



Report Highlights

Workforce Innovation and Opportunity Act

Louisiana Workforce Commission

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Why We Conducted This Audit

We conducted this audit in response to House Resolution 184 of the 2022 Regular Legislative Session, 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.

What We Found

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

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.
- 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.
- 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.
- In fiscal years 2019 and 2022, Title I and III programs enrolled 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.

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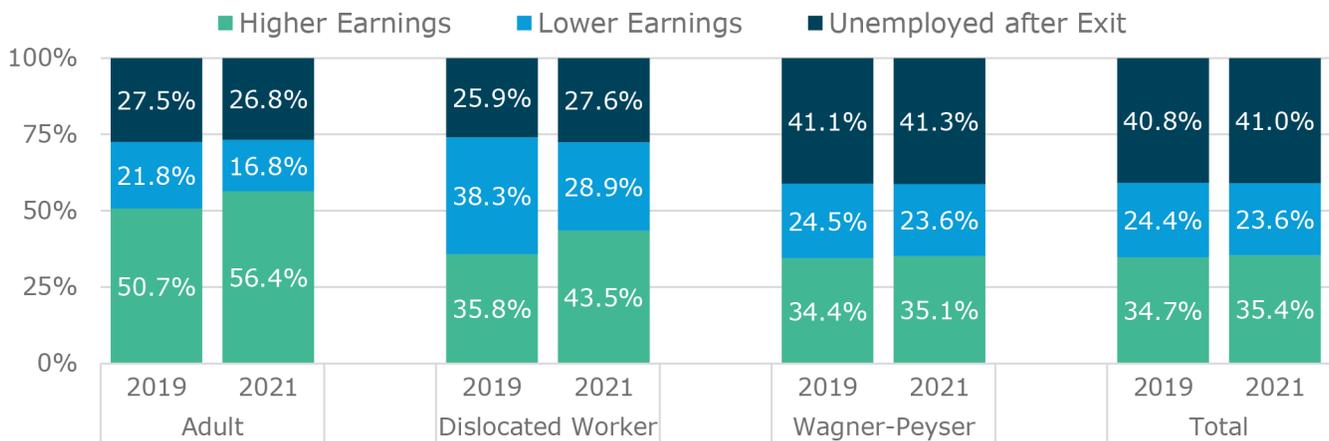
Louisiana Workforce Commission

What We Found (Cont.)

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.
- 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.

**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.

- Most WIOA participants did not have earnings after exit that were high enough to be self-sufficient.
- 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 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.
- 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.

Median Quarterly Earnings after Program Exit For Exitters in Fiscal Years 2019 and 2021		
Group	FY 2019	FY 2021
Adult	\$6,011	\$6,697
Dislocated Worker	\$7,938	\$8,459
Youth	\$3,125	\$3,690
Wagner-Peyser	\$4,955	\$5,861

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

View the full report, including management's response, at www.la.gov.