all required partner signatures. Currently, LWC works with locals to ensure MOUs are updated with all required partners programs through its annual monitoring review and subsequent designation processes, and that service provision and program integration is implemented. LWDBs that are not in compliance receive a finding and are given a corrective action plan with technical assistance provided in order to correct the deficiency. LWC will review this process and make any necessary changes to ensure strict adherence.
<i>Recommendation 2: LWC should work with LWDBs and other stakeholders to ensure MOUs are consistent and contain all required information, such as including verification if certain partners are not available in the local area.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Quanda Charles, Director of Title I Programs</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-2936</i>
<i>Email: <a href="mailto:gcharles@lwc.la.gov">gcharles@lwc.la.gov</a></i>
<b>Response:</b> LWC recognizes the difficulties the local areas encounter in obtaining signatures from partners that are not available in the local area. As a result, LWC has closed the communication gap,

taken an aggressive approach in obtaining signatures from partners outside the state, and has reviewed every MOU to ensure they are consistent and contain all required information.

<b>Objective 2: How much was spent on WIOA programs and how many individuals were enrolled relative to the eligible population?</b>
<i>Recommendation 3: LWC should develop a policy that outlines a process to equitably disperse Title III resources across local areas that includes periodic reevaluation of local needs.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Brian Teegardin, Deputy Assistant Secretary</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (337) 462-6115</i>
<i>Email: <a href="mailto:bteegardin@lwc.la.gov">bteegardin@lwc.la.gov</a></i>
<b>Response:</b> LWC partially agrees with this recommendation. There is no direct correlation between expenditures and service delivery capacity. One region having greater expenditures than another does not equate to more or less staffing levels or service capacity. For example, a 30-year employee's compensation is more expensive than a new hire. We look at staffing requirements by region to make optimal staffing levels based on FTEs. In addition, Wagner-Peyser (WP) serves a universal customer base and therefore, many customers who are provided services are not enrolled. Labor exchange services (WP) can be provided by other WIOA funded programs. Because a minimal amount of WP funds were spent in an area does not mean there was any deterrent to individuals that need labor exchange services. However, LWC does agree to the development of a policy that incorporates a robust methodology in determining the level of statewide FTEs needed to adequately and effectively meet service delivery needs.
<i>Recommendation 4: LWC should work with stakeholders to identify ways to serve more potentially eligible individuals.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Andrea Morrison, Assistant Secretary</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-3483</i>
<i>Email: <a href="mailto:amorrisson@lwc.la.gov">amorrisson@lwc.la.gov</a></i>
<b>Response:</b> LWC agrees with this recommendation and has already begun cultivating existing relationships with partner agencies such as the Department of Children and Family Services (DCFS) to assist with the Supplemental Nutrition Assistance Program (SNAP) and the Family Independence Temporary Assistance Program (FITAP) to provide enhanced assistance to participants of the Able Bodied Adults without Dependents (ABAWD) and Strategies to Empower People (STEP) programs. LWC continues to strengthen its partnership with the Louisiana Community and Technical College System (LCTCS) by providing devoted attention to enrollment and ensuring their training programs are quickly added to the Eligible Training Provider List (ETPL). LWC is working with our 15 Local Workforce Development Areas and WIOA-mandated partners by providing technical assistance to increase dislocated worker enrollment into LCTCS short-term training programs.
<i>Recommendation 5: LWC should ensure its website contains correct information about One-Stop Centers.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:

<i>Name/Title: Quanda Charles, Director of Title I Programs</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-2936</i>
<i>Email: <a href="mailto:gcharles@lwc.la.gov">gcharles@lwc.la.gov</a></i>
<b>Response:</b> LWC agrees with this recommendation and has reviewed all 15 Local Workforce Development Areas websites. A majority of the 15 Local Workforce Development Areas have updated their websites and the remaining local areas are working with their Internet Service Providers (ISP) to make the necessary corrections. Local areas make updates and/or edits to their websites and American Job Center (AJC) information as needed. LWC will ensure each LWDA maintains this updated information on each AJC location, contact information, and hours of operation, and upload this information on the state's website. LWC's Monitoring and Training and Technical Assistance Units will consistently monitor each website to ensure they are in compliance, and if not, will update accordingly.
<i>Recommendation 6: LWC should ensure LWDBs have required American Job Center branding on their websites.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Quanda Charles, Director of Title I Programs</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-2936</i>
<i>Email: <a href="mailto:gcharles@lwc.la.gov">gcharles@lwc.la.gov</a></i>
<b>Response:</b> LWC agrees with this recommendation. The use of this common identifier serves to unify the statewide workforce development system and increase customer awareness of the system, locally, statewide, and nationally. LWC has reviewed all 15 Local Workforce Development Areas websites and identified local areas that are not in compliance with the required American Job Center identifier/branding. Each has been notified and LWC's Office of Workforce Development and Public Relations departments are currently working with those areas to establish compliance.
<i>Recommendation 7: LWC should work with LWDBs to consider whether adopting a unifying statewide naming convention and/or brand could help to improve outreach efforts statewide.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Andrea Morrison, Assistant Secretary</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-3483</i>
<i>Email: <a href="mailto:amorrison@lwc.la.gov">amorrison@lwc.la.gov</a></i>
<b>Response:</b> LWC partially agrees with this recommendation. With the requirement and compliance of all LWDBs to AJC branding, this will link them together as part of the AJC network and support a unified identifier. However, LWC does agree with improving outreach efforts statewide and will work to convene the 15 Local Workforce Development Areas to explore adoption of a unified statewide naming convention and/or brand.
<b>Objective 3: Is WIOA successful at meeting its goals and purpose?</b>
<i>Recommendation 8: LWC should work with LWDBs to identify strategies to increase the number of participants who receive training and supportive services as necessary.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Andrea Morrison, Assistant Secretary</i>

<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (225) 342-3483</i>
<i>Email: <a href="mailto:amorri@lwc.la.gov">amorri@lwc.la.gov</a></i>
<b>Response:</b> LWC agrees with this recommendation and continues to work with LWDA's by providing training and technical assistance with regards to increasing LWDA training and supportive service outcomes. In addition to annual monitoring and monthly trainings, LWC is finalizing performance notification letters that are being sent out to each LWDA covering local performance and fiscal integrity. LWDA's that are identified as high-risk are going to be assigned a Training and Technical Assistance Advisor to provide oversight and guidance toward compliance.
<i>Recommendation 9: LWC should analyze outcome information in more detail than performance indicators to ensure that programs are resulting in positive outcomes and promote data-informed service design.</i>
Does Agency Agree with Recommendation? <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Agency Contact Responsible for Recommendation:
<i>Name/Title: Brian Teegardin, Deputy Assistant Secretary</i>
<i>Address: 1001 N. 23<sup>rd</sup> Street, 3<sup>rd</sup> Floor Annex</i>
<i>City, State, Zip: Baton Rouge, LA 70802</i>
<i>Phone Number: (337) 462-6115</i>
<i>Email: <a href="mailto:bteegardin@lwc.la.gov">bteegardin@lwc.la.gov</a></i>
<b>Response:</b> LWC partially agrees with this recommendation and will explore additional opportunities and methodologies that expand LWC's data analyses to include more outcome information. However, we note that without additional state funding in place to facilitate the expanded analysis, such an endeavor may prove extremely challenging for LWC at the current funding level.

## APPENDIX B: SCOPE AND METHODOLOGY

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This report provides the results of our performance audit of the Louisiana Workforce Commission's (LWC) administration of the Workforce Innovation and Opportunity Act (WIOA) programs. We conducted this performance audit under the provisions of Title 24 of the Louisiana Revised Statutes of 1950, as amended. This audit covered July 1, 2017, through June 30, 2022. The objectives of this audit were to determine:

- (1) What services are provided through WIOA, and how are they administered and delivered?**
- (2) How much was spent on WIOA programs, and how many individuals were enrolled relative to the eligible population?**
- (3) Is WIOA successful at meeting its goals and purpose?**

We conducted this performance audit in accordance with generally-accepted *Government Auditing Standards* issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

We obtained an understanding of internal control that is significant to our audit objectives and assessed the design and implementation of such internal control to the extent necessary to address our audit objectives. We also obtained an understanding of legal provisions that are significant within the context of the audit objectives, and we assessed the risk that illegal acts, including fraud, and violations of applicable contract, grant agreement, or other legal provisions could occur. Based on that risk assessment, we designed and performed procedures to provide reasonable assurance of detecting instances of noncompliance significant to those provisions.

