

JULY 1, 2024 - JUNE 30, 2025

WORKFORCE INNOVATION AND OPPORTUNITY ACT

ANNUAL REPORT





It is my honor to present the Program Year (PY) 2024 Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report for the State of Louisiana. The report captures the accomplishments, ongoing efforts, and challenges experiences during the period of July 1, 2024 through June 30, 2025.

This year's report showcases how Louisiana's strategic initiatives and best practices, as outlined in the Combined State Plan, continue to strengthen our state's workforce system by preparing Louisiana workers, educators, and employers to meet the demands of an evolving economy.

Louisiana is proud to report that the state met or exceeded all negotiated performance levels under the Workforce Innovation and Opportunity Act Title II and III programs. We remain committed to working closely with our local workforce development areas to provide continuous guidance, oversight, and technical assistance to ensure consistent, high-quality service to delivery and statewide performance excellence.

The report will further reflects Louisiana's ongoing commitment to aligning resources, fostering collaboration, and leveraging WIOA funding to meet the workforce needs of both job seekers and employers. We are deeply grateful for the opportunity to serve our citizens through these impactful programs that continue to support economic growth and opportunity across the state.

A handwritten signature in blue ink, reading "Susana Schowen". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Susana "Susie" Schowen
Secretary

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
PROGRAM YEAR 2024**

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I. EXECUTIVE SUMMARY

Under the second-year leadership of Governor Jeff Landry and Secretary Susana “Susie” Schowen, Louisiana Works remains steadfast in its commitment to advancing workforce development as one of the State’s top priorities. The agency continues to drive initiatives that empower customers, strengthen businesses, and promote sustained economic growth across the great State of Louisiana.

The agency remains focused on aligning employment, education, and training programs to create a coordinated and accessible system that effectively meets the needs of both employers and job seekers. Through collaboration with state and local partners, Louisiana Works is building pathways that ensure working families have access to quality jobs, sustainable wages and long-term career opportunities.

This ongoing commitment reflects the State’s dedication to economic growth, workforce innovation, and shared prosperity for all Louisianans.

II. WORKFORCE INNOVATION AND OPPORTUNITY ACT WAIVERS

In Program Year 2024, the State of Louisiana did not have any Workforce Innovation & Opportunity Act (WIOA) waivers approved by the U.S. Department of Labor. Both previously approved waivers expired on June 30, 2024.

III. RESEARCH & EVALUATION

The State Workforce Development Board utilized labor market research conducted by the Research & Statistics Division to remain informed of current Star Jobs data and statewide labor market trends. This information supports evidence-based decision-making and was regularly used by regional and state economic development entities, as well as education partners, to inform the development of career pathways and other workforce training initiatives. The labor market data provided continues to guide strategic planning efforts and ensure alignment between workforce programs and Louisiana’s evolving economic needs.

Louisiana is strengthening its Eligible Training Provider (ETP) program list by adopting an outcomes driven and evidence-based approach to evaluating and approving training providers. As part of this effort the State is currently re-evaluating the ETP application process and corresponding rubric along with the performance rubrics. This review includes updating the evaluation criteria to better measure training effectiveness and long-term employment outcomes. The Management and Information Systems Unit will conduct ongoing performance monitoring, and programs that do not meet established benchmarks may be subject to corrective action or removal. Results from these evaluations directly inform continuous improvement strategies, including targeted technical assistance, provider coaching, and updated guidance based on evidence-based practices. Planned research and evaluation efforts include enhanced analysis of participant outcomes across demographic groups, assessment of provider effectiveness over time, and the development of tools to measure return on investment for training programs. These initiatives support the State’s commitment to data driven decision making and helping ensure that training providers deliver high quality programs that prepare participants for successful, sustainable careers.

IV. CUSTOMER SATISFACTION

The Louisiana Office of Workforce Development (OWD) is currently deploying a multi-method approach to customer satisfaction measurement, combining state-led activities with Local Workforce Development

Area (LWDA)-driven efforts. With focus group sessions being held at various intervals throughout the year, the State anticipates generating quarterly, bi-annual, and annual customer-experience datasets. These recurring data cycles will provide continuous access to real-time customer feedback, enabling OWD and the LWDA's to regularly assess insights, monitor emerging trends, and refine processes and service delivery on an ongoing basis ensuring sustained compliance and a customer-centered workforce.