To answer our objectives, we performed the following audit steps:

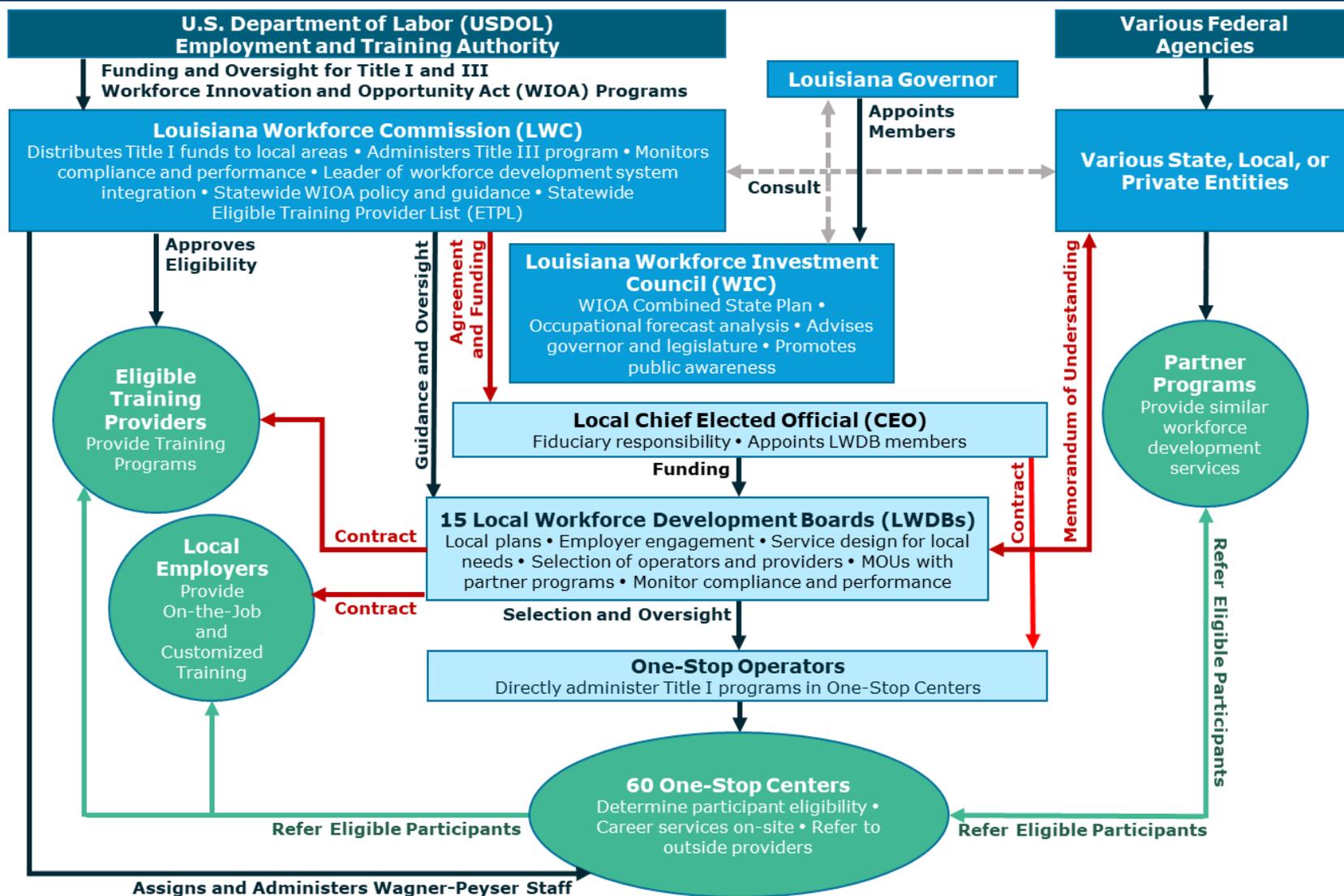
- Researched relevant federal and state laws, regulations, and policies related to WIOA Title I (Adult, Dislocated Worker, and Youth) and Title III (Wagner-Peyser) programs. We also researched Louisiana's WIOA State Plan (2 versions), federal guidance (e.g., ETA advisories, Workforce GPS), best practices, Government Accountability Office audits, and other federal or state government audits or studies of WIOA programs.

- Met with LWC management and staff to obtain an understanding of WIOA related to program administration and changes over time; services offered, locations where services are offered, and providers of those services; participant eligibility, changes in participation over time, demographics, services, and how participants are tracked; program reporting on performance measures; financial and participant-level data collected; and oversight activities performed.
- Met with stakeholders, providers, and other states' audit staff to gain an understanding of WIOA and potential areas to include in the audit.
- Conducted a survey of all 15 LWDBs to obtain an understanding of how WIOA functions at the local level. Survey responses were received between December 8, 2022, and January 9, 2023. In addition, met with leadership from two local areas' LWDBs and One-Stop Operators.
- Used GIS to plot One-Stop Center locations and visually show which parishes do and do not have One-Stop Center locations.
- Obtained and analyzed data from the United States (U.S.) Census Bureau (educational attainment, poverty, and public assistance) and the U.S. Bureau of Labor (seasonally adjusted unemployment rate and labor participation rate) for Louisiana, other states, and the U.S. overall to determine the potential need for WIOA services in Louisiana and how it compares nationally.
- Obtained and analyzed LWC's statewide Eligible Training Provider List.
- Obtained and analyzed LWC monitoring reports showing results of LWC's annual monitoring reviews of LWDBs from 2022 (which analyzed 2020) to identify any potential issues with the program and LWC's monitoring processes.
- Reviewed LLA financial audits of LWC for fiscal years 2018 through 2022 to understand repeated findings about LWC not conducting all monitoring activities of LWDBs required by WIOA.
- Obtained and reviewed information on WIOA waivers currently in place and other waivers the state could potentially request.
- Obtained and analyzed LWDB's memorandums of understanding (MOUs) with partner programs.
- Obtained and analyzed LWC's subrecipient agreements with the local government entities that appoint the LWDBs and subrecipients' contracts with one-stop operators.
- Captured and analyzed information from LWC and local area websites.

- Obtained and analyzed annual United States Department of Labor (USDOL) WIOA performance reports for Louisiana, other states, and the U.S. overall to determine whether performance targets were met over the audit scope and to compare Louisiana’s performance to other states.
- Obtained and analyzed financial information from LWC, including Title I and III funding letters, Title I and III expenditures by program and local area, and a breakdown of expenditures by administrative vs. program costs.
- Obtained and analyzed LWC Office of Workforce Development monitoring staff and Training and Technical Assistance (TTA) Unit staff information to identify trends in turnover and Wagner-Peyser staffing information to analyze allocation of staff throughout the state.
- Obtained and analyzed LWC’s WIOA participant-level data to identify the number of participants enrolled by program and local area, types of services provided, and costs per participant, which were calculated for unique participants in each fiscal year using the state unique identifier in order to show the distinct number of people enrolled by each program and across programs. As participants can be co-enrolled in multiple programs, the total participants for all programs is lower than the sum of program participants. We also used this data to analyze trends in participant outcomes before and after the COVID-19 pandemic. Based on the USDOL reporting methodology, this analysis examined exiters’ unique instances of participation, meaning that if a participant exited a program more than once in the same fiscal year, their outcomes were assessed for each time they exited. The outcomes analysis excluded participants for whom outcome data was not available.
- Obtained and analyzed publicly available information from various sources to calculate estimated populations of individuals potentially eligible for each Title I and III program, and compared these estimates to the number of unique participants actually enrolled in the programs in fiscal years 2019 and 2022 based on LWC’s participant-level data to calculate the percent of potentially eligible people who were enrolled as participants. Although data was not available to calculate complete eligible populations for each program, we developed conservative estimates using the following sources:
  - Adult Program: Average number of adult Supplemental Nutrition Assistance Program (SNAP) recipients per month in fiscal years 2019 and 2022 based on [“SNAP Recipients by Age”](#) reports from the DCFS website. This estimate reflects the program’s focus on adults aged 18 and older on public assistance, but does not necessarily show all low-income individuals or individuals who are basic skills deficient.

- Dislocated Worker Program: Number of workers affected by layoffs for which LWC received Worker Adjustment and Retraining Notification (WARN) notices in fiscal years 2019 and 2022 based on WARN notices downloaded from LWC website. Under the Federal WARN Act, employers with 100 or more employees must notify states in the event of mass layoffs (500 or more persons or 33 percent of the employer's active workforce). Therefore, this is not a comprehensive list of all the layoffs in the state and skews towards larger organizations.
- Youth Program: Estimated number of economically disadvantaged students enrolled in grades 9 through 12 of Louisiana public school based on [Student Attribute Reports by Site](#) from the Louisiana Department of Education (DOE) website as of February 2019 and February 2022. While the Youth program serves low-income in-school youth ages 14 to 21, it also serves out-of-school youth ages 16 to 24. Our estimate only accounted for in-school youth, which can receive up to 50% of all Youth program funding.
- Wagner-Peyser Program: Number of individuals receiving unemployment benefits (i.e., initial unemployment claims) in fiscal years 2019 and 2022 based on [Unemployment Insurance Weekly Claims Data](#) reports from the LWC website, plus average quarterly number of marginally attached or discouraged workers based on Federal Reserve Economic Data (FRED) "[All Marginally Attached Workers from Louisiana](#)" report. Although the Wagner-Peyser program can serve all jobseekers and employers, the number of jobseekers in the state that may benefit from WIOA services is reflected in unemployment data as well as the number of marginally attached workers, who are not considered part of the labor force (because they have not looked for a job in the past four weeks) but have indicated they are available to work and have looked for a job in the previous 12 months.
- Obtained and analyzed information on Medicaid income limits for a single adult from the Louisiana Department of Health (LDH) website and information on the Louisiana Living Wage calculated each year by the Massachusetts Institute of Technology (MIT) and compared to participants' median earnings after exit.
- Met with LWC to discuss our conclusions and incorporated its feedback, including efforts to improve implementation of the WIOA programs, throughout the report.

## APPENDIX C: ENTITIES IN WORKFORCE DEVELOPMENT SYSTEM



**Source:** Prepared by legislative auditor’s staff based on federal and state law, policy, and guidance, and Louisiana’s WIOA State Plan.



## APPENDIX D: WIOA FUNDING FISCAL YEARS 2018 THROUGH 2023

Exhibit D.1 shows total federal Title I and Title III program funding received by LWC.

<b>Exhibit D.1 Title I and III Funding Statewide by Program Fiscal Years 2018 through 2023</b>								
<b>Program</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>Change FY18- FY23</b>	<b>Change FY21- FY23</b>
Adult	\$15,272,706	\$16,707,077	\$15,500,923	\$18,045,995	\$16,359,261	\$14,842,227	-2.8%	-17.8%
Dislocated Worker	15,654,803	20,809,229	21,278,087	20,483,992	18,465,924	16,817,514	7.4%	-17.9%
Youth	16,018,901	17,218,157	15,971,445	18,661,916	16,900,060	15,380,021	-4.0%	-17.6%
<b>Total Title I</b>	<b>\$46,946,410</b>	<b>\$54,734,463</b>	<b>\$52,750,455</b>	<b>\$57,191,903</b>	<b>\$51,725,245</b>	<b>\$47,039,762</b>	<b>0.2%</b>	<b>-17.8%</b>
Wagner-Peyser	\$9,118,315	\$9,004,263	\$8,913,357	\$8,923,122	\$8,709,267	\$8,565,336	-6.1%	-4.0%
<b>Total Title I and III</b>	<b>\$56,064,725</b>	<b>\$63,738,726</b>	<b>\$61,663,812</b>	<b>\$66,115,025</b>	<b>\$60,434,512</b>	<b>\$55,605,098</b>	<b>-0.8%</b>	<b>-15.9%</b>
<b>Source:</b> Prepared by legislative auditor's staff using funding award letters provided by LWC.								

Exhibit D.2 shows Title I program funding allocated by LWC for each local area overseen by a Local Workforce Development Board (LWDB).

<b>Exhibit D.2 Title I Funding by Local Area Fiscal Years 2018 through 2023</b>								
<b>LWDB</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>Change FY18- FY23</b>	<b>Change FY21- FY23</b>
LWDB 10 - Covington (3 Parishes)	\$1,912,224	\$2,135,923	\$2,092,493	\$2,171,484	\$1,944,749	\$1,638,168	-14.3%	-24.6%
LWDB 11 - Jefferson (1 Parish)	3,103,329	3,022,945	3,133,745	3,136,599	3,008,156	3,177,443	2.4%	1.3%
LWDB 12 - New Orleans (1 Parish)	4,187,408	4,541,155	4,273,364	4,829,530	5,092,649	5,324,201	27.1%	10.2%
LWDB 14 - Luling (3 Parishes)	1,016,529	1,154,310	1,146,302	1,343,046	1,209,460	1,065,878	4.9%	-20.6%

LWDB	2018	2019	2020	2021	2022	2023	Change FY18-FY23	Change FY21-FY23
LWDB 20 - Hammond (10 Parishes)	3,599,988	5,177,915	4,456,772	6,045,995	4,784,515	4,367,577	21.3%	-27.8%
LWDB 21 - Baton Rouge (1 Parish)	\$3,705,861	\$3,997,559	\$3,862,401	\$4,391,598	\$4,388,833	\$3,829,742	3.3%	-12.8%
LWDB 31 - Houma (3 Parishes)	1,600,586	2,059,934	2,119,525	2,160,744	1,913,460	1,620,846	1.3%	-25.0%
LWDB 40 - Opelousas (8 Parishes)	4,886,770	6,445,664	6,984,908	6,686,610	5,845,489	4,985,143	2.0%	-25.4%
LWDB 51 - Lake Charles (6 Parishes)	2,479,031	2,927,007	2,789,971	3,334,544	3,057,138	2,902,438	17.1%	-13.0%
LWDB 60 - Jena (6 Parishes)	1,109,554	1,236,259	1,587,975	1,390,770	1,282,184	1,065,348	-4.0%	-23.4%
LWDB 61 - Alexandria (1 Parish)	1,068,674	1,266,606	1,182,827	1,323,256	1,102,691	964,406	-9.8%	-27.1%
LWDB 70 - Shreveport (10 Parishes)	3,029,638	3,627,134	3,437,154	4,165,014	3,348,209	2,984,119	-1.5%	-28.4%
LWDB 71 - City of Shreveport (<1 Parish)	1,939,276	2,128,331	2,234,185	2,141,227	2,072,473	1,840,425	-5.1%	-14.0%
LWDB 81 - Monroe (1 Parish)	1,335,773	1,676,709	1,458,138	1,742,724	1,548,008	1,310,581	-1.9%	-24.8%
LWDB 83 - Monroe (10 Parishes)	1,741,750	1,873,975	2,443,624	2,241,217	2,021,403	1,698,274	-2.5%	-24.2%
Statewide (Reserved by LWC)	10,230,019	11,463,037	9,547,071	10,087,545	9,105,828	8,265,173	-19.2%	-18.1%
<b>Total Title I Funding</b>	<b>\$46,946,410</b>	<b>\$54,734,463</b>	<b>\$52,750,455</b>	<b>\$57,191,903</b>	<b>\$51,725,245</b>	<b>\$47,039,762</b>	<b>0.2%</b>	<b>-17.8%</b>
<b>Source:</b> Prepared by legislative auditor's staff using funding award letters provided by LWC.								