State-Level Implementation

- Structured Focus Groups at America's Job Centers (AJCs) to gather qualitative feedback from job seekers and employers regarding service quality, accessibility, communication, effectiveness of case management, and technology tools.
- Pre- and Post-Survey Instruments include digital surveys, distributed via QR codes, email links, and case manager referrals to capture customer sentiment prior to sessions and capture satisfaction measures following engagement.
- Onsite Observation and Process Mapping is conducted to observe American Job Center workflow, customer flow, and technology utilization to identify operational barriers impacting customer experience.
- Case Manager and Partner Outreach to encourage participation by extending direct invitations to active customers. Workforce partners were also asked to share the survey link to broaden the customer base.

Local-Level Implementation

Each LWDA independently administered Customer Satisfaction Surveys across the State, decided by strategy, delivery approach, survey instrument, and data-collection tools—ranging from email surveys, kiosk-based forms, workshop feedback cards, and digital questionnaires. As a result, implementation varied across regions, enabling localized insights, reflecting local customer flow, staffing patterns, and technological capacity. The information gathered locally was used both at the LWDA level and by the State to inform continuous improvement efforts and strengthen customer experience across Louisiana's workforce system.

Overall Efforts to Improve Response Rates:

- QR code posters placed in AJCs statewide; additional copies distributed to case managers for handoff.
- Orientation groups and staff instructed to administer the survey during intake and workshops.
- Targeted follow-up reminders by case managers and business services representatives.
- Shift from case-manager-only outreach to AJC-led distribution, which improved participation in the following ways:
 - o Ensures that survey invitations reached a broader and more diverse set of customers.
 - o Collaboration between AJC staff, orientation facilitators, and the workshop leads to integrate survey distribution into standard customer-flow processes.
 - o Provides technical assistance and communication tools—including QR codes, templates, signage, and messaging scripts—to support staff in administering customer satisfaction outreach.
 - o Coordinates with LWDA directors and AJC managers to standardize expectations for in-center promotion of surveys and focus group sessions.

- o Monitors participation data in real time and worked with AJCs to adjust processes, resulting in increased survey visibility and improved customer response rates.
- o Enhances consistency in outreach across regions by aligning expectations, reinforcing staff training, and encouraging adoption of AJC-led engagement practices statewide.

This combined state–local methodology will provide both quantitative and qualitative insights and enabled triangulation of data to support a comprehensive statewide understanding of customer satisfaction.

V. STATE STRATEGIES

Louisiana continues to advance a unified and inclusive workforce system centered on system alignment, service integration, and performance accountability. Leveraging innovative technology and cross-agency collaboration, the State is eliminating barriers to employment and expanding equitable access to opportunity. Through initiatives such as the Aligned Case Management (ACM) Institute and the “One-Door” Integration pilot, Louisiana is modernizing case management and strengthening coordination among WIOA core partners and human services agencies. The enactment of the “One Door to Work” legislation, signed by Governor Jeff Landry, further consolidates workforce and social service programs into a single, customer-centered system. Effective October 1, 2025, the Louisiana Workforce Commission’s transition to Louisiana Works, reflects the State’s expanded mission to deliver integrated, family-centered services that enhance workforce participation, economic mobility, and long-term self-sufficiency.

One Door to Work consolidates services to serve our State better – one location, one system, one comprehensive approach to workforce solutions that eliminates barriers and accelerates results. Louisiana Works now includes Supplemental Nutrition Assistance Program (SNAP) Employment and Training, Strategies to Empower People (STEP Work Program, Temporary Assistance for Needy Families (TANF) Work Program. The integration of TANF, SNAP, and WIOA training systems is designed to provide a more integrated experience for participants including job training, job search assistance and personalized career coaching. The integration emphasizes transition from dependence to independence by focusing on job placement and self-sufficiency outcomes.

Sector Strategies

Louisiana continues to build on the strong foundation established through its industry sector partnerships, supporting key sectors. Over the past year, the Louisiana Works and its regional partners have continued to advance workforce solutions through collaboration, targeted initiatives, and data-driven strategies designed to meet the evolving needs of employers and job seekers across the State.

The Healthcare Sector Partnership in Northwest Louisiana made significant strides this year through expanded collaboration and innovative programming. Led by the region 7 Industry Sector Coordinator, the partnership brought together healthcare executives, educators, and key workforce partners to address workforce challenges and promote long-term talent development in the region. A major outcome of these efforts was the inaugural Med Quest Summer Healthcare Camp, hosted at Bossier Parish Community College in June 2025. The camp was designed to inspire middle school students to explore healthcare careers and was developed entirely by regional healthcare employers.