## APPENDIX E: UNIQUE PARTICIPANTS\* AND EXPENDITURES FOR WIOA TITLE I AND III PROGRAMS FISCAL YEARS 2019\*\* THROUGH 2022

Core Program	Measure	2019	2020	2021	2022	Change FY19-22
Adult	Unique Participants	5,513	5,072	3,551	3,970	-28.0%
	Expenditures	\$15,467,196	\$14,337,399	\$15,300,339	\$18,501,158	19.6%
	Cost per Participant	\$2,806	\$2,827	\$4,309	\$4,660	66.1%
Dislocated Worker	Unique Participants	1,280	1,665	1,856	1,653	29.1%
	Expenditures	\$12,758,654	\$17,781,754	\$20,586,740	\$19,848,604	55.6%
	Cost per Participant	\$9,968	\$10,680	\$11,092	\$12,008	20.5%
Youth	Unique Participants	1,934	1,989	2,101	2,369	22.5%
	Expenditures	\$15,097,329	\$15,018,557	\$15,022,687	\$18,355,341	21.6%
	Cost per Participant	\$7,806	\$7,551	\$7,150	\$7,748	-0.7%
Wagner-Peyser	Unique Participants	47,214	44,834	29,926	28,910	-38.8%
	Expenditures	\$8,338,023	\$7,138,636	\$9,235,564	\$9,488,308	13.8%
	Cost per Participant	\$177	\$159	\$309	\$328	85.8%
<b>Overall</b>	Unique Participants	49,214	46,389	30,747	29,409	-40.2%
	Participants Co-Enrolled in More than One Program	6,359	6,805	6,225	7,129	12.1%
	Expenditures	\$51,661,202	\$54,276,346	\$60,145,330	\$66,193,411	28.1%
	Cost per Participant	\$1,050	\$1,170	\$1,956	\$2,251	114.4%

\* Participant numbers presented are for unique individuals enrolled. These numbers are lower than those reported by LWC to USDOL, as USDOL requires LWC to report unique instances of participation. Since participants can be co-enrolled in multiple Title I and III programs, the overall number of unique participants is less than the sum of participants in each program.

\*\* LWC stated that USDOL's reporting requirements changed how the number of participants was calculated in 2018, so we did not include fiscal year 2018 in this analysis.

**Source:** Prepared by legislative auditor's staff using LWC financial information and participant-level data.



## APPENDIX F: TITLE I LOCAL EXPENDITURES, UNIQUE PARTICIPANTS,\* AND PARTICIPANTS WITH TRAINING OVERALL AND BY LWDB FISCAL YEARS 2019 THROUGH 2022

LWDB	Measure	2019	2020	2021	2022	Change FY19-FY22
<b>Overall</b>	Expenditures*	\$35,070,096	\$40,404,753	\$43,341,109	\$46,388,896	32.3%
	Unique Participants	8,365	8,432	7,059	7,628	-8.8%
	Cost Per Participant*	\$4,192	\$4,792	\$6,140	\$6,081	45.1%
	# with Training	3,580	3,849	4,450	4,323	20.8%
	% with Training	42.8%	45.6%	63.0%	56.7%	13.9%
LWDB 10 - Covington (3 Parishes)	Expenditures	\$1,745,554	\$2,121,164	\$2,662,813	\$2,613,258	49.7%
	Unique Participants	880	829	542	582	-33.9%
	Cost Per Participant	\$1,984	\$2,559	\$4,913	\$4,490	126.4%
	# with Training	199	185	186	195	-2.0%
	% with Training	22.6%	22.3%	34.3%	33.5%	10.9%
LWDB 11 - Jefferson (1 Parish)	Expenditures	\$2,532,423	\$1,305,849	\$1,244,176	\$2,965,962	17.1%
	Unique Participants	868	496	193	291	-66.5%
	Cost Per Participant	\$2,918	\$2,633	\$6,447	\$10,192	249.3%
	# with Training	126	83	79	100	-20.6%
	% with Training	14.5%	16.7%	40.9%	34.4%	19.8%
LWDB 12 - New Orleans (1 Parish)	Expenditures	\$3,421,303	\$4,544,744	\$5,554,265	\$5,911,094	72.8%
	Unique Participants	1,651	1,898	1,171	1,108	-32.9%
	Cost Per Participant	\$2,072	\$2,394	\$4,743	\$5,335	157.4%
	# with Training	188	248	227	209	11.2%
	% with Training	11.4%	13.1%	19.4%	18.9%	7.5%
LWDB 14 - Luling (3 Parishes)	Expenditures	\$926,581	\$948,373	\$1,140,673	\$1,236,014	33.4%
	Unique Participants	334	101	151	165	-50.6%
	Cost Per Participant	\$2,774	\$9,390	\$7,554	\$7,491	170.0%
	# with Training	21	17	12	37	76.2%
	% with Training	6.3%	16.8%	7.9%	22.4%	16.1%
LWDB 20 - Hammond (10 Parishes)	Expenditures	\$2,697,527	\$4,007,128	\$5,356,841	\$6,039,824	123.9%
	Unique Participants	455	598	491	503	10.5%
	Cost Per Participant	\$5,929	\$6,701	\$10,910	\$12,008	102.5%
	# with Training	96	157	260	297	209.4%
	% with Training	21.1%	26.3%	53.0%	59.0%	37.9%

LWDB	Measure	2019	2020	2021	2022	Change FY19-FY22
LWDB 21 - Baton Rouge (1 Parish)	Expenditures	\$2,738,184	\$4,092,399	\$4,531,525	\$4,446,725	62.4%
	Unique Participants	396	739	657	443	11.9%
	Cost Per Participant	\$6,915	\$5,538	\$6,897	\$10,038	45.2%
	# with Training	144	292	286	201	39.6%
	% with Training	36.4%	39.5%	43.5%	45.4%	9.0%
LWDB 31 - Houma (3 Parishes)	Expenditures	\$1,577,866	\$1,576,131	\$1,580,498	\$1,345,437	-14.7%
	Unique Participants	301	244	154	114	-62.1%
	Cost Per Participant	\$5,242	\$6,460	\$10,263	\$11,802	125.1%
	# with Training	183	129	79	62	-66.1%
	% with Training	60.8%	52.9%	51.3%	54.4%	-6.4%
LWDB 40 - Opelousas (8 Parishes)	Expenditures	\$5,495,877	\$6,830,613	\$7,521,527	\$7,195,099	30.9%
	Unique Participants	1,172	1,231	1,844	2,314	97.4%
	Cost Per Participant	\$4,689	\$5,549	\$4,079	\$3,109	-33.7%
	# with Training	480	513	577	441	-8.1%
	% with Training	41.0%	41.7%	31.3%	19.1%	-21.9%
LWDB 51 - Lake Charles (6 Parishes)	Expenditures	\$2,084,079	\$2,499,946	\$2,527,546	\$2,827,517	35.7%
	Unique Participants	186	328	284	388	108.6%
	Cost Per Participant	\$11,205	\$7,622	\$8,900	\$7,287	-35.0%
	# with Training	91	103	109	190	108.8%
	% with Training	48.9%	31.4%	38.4%	49.0%	0.0%
LWDB 60 - Jena (6 Parishes)	Expenditures	\$1,219,665	\$1,330,042	\$1,541,478	\$1,499,999	23.0%
	Unique Participants	327	297	313	336	2.8%
	Cost Per Participant	\$3,730	\$4,478	\$4,925	\$4,464	19.7%
	# with Training	145	127	135	153	5.5%
	% with Training	44.3%	42.8%	43.1%	45.5%	1.2%
LWDB 61 - Alexandria (1 Parish)	Expenditures	\$1,136,460	\$1,425,401	\$1,130,997	\$1,139,487	0.3%
	Unique Participants	213	204	128	157	-26.3%
	Cost Per Participant	\$5,335	\$6,987	\$8,836	\$7,258	36.0%
	# with Training	65	61	65	82	26.2%
	% with Training	30.5%	29.9%	50.8%	52.2%	21.7%
LWDB 70 - Shreveport (10 Parishes)	Expenditures	\$3,479,895	\$3,996,170	\$3,561,287	\$3,128,239	-10.1%
	Unique Participants	525	619	473	355	-32.4%
	Cost Per Participant	\$6,628	\$6,456	\$7,529	\$8,812	32.9%
	# with Training	338	342	184	190	-43.8%
	% with Training	64.4%	55.3%	38.9%	53.5%	-10.9%

LWDB	Measure	2019	2020	2021	2022	Change FY19-FY22
LWDB 71 - City of Shreveport (<1 Parish)	Expenditures	\$2,237,243	\$1,668,834	\$1,647,917	\$2,213,013	-1.1%
	Unique Participants	330	256	196	354	7.3%
	Cost Per Participant	\$6,780	\$6,519	\$8,408	\$6,251	-7.8%
	# with Training	187	87	74	122	-34.8%
	% with Training	56.7%	34.0%	37.8%	34.5%	-22.2%
LWDB 81 - Monroe (1 Parish)	Expenditures	\$1,914,462	\$1,576,994	\$1,355,164	\$1,525,276	-20.3%
	Unique Participants	334	258	227	263	-21.3%
	Cost Per Participant	\$5,732	\$6,112	\$5,970	\$5,800	1.2%
	# with Training	142	98	101	126	-11.3%
	% with Training	42.5%	38.0%	44.5%	47.9%	5.4%
LWDB 83 - Monroe (10 Parishes)	Expenditures	\$1,862,979	\$2,480,966	\$1,984,403	\$2,301,952	23.6%
	Unique Participants	395	335	236	257	-34.9%
	Cost Per Participant	\$4,716	\$7,406	\$8,408	\$8,957	89.9%
	# with Training	151	160	150	144	-4.6%
	% with Training	38.2%	47.8%	63.6%	56.0%	17.8%

\* Participant numbers presented are for unique individuals. Since participants can receive services from more than one LWDB, the overall number of unique participants is less than the sum of participants by LWDB.  
 \*\* In this table, overall expenditures and cost per participant only include local LWDB expenditures, not statewide LWC expenditures.  
**Source:** Prepared by legislative auditor’s staff based on analysis of LWC financial information and participant-level data.



## APPENDIX G: TITLE III LOCAL EXPENDITURES, UNIQUE PARTICIPANTS\*, AND STAFFING BY LOCAL AREA FISCAL YEAR 2022

LWDB of Local Area	# One-Stop Centers	Local Expenditures		Unique Participants		Avg. Cost per Participant	Avg. Cost per One-Stop	Title III Staff Assigned	
		\$	% of Overall	#	% of Overall			#	% of Overall
<b>Overall**</b>	60	\$5,828,952	100%	28,910	100%	\$202	\$97,149	67.5	100%
LWDB 10 – Covington (3 Parishes)	2	\$244,474	4.2%	1,149	4.0%	\$213	\$122,237	3.3	4.9%
LWDB 11 – Jefferson (1 Parish)	2	\$431,354	7.4%	2,850	9.9%	\$151	\$215,677	5.1	7.6%
LWDB 12 - New Orleans (1 Parish)	1	\$343,524	5.9%	2,626	9.1%	\$131	\$343,524	4.7	7.0%
LWDB 14 – Luling (3 Parishes)	3	\$156,972	2.7%	452	1.6%	\$347	\$52,324	1.7	2.6%
LWDB 20 – Hammond (10 Parishes)	7	\$215,186	3.7%	2,766	9.6%	\$78	\$30,741	3.1	4.5%
LWDB 21 - Baton Rouge (1 Parish)	2	\$552,574	9.5%	1,446	5.0%	\$382	\$276,287	7.0	10.4%
LWDB 31 – Houma (3 Parishes)	3	\$278,093	4.8%	1,499	5.2%	\$186	\$92,698	4.0	6.0%
LWDB 40 – Opelousas (8 Parishes)	9	\$552,889	9.5%	5,956	20.6%	\$93	\$61,432	7.4	10.9%
LWDB 51 - Lake Charles (6 Parishes)	4	\$244,365	4.2%	2,511	8.7%	\$97	\$61,091	3.3	4.9%
LWDB 60 – Jena (6 Parishes)	6	\$97,853	1.7%	476	1.6%	\$206	\$16,309	1.7	2.5%
LWDB 61 – Alexandria (1 Parish)	1	\$948,350	16.3%	838	2.9%	\$1,132	\$948,350	5.8	8.6%
LWDB 70 – Shreveport (10 Parishes)	8	\$743,751	12.8%	2,726	9.4%	\$273	\$92,969	8.0	11.8%
LWDB 71 - City of Shreveport (<1 Parish)	1	\$326,219	5.6%	1,126	3.9%	\$290	\$326,219	4.3	6.3%
LWDB 81 – Monroe (1 Parish)	1	\$253,246	4.3%	1,320	4.6%	\$192	\$253,246	3.4	5.0%
LWDB 83 – Monroe (10 Parishes)	10	\$440,103	7.6%	1,248	4.3%	\$353	\$44,010	4.7	7.0%

\* Participant numbers presented are for unique individuals. Since participants can receive services from more than one local area, the overall number of unique participants is less than the sum of participants by local area.

\*\* In this table, overall expenditures and cost per participant only include LWC expenditures in the local areas, not LWC expenditures for statewide administration.

**Source:** Prepared by legislative auditor’s staff based on analysis of LWC financial information and participant-level data.



## APPENDIX H: LOUISIANA WIOA PERFORMANCE INDICATORS FISCAL YEARS 2019 TO 2022 (PROGRAM YEARS 2018 TO 2021)

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**Description of Performance Indicators.** WIOA established the following standard performance indicators for Title I and III programs that states must report to USDOL annually:

- Employment Rate the Second Quarter and Fourth Quarter after Exit: Shows the percent of exiters who had unsubsidized employment as of the second or fourth quarter after program exit. In the table below, the number column shows the number who were employed. For the Youth program, employment indicators count participants as employed if they either had unsubsidized employment OR were enrolled in education or training activities in the given quarter after exit.
- Median Quarterly Earnings the Second Quarter after Exit: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program. The number of participants with earnings equals the number employed for the Employment Rate Second Quarter after Exit (except for the Youth program, which counts some participants without earnings as employed).
- Credential Rate: Shows the percent of exiters who received postsecondary education/training OR secondary education through WIOA who attained a credential, meaning (1) if postsecondary, obtained a postsecondary credential during program or within one year after exit, OR (2) if secondary, obtained a secondary school diploma during the program or within one year after exit AND were employed and/or enrolled in postsecondary education within one year after exit. In the table below, the number column shows the number who attained a credential based on these criteria.
- Measurable Skills Gain: Shows the percent of exiters who received training through WIOA leading to a recognized postsecondary credential OR employment who achieved a measurable skills gain, meaning attainment of (1) an educational functional level gain, (2) a secondary diploma or equivalent, (3) a transcript or report card, (4) a training milestone, or (5) skills progression. In the table below, the number column shows the number who achieved a measurable skills gain based on these criteria.

The Credential Rate and Measurable Skills Gain indicators do not apply to the Wagner-Peyser program, as it does not provide training.

**Time Periods Covered by Performance Reports.** USDOL’s annual performance reports for each Program Year (PY) include the same months as state fiscal years (FY) (e.g., PY 2021 and FY 2022 both cover July 2021 to June 2022). However, USDOL requires some measures to be reported based on earlier twelve-month periods to allow collection of information after exit. For example, for the PY 2021/FY 2022 performance reports:

- Total Participants Enrolled and Measurable Skills Gains were reported for July 1, 2021, through June 30, 2022 (i.e., the same dates as the reporting period)
- Employment Rate and Median Quarterly Earnings the Second Quarter after Exit were reported for participants who exited July 1, 2020, through June 30, 2021 (i.e., one year before the reporting period)
- Employment Rate the Fourth Quarter after Exit and Credential Attainment were reported for participants who exited January 2020 through December 2020 (i.e., one and a half years before the reporting period).

Exhibit H.1 shows results for Louisiana’s performance indicators for fiscal years 2019 through 2022, including the target negotiated with USDOL and the actual results for each year.