Key highlights include:

- Two week-long camps, serving 34 students from Caddo and Bossier Parish schools.
- Daily themed sessions such as “Brain & Mental Health Day,” “Heart & Cardio Day,” “Blood & Tissue Day,” “Lung & Breathing Day,” and “Bones & Nutrition Day,” each hosted by a different healthcare partner.
- Hands-on learning activities in clinical labs, CPR certification, pathology demonstrations, and fitness-based heart health exercises.
- Engagement of major healthcare partners including CHRISTUS Health, Willis Knighton Health System, Delta Pathology, Ochsner LSU Health, Brentwood Hospital, and Bossier Parish Community College.

Student feedback was overwhelmingly positive, emphasizing the excitement of hands-on learning and the opportunity to earn CPR certification. The success of the inaugural Med Quest Camp has inspired partners to begin planning for a Summer 2026 Healthcare Camp, ensuring sustainability of this workforce pipeline initiative. This partnership exemplifies how collaborative, sector-based strategies can directly influence regional workforce development by cultivating early career interest, fostering employer engagement, and aligning education with industry demand.

The Work Opportunity Tax Credit (WOTC): WOTC a federal tax credit to employers who hire individuals from eligible target groups. Louisiana Works is responsible for facilitating this process within the State. WOTC operates under federal law and guidance from both the U.S. Department of Labor (U.S. DOL) and the Internal Revenue Service (IRS). Key stakeholders in the success of this program include Louisiana Works, employers, employers’ legal representatives and newly hired employees.

In order for employers to benefit from the WOTC Program, newly hired employees must belong to at least one of the active target groups defined by U.S.DOL and certified by Louisiana Works.

The top three goals of the WOTC Program and Louisiana Works leveraging opportunities:

- Goal 1: Provide a federal tax credit to participating employers (reducing their income tax liability) for hiring individuals from certain target groups who have consistently faced significant barriers to employment.
- Goal 2: Incentivize workplace diversity and facilitate access to good jobs for American workers.
- Goal 3: Assist targeted workers in moving from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers.

Based on its program history and an ever-evolving list of target groups including various modifications for veterans, SNAP and TANF recipients, designated community residents, at-risk youth, and the long-term unemployed, the WOTC program demonstrates a high degree of flexibility as a policy tool. Looking ahead, due diligence with research, applications and deadlines will be paramount. Historically, WOTC has been reauthorized annually, but for the first time, Congress reauthorized WOTC for five years through December 2025, signaling growing congressional support and increasing momentum toward making WOTC permanent program. Staying informed of these developments can have a significant and lasting impact for Louisiana in the years to come.

The Incumbent Worker Training Program (IWTP): IWTP benefits businesses and industries in Louisiana, as well as their employees, by supporting the skill development of existing staff, increasing employee

productivity, and fostering company growth. Louisiana's state funded IWTP provides workforce training through a social charge added to the unemployment insurance payments from participating companies. The program operates two workforce-training tracks: Customized Employee Training designed for larger companies and groups of businesses with similar training needs, and Small Business Employee Training (SBET) targeted businesses with 50 or fewer employees.

The Customized Employee Training (CET) program enables companies to tailor training to the specific needs of their workforce, provided the training aligns with an approved recognized industry standard. CET contracts are generally one year in duration, and program performance is measured by job readiness, job creation, job retention, and wage increases for participants. IWTP Customized Employee Training (CET) writes three-partner contracts with the State of Louisiana for a designated primary training provider who administers the grant, and the employer in larger corporations or employers who form a consortium. The CET program provided \$585,942 in funding matched by an employer contribution of \$96,663 to the Electrical Training Alliance, a joint apprenticeship training partnership between the International Brotherhood of Electrical Workers local and the National Electrical Contractors Association. The program provided critical safety training with electrical trade education. The CET program also funded training for lineman, operators, maintenance, and craft workers for Entergy, the multi-state utility company serving 1.1 million customers in Louisiana. The \$573,339 in CET funding was matched by an employer contribution of \$174,467 to provide the courses, which also included software training to upskill administrative personnel and frontline supervisors.

The Small Business Employee Training program focuses on "off-the-shelf" standardized training for certifications that are widely recognized, rather than training customized for a single business. SBET offers simplified application and reimbursement processes and funds short-term training modules to support small business workforce development. IWTP's Small Business Employee Training (SBET) program assists smaller employers through training for their employees in business skills, safety, continuing education, and technical training. In the past year, the SBET program continued funding of apprenticeship training for employees in the plumbing and heating-cooling trades, while exploring opportunities to provide training with the State's non-profit association of independent pharmacies as well as working with non-profits involved in elder care.