**Exhibit H.1  
Louisiana WIOA Performance Indicators  
Fiscal Years 2019 through 2022**

Program	State Fiscal Year	Participants	Employment Rate Second Quarter After Exit			Median Earnings Second Quarter After Exit		Employment Rate Fourth Quarter After Exit			Credential Rate*			Measurable Skills Gain*		
			#	Target	Actual	Target	Actual	#	Target	Actual	#	Target	Actual	#	Target	Actual
Adult	2019	5,578	6,283	64.5%	68.1%	\$4,900	\$6,009	11,551	64.4%	67.6%	587	64.3%	63.2%	1,289	N/A	54.2%
	2020	5,128	3,110	64.5%	71.3%	\$4,900	\$6,095	3,371	64.4%	70.5%	786	64.3%	73.1%	1,568	N/A	64.5%
	2021	3,576	2,408	67.0%	60.2%	\$6,000	\$5,900	2,514	67.0%	64.0%	1,127	64.3%	75.5%	1,609	54.0%	69.8%
	2022	3,993	1,714	67.0%	73.2%	\$6,000	\$6,697	1,861	67.0%	62.3%	912	64.3%	72.2%	1,756	54.0%	75.2%
Dislocated Worker	2019	1,292	1,917	64.3%	67.1%	\$6,800	\$7,563	4,619	67.2%	67.9%	269	70.0%	72.9%	295	N/A	59.2%
	2020	1,673	789	64.3%	72.7%	\$6,800	\$7,898	922	67.2%	72.0%	279	70.0%	77.3%	354	N/A	63.0%
	2021	1,868	731	67.0%	54.9%	\$7,800	\$6,881	668	68.0%	68.0%	276	70.5%	81.2%	977	59.0%	77.4%
	2022	1,662	916	67.0%	72.6%	\$7,800	\$8,459	869	68.0%	61.5%	377	70.5%	84.0%	781	59.0%	77.0%
Youth	2019	1,956	634	67.0%	73.0%	N/A	\$2,886	631	67.0%	72.9%	302	60.2%	51.8%	529	N/A	42.1%
	2020	1,990	665	67.0%	71.9%	N/A	\$3,125	732	67.0%	76.6%	318	60.2%	57.1%	630	N/A	46.4%
	2021	2,104	772	73.5%	65.1%	\$2,900	\$3,079	824	72.0%	69.3%	399	58.0%	49.1%	666	45.0%	46.6%
	2022	2,377	679	73.5%	71.0%	\$2,900	\$3,673	610	72.0%	72.4%	370	58.0%	62.9%	805	45.0%	48.0%
Wagner-Peyser	2019	50,823	40,497	61.0%	61.4%	\$4,700	\$5,119	64,049	62.7%	62.5%						
	2020	47,279	26,924	61.0%	57.9%	\$4,700	\$4,835	29,287	62.7%	61.5%						
	2021	30,870	22,050	60.0%	51.5%	\$5,000	\$4,733	23,566	62.0%	51.4%						
	2022	29,597	16,156	60.0%	58.7%	\$5,000	\$5,862	19,858	62.0%	56.0%						

\* The Wagner-Peyser program is exempt from reporting these two performance indicators.

Source: Prepared by legislative auditor's staff based on analysis of data from USDOL WIOA performance reports.



## APPENDIX I: COMPARISON OF LOUISIANA WIOA PERFORMANCE INDICATORS TO OTHER STATES FISCAL YEAR 2022/PROGRAM YEAR 2021

Performance Indicator	Program	Louisiana Rank	Percentile of Rank
Employment Second Quarter after Exit	Adult	28	Bottom 50%
	Dislocated Worker	39	Bottom 30%
	Youth	33	Bottom 40%
	Wagner-Peyser	36	Bottom 30%
Employment Fourth Quarter after Exit	Adult	42	Bottom 20%
	Dislocated Worker	47	Bottom 10%
	Youth	28	Bottom 50%
	Wagner-Peyser	42	Bottom 20%
Credential Rate*	Adult	14	Top 30%
	Dislocated Worker	5	Top 10%
	Youth	18	Top 40%
	Wagner-Peyser		
Measurable Skills Gain*	Adult	4	Top 10%
	Dislocated Worker	9	Top 20%
	Youth	37	Bottom 30%
	Wagner-Peyser		
* These two indicators are not reported for the Wagner-Peyser program. <b>Source:</b> Prepared by legislative auditor's staff based on analysis of data from USDOL WIOA performance reports.			



## APPENDIX J: EMPLOYMENT AND EARNING OUTCOMES BY PROGRAM FOR EXITERS IN FISCAL YEARS 2019 AND 2021

Fiscal Year of Exit	Total Exiters	Employed after Exit		Median Quarterly Earnings after Exit	Percent Exiters by Earning Status Before and After Program*					
		# Exiters	% Exiters		Employed After Exit			Unemployed after Exit		
					Higher Earnings		Lower Earnings	Lost Employment	No Earnings Before or After	
					Gained Employment	Earnings Increased				Total
<b>Adult Program</b>										
2019	4,249	3,081	<b>72.5%</b>	\$6,011	14.7%	36.0%	<b>50.7%</b>	21.8%	14.2%	13.3%
2021	2,342	1,714	<b>73.2%</b>	\$6,697	15.0%	41.4%	<b>56.4%</b>	16.8%	14.8%	12.0%
<b>Dislocated Worker Program</b>										
2019	1,160	859	<b>74.1%</b>	\$7,938	5.8%	30.0%	<b>35.8%</b>	38.3%	22.6%	3.3%
2021	1,262	914	<b>72.4%</b>	\$8,459	9.9%	33.6%	<b>43.5%</b>	28.9%	20.5%	7.1%
<b>Youth Program**</b>										
2019	982	714	<b>72.7%</b>	\$3,125						
2021	958	680	<b>71.0%</b>	\$3,690						
<b>Wagner-Peyser Program</b>										
2019	47,740	28,112	<b>58.9%</b>	\$4,955	10.8%	23.6%	<b>34.4%</b>	24.5%	19.9%	21.2%
2021	44,239	26,737	<b>60.4%</b>	\$5,861	8.0%	27.1%	<b>35.1%</b>	23.6%	25.0%	16.3%
<p>* We compared exiters' earnings the second quarter after exit to their preprogram earnings, which was based on their average quarterly earnings in the second and third quarters before program entry. In our results, participants with "Higher Earnings" include those who gained employment (had no preprogram earnings, but had earnings after exit) or whose earnings increased (earnings after exit were higher than preprogram earnings). Those with "Lower Earnings" are those who were employed before and after the program, but their earnings after exit were lower. "Unemployed after Exit" includes those who lost employment (had preprogram earnings, but no earnings after exit) and those with no earnings before or after program participation.</p> <p>** The Youth employment measure includes youth who were employed or enrolled in education or training after exit. However, median earnings were only calculated for the 671 Youth exiters in fiscal year 2019 and 664 Youth exiters in fiscal year 2021 who had earnings the second quarter after exit. We did not analyze earnings before and after participation for the Youth program due to the program's dual focus on employment and educational enrollment after exit.</p> <p><b>Source:</b> Prepared by legislative auditor's staff based on analysis of LWC'S WIOA participant-level data. All outcomes analyzed were for the second quarter after program exit, and calculation of median quarterly earnings only included participants with earnings.</p>										



**APPENDIX K: EMPLOYMENT AND EARNING OUTCOMES\* BY  
LOCAL AREA  
FOR EXITERS IN FISCAL YEARS 2019 AND 2021**

LWDB of Local Area	Program	Fiscal Year of Exit	Total Exiters	Employed after Exit		Higher Earnings after Exit		Median Quarterly Earnings after Exit
				#	%	#	%	
LWDB 10 - Covington (3 Parishes)	Adult	2019	491	362	73.7%	224	45.6%	\$6,404
		2021	144	120	83.3%	95	66.0%	\$7,956
	Dislocated Worker	2019	147	103	70.1%	47	32.0%	\$7,457
		2021	120	95	79.2%	55	45.8%	\$7,772
	Youth	2019	62	42	67.7%			\$2,857
		2021	31	27	87.1%			\$4,902
	Wagner-Peyser	2019	1,933	1,170	60.5%	660	34.1%	\$5,770
		2021	746	466	62.5%	313	42.0%	\$6,742
LWDB 11 - Jefferson (1 Parish)	Adult	2019	644	383	59.5%	279	43.3%	\$5,134
		2021	94	61	64.9%	43	45.7%	\$5,293
	Dislocated Worker	2019	5	1	20.0%	1	20.0%	\$9,680
		2021	9	6	66.7%	4	44.4%	\$7,298
	Youth	2019	77	67	87.0%			\$3,429
		2021	53	38	71.7%			\$3,573
	Wagner-Peyser	2019	6,256	3,834	61.3%	2,316	37.0%	\$4,996
		2021	2,072	1,118	54.0%	651	31.4%	\$5,969
LWDB 12 - New Orleans (1 Parish)	Adult	2019	1,047	685	65.4%	458	43.7%	\$4,660
		2021	496	335	67.5%	250	50.4%	\$5,778
	Dislocated Worker	2019	376	254	67.6%	79	21.0%	\$6,447
		2021	318	196	61.6%	139	43.7%	\$7,043
	Youth	2019	120	85	70.8%			\$2,483
		2021	211	133	63.0%			\$3,716
	Wagner-Peyser	2019	3,716	2,121	57.1%	1,277	34.4%	\$4,140
		2021	2,383	1,414	59.3%	884	37.1%	\$5,925

LWDB of Local Area	Program	Fiscal Year of Exit	Total Exiters	Employed after Exit		Higher Earnings after Exit		Median Quarterly Earnings after Exit
				#	%	#	%	
LWDB 14 - Luling (3 Parishes)	Adult	2019	155	106	68.4%	57	36.8%	\$8,741
		2021	13	11	84.6%	8	61.5%	\$8,408
	Dislocated Worker	2019	174	125	71.8%	72	41.4%	\$9,474
		2021	40	30	75.0%	17	42.5%	\$10,947
	Youth	2019	28	23	82.1%			\$2,122
		2021	28	22	78.6%			\$2,718
	Wagner-Peyser	2019	1,502	950	63.2%	522	34.8%	\$6,827
		2021	838	459	54.8%	255	30.4%	\$6,563
LWDB 20 - Hammond (10 Parishes)	Adult	2019	262	211	80.5%	160	61.1%	\$11,413
		2021	227	199	87.7%	153	67.4%	\$7,016
	Dislocated Worker	2019	26	24	92.3%	12	46.2%	\$9,617
		2021	92	75	81.5%	42	45.7%	\$8,871
	Youth	2019	33	25	75.8%			\$3,120
		2021	69	54	78.3%			\$2,725
	Wagner-Peyser	2019	4,613	2,871	62.2%	1,559	33.8%	\$6,349
		2021	2,732	1,667	61.0%	965	35.3%	\$6,648
LWDB 21 - Baton Rouge (1 Parish)	Adult	2019	179	140	78.2%	102	57.0%	\$6,483
		2021	264	190	72.0%	148	56.1%	\$6,215
	Dislocated Worker	2019	28	22	78.6%	10	35.7%	\$7,861
		2021	121	86	71.1%	53	43.8%	\$9,202
	Youth	2019	98	58	59.2%			\$2,040
		2021	122	83	68.0%			\$2,702
	Wagner-Peyser	2019	2,927	1,820	62.2%	969	33.1%	\$5,550
		2021	1,916	1,139	59.4%	668	34.9%	\$5,759
LWDB 31 - Houma (3 Parishes)	Adult	2019	142	129	90.8%	105	73.9%	\$7,289
		2021	58	46	79.3%	38	65.5%	\$11,213
	Dislocated Worker	2019	19	14	73.7%	9	47.4%	\$9,377
		2021	34	28	82.4%	13	38.2%	\$10,455
	Youth	2019	76	65	85.5%			\$2,732
		2021	21	19	90.5%			\$2,823
	Wagner-Peyser	2019	1,610	934	58.0%	573	35.6%	\$5,400
		2021	1,274	710	55.7%	387	30.4%	\$7,172

LWDB of Local Area	Program	Fiscal Year of Exit	Total Exiters	Employed after Exit		Higher Earnings after Exit		Median Quarterly Earnings after Exit
				#	%	#	%	
LWDB 40 - Opelousas (8 Parishes)	Adult	2019	381	295	77.4%	219	57.5%	\$6,853
		2021	556	369	66.4%	284	51.1%	\$6,102
	Dislocated Worker	2019	175	135	77.1%	79	45.1%	\$7,958
		2021	275	204	74.2%	114	41.5%	\$8,566
	Youth	2019	258	173	67.1%			\$3,028
		2021	174	123	70.7%			\$3,770
	Wagner-Peyser	2019	9,359	4,918	52.5%	2,964	31.7%	\$4,476
		2021	5,370	3,069	57.2%	1,902	35.4%	\$5,995
LWDB 51 - Lake Charles (6 Parishes)	Adult	2019	82	60	73.2%	39	47.6%	\$5,930
		2021	82	53	64.6%	38	46.3%	\$5,519
	Dislocated Worker	2019	12	11	91.7%	8	66.7%	\$15,355
		2021	9	8	88.9%	4	44.4%	\$9,409
	Youth	2019	31	28	90.3%			\$4,765
		2021	66	51	77.3%			\$6,983
	Wagner-Peyser	2019	2,463	1,551	63.0%	804	32.6%	\$6,377
		2021	1,651	1,064	64.4%	612	37.1%	\$8,603
LWDB 60 - Jena (6 Parishes)	Adult	2019	85	71	83.5%	62	72.9%	\$9,100
		2021	57	52	91.2%	44	77.2%	\$8,582
	Dislocated Worker	2019	56	47	83.9%	27	48.2%	\$8,372
		2021	49	43	87.8%	23	46.9%	\$9,278
	Youth	2019	33	27	81.8%			\$3,650
		2021	22	17	77.3%			\$3,129
	Wagner-Peyser	2019	1,101	576	52.3%	389	35.3%	\$4,858
		2021	385	223	57.9%	106	27.5%	\$5,720
LWDB 61 - Alexandria (1 Parish)	Adult	2019	48	45	93.8%	36	75.0%	\$8,840
		2021	26	23	88.5%	22	84.6%	\$14,221
	Dislocated Worker	2019	17	15	88.2%	11	64.7%	\$8,577
		2021	10	10	100.0%	7	70.0%	\$11,680
	Youth	2019	39	29	74.4%			\$2,832
		2021	23	17	73.9%			\$3,922
	Wagner-Peyser	2019	1,268	810	63.9%	500	39.4%	\$5,172
		2021	925	662	71.6%	413	44.6%	\$6,230

LWDB of Local Area	Program	Fiscal Year of Exit	Total Exiters	Employed after Exit		Higher Earnings after Exit		Median Quarterly Earnings after Exit
				#	%	#	%	
LWDB 70 - Shreveport (10 Parishes)	Adult	2019	241	191	79.3%	142	58.9%	\$5,717
		2021	125	91	72.8%	65	52.0%	\$6,491
	Dislocated Worker	2019	73	64	87.7%	33	45.2%	\$8,808
		2021	125	87	69.6%	50	40.0%	\$9,880
	Youth	2019	33	30	90.9%			\$6,140
		2021	75	48	64.0%			\$3,127
	Wagner-Peyser	2019	3,629	2,199	60.6%	1,320	36.4%	\$4,341
		2021	2,329	1,358	58.3%	820	35.2%	\$4,996
LWDB 71 - City of Shreveport (<1 Parish)	Adult	2019	138	114	82.6%	87	63.0%	\$7,662
		2021	47	39	83.0%	29	61.7%	\$5,698
	Dislocated Worker	2019	23	19	82.6%	12	52.2%	\$8,626
		2021	20	16	80.0%	11	55.0%	\$8,455
	Youth	2019	28	16	57.1%			\$3,922
		2021	23	17	73.9%			\$3,175
	Wagner-Peyser	2019	2,919	1,676	57.4%	967	33.1%	\$3,895
		2021	1,453	837	57.6%	493	33.9%	\$4,788
LWDB 81 - Monroe (1 Parish)	Adult	2019	106	85	80.2%	62	58.5%	\$5,187
		2021	52	43	82.7%	36	69.2%	\$9,966
	Dislocated Worker	2019	9	7	77.8%	4	44.4%	\$8,577
		2021	22	18	81.8%	9	40.9%	\$10,117
	Youth	2019	30	22	73.3%			\$5,707
		2021	11	10	90.9%			\$3,264
	Wagner-Peyser	2019	2,156	1,248	57.9%	797	37.0%	\$3,758
		2021	1,794	1,035	57.7%	629	35.1%	\$3,931
LWDB 83 - Monroe (10 Parishes)	Adult	2019	247	203	82.2%	123	49.8%	\$5,931
		2021	100	82	82.0%	67	67.0%	\$7,211
	Dislocated Worker	2019	18	16	88.9%	9	50.0%	\$6,028
		2021	17	12	70.6%	8	47.1%	\$7,279
	Youth	2019	36	24	66.7%			\$3,294
		2021	28	21	75.0%			\$3,966
	Wagner-Peyser	2019	1,691	910	53.8%	570	33.7%	\$4,093
		2021	1,622	919	56.7%	563	34.7%	\$4,549

\* Higher Earnings after Exit refers to those who gained employment or whose earnings after exit were higher than preprogram earnings. For Youth program, employed participants include youth who were employed or enrolled in education/training after exit, but median earnings were only calculated for youth with earnings after exit, and earnings before and after exit were not analyzed due to the program's dual focus on employment and educational enrollment after exit. **Source:** Prepared by legislative auditor's staff based on analysis of LWC's WIOA participant-level data. All outcomes analyzed were for the second quarter after program exit, and calculation of median quarterly earnings only included participants with earnings.

## APPENDIX L: TITLE I EXITERS' EMPLOYMENT AND EARNING OUTCOMES BASED ON TRAINING STATUS FOR EXITERS IN FISCAL YEARS 2019 AND 2021

Fiscal Year of Exit	Total Exiters by Training Status and Outcomes Measured for that Population*	No Training		Some Training (Withdrew)		Completed Training		Difference Some Training from No Training	Difference Completed Training from No Training
		#	%	#	%	#	%		
<b>Adult Program</b>									
2019	Total Exiters	2,649	62.3%	420	9.9%	1,180	27.8%		
	Employed after Exit	1,735	65.5%	327	77.9%	1,019	86.4%	12.4%	20.9%
	Higher Earnings after Exit	1,102	41.6%	233	55.5%	821	69.6%	13.9%	28.0%
	Median Quarterly Earnings after Exit	\$5,436		\$4,676		\$7,588		-14.0%	39.6%
2021	Total Exiters	871	37.2%	311	13.3%	1,160	49.5%		
	Employed after Exit	564	64.8%	205	65.9%	945	81.5%	1.2%	16.7%
	Higher Earnings after Exit	411	47.2%	144	46.3%	765	65.9%	-0.9%	18.8%
	Median Quarterly Earnings after Exit	\$5,057		\$5,914		\$8,051		16.9%	59.2%
<b>Dislocated Worker Program</b>									
2019	Total Exiters	732	63.1%	86	7.4%	342	29.5%		
	Employed after Exit	507	69.3%	67	77.9%	285	83.3%	8.6%	14.1%
	Higher Earnings after Exit	209	28.6%	35	40.7%	171	50.0%	12.1%	21.4%
	Median Quarterly Earnings after Exit	\$7,448		\$7,974		\$8,490		7.1%	14.0%
2021	Total Exiters	387	30.7%	124	9.8%	751	59.5%		
	Employed after Exit	230	59.4%	86	69.4%	598	79.6%	9.9%	20.2%
	Higher Earnings after Exit	144	37.2%	45	36.3%	360	47.9%	-0.9%	10.7%
	Median Quarterly Earnings after Exit	\$5,899		\$6,173		\$9,396		4.6%	59.3%
<b>Youth Program**</b>									
2019	Total Exiters	674	68.6%	86	8.8%	222	22.6%		
	Employed after Exit	461	68.4%	68	79.1%	185	83.3%	10.7%	14.9%
	Median Quarterly Earnings after Exit	\$2,431		\$5,251		\$5,142		116.1%	111.6%
2021	Total Exiters	519	54.2%	116	12.1%	323	33.7%		
	Employed after Exit	347	66.9%	83	71.6%	250	77.4%	4.7%	10.5%
	Median Quarterly Earnings after Exit	\$2,994		\$3,743		\$5,200		25.0%	73.7%

\* For the Total Exiters row, the percent shows the percent of total exiters with each training status. For other rows showing outcomes after exit, the percent shows the percent of exiters with each training status that had a given outcome. Higher Earnings after Exit refers to those who gained employment or whose earnings after exit were higher than preprogram earnings.

\*\* For Youth program, employed participants include youth who were employed or enrolled in education/training after exit, but median earnings were only calculated for youth with earnings after exit, and earnings before and after exit were not analyzed due to the program's dual focus on employment and educational enrollment after exit.

**Source:** Prepared by legislative auditor's staff based on analysis of LWC participant-level data. All outcomes analyzed were for the second quarter after program exit, and calculation of median quarterly earnings only included participants with earnings.

## APPENDIX M: TITLE I EXITERS' EMPLOYMENT AND EARNINGS OUTCOMES IF RECEIVED SUPPORTIVE SERVICES OR NOT FOR EXITERS IN FISCAL YEARS 2019 AND 2021

Fiscal Year of Exit	Measure*	No Supportive Services		Received Supportive Services		Difference Supp. Services from None
		#	%	#	%	
<b>Adult Program</b>						
2019	Total Exiters	3,876	91.2%	373	8.8%	
	Employed after Exit	2,764	71.3%	317	85.0%	13.7%
	Higher Earnings after Exit	1,894	48.9%	262	70.2%	21.4%
	Median Quarterly Earnings after Exit	\$5,884		\$7,330		24.6%
2021	Total Exiters	1,835	78.4%	507	21.6%	
	Employed after Exit	1,307	71.2%	407	80.3%	9.0%
	Higher Earnings after Exit	974	53.1%	346	68.2%	15.2%
	Median Quarterly Earnings after Exit	\$6,073		\$9,032		48.7%
<b>Dislocated Worker Program</b>						
2019	Total Exiters	1,043	89.9%	117	10.1%	
	Employed after Exit	765	73.3%	94	80.3%	7.0%
	Higher Earnings after Exit	356	34.1%	59	50.4%	16.3%
	Median Quarterly Earnings after Exit	\$7,977		\$7,629		-4.4%
2021	Total Exiters	912	72.3%	350	27.7%	
	Employed after Exit	640	70.2%	274	78.3%	8.1%
	Higher Earnings after Exit	387	42.4%	162	46.3%	3.9%
	Median Quarterly Earnings after Exit	\$7,912		\$9,730		23.0%
<b>Youth Program**</b>						
2019	Total Exiters	696	70.9%	286	29.1%	
	Employed after Exit	494	71.0%	220	76.9%	5.9%
	Median Quarterly Earnings after Exit	\$2,966		\$3,572		20.4%
2021	Total Exiters	671	70.0%	287	30.0%	
	Employed after Exit	466	69.4%	214	74.6%	5.1%
	Median Quarterly Earnings after Exit	\$3,285		\$4,461		35.8%
<p>* For the Total Exiters row, the percent shows the percent of total exiters who did or did not have supportive services. For other rows showing outcomes after exit, the percent shows the percent of exiters who did or did not have supportive services that had a given outcome. Higher Earnings after Exit refers to those who gained employment or whose earnings after exit were higher than preprogram earnings.</p>						

\*\* For Youth program, employment measure includes youth who were employed or enrolled in education/training after exit, but median earnings were only calculated for youth with earnings after exit, and earnings before and after exit were not analyzed due to the program's dual focus on employment and educational enrollment after exit.

**Source:** Prepared by legislative auditor's staff based on analysis of LWC participant-level data. All outcomes analyzed were for the second quarter after program exit, and calculation of median quarterly earnings only included participants with earnings.