Title IV Vocational Rehabilitation Program: Vocational Rehabilitation (VR) provides a planned sequence of individualized services to assist persons with disabilities reach employment. It is a partnership between a Vocational Rehabilitation Counselor and the individual with a disability eligible for VR services. They work together to develop an Individualized Plan for Employment (IPE) that is specific to the unique strengths, resources, concerns, abilities, interests, and informed choice of the individual. The plan identifies the VR services the individual needs in order to achieve their employment goals.

These comprehensive services go far beyond those found in typical job training programs and include such services as:

- Assessment and Vocational Guidance and Career Counseling
- Career Services including Job Readiness Training, Job Search Assistance, Short-Term Job Supports, and Job Development and Placement
- Supported Employment Services
- Training Services, including post-secondary education and support
- Prosthetic and Orthotic Devices

- Interpreter and Reader Services
- Assistive Technology Services, including Mobility Equipment, Hearing Aids, Home Modifications, and Vehicle Modifications

In Program Year 2024, Louisiana Rehabilitation Services successfully closed 1,179 individuals in competitive integrated employment. Of those, 58% secured jobs in Louisiana's top demand occupations – classified as 3, 4, or 5-star jobs. On average, individuals who gained, maintained, or advanced in employment earned \$18.94 per hour, with average annual earnings of \$34,873. These employment outcomes reflect the effectiveness of specialized vocational counseling and guidance services provided by trained Rehabilitation Counselors, who assist participants in aligning their career goals with in-demand labor market opportunities.

When LRS does not have sufficient funding or staff to serve all eligible consumers, federal regulations mandate that individuals with the most significant disabilities be given priority for services. LRS determines who has the most significant disabilities by implementing an Order of Selection (OOS) which is derived from an individual's functional limitations and barriers to employment that are directly resultant from their disability. Using this information, the individual is placed in an appropriate OOS Category, which ranges from most to least severe. Since March 28, 2022, LRS has been utilizing a 3 category Order of Selection which is as follows: Category 1-Most Significantly Disabled, Category 2- Significantly Disabled, and Category 3- Non-Significantly Disabled. There has not been a deferred waiting list since August 2022.

In Program Year 2024, LRS continued its support for students with disabilities as they transitioned from high school to adulthood, focusing on helping them pursue training and employment opportunities. In accordance with federal requirements, LRS allocated 15% of its Vocational Rehabilitation (VR) funding to provide the five core Pre-Employment Transition Services (Pre-ETS): job exploration counseling, work-based learning experiences, counseling on post-secondary education or comprehensive transition programs, workplace readiness training, and instruction in self-advocacy. During this period, LRS delivered services to 5,408 students with disabilities.

LRS delivers these services through a combination of Vocational Rehabilitation (VR) counseling staff, fee-for-service agreements with Community Rehabilitation Programs, and Third Party Cooperative Arrangement (TPCA) contracts with school districts. By the end of Program Year 2024, LRS maintained 19 active TPCAs with local education agencies to provide Pre-Employment Transition Services and continues to seek additional partnerships to expand service delivery.

LRS maintains a strong presence across all 15 local Workforce Development Areas, actively contributing to regional workforce strategies. LRS representatives serve on each local board, and VR staff provide access to services in the American Job Centers to ensure seamless service delivery. In Program Year 2024, Rehabilitation Employment Development Specialists (REDS) enhanced collaboration by joining weekly virtual meetings with Business Service Representatives and Industry Sector Coordinators. This coordinated approach strengthens employer engagement and supports the Employment Initiative's core objective: building strategic relationships with human resource professionals and hiring managers. These partnerships are crucial in connecting individuals with disabilities to meaningful and competitive employment opportunities, aligning with the broader goals of inclusive workforce development.

Louisiana Rehabilitation Services (LRS) continues to demonstrate its commitment to empowering individuals who receive Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)

to achieve their employment goals. Through strategic partnerships with Work Incentives Planning and Assistance (WIPA) programs and Employment Networks, LRS provides beneficiaries with the knowledge and resources needed to make informed decisions about work and financial independence. The agency actively promotes the Ticket to Work program throughout Louisiana, reinforcing its role in connecting individuals with opportunities for self-sufficiency.

In Program Year 2024, LRS staff received targeted training on the intersection of employment and Social Security benefits, including the impact of earned income on cash assistance and medical coverage. To further assist beneficiaries in making informed employment decisions, LRS provides direct access to an in-house Community Partner Work Incentives Counselor (CPWIC) and can refer individuals to Community Work Incentive Coordinators (CWICs) through two Social Security Administration contracts with Lighthouse for the Blind and West South Central (which is operated by the Human Development Center within Louisiana State University Health Sciences Center). These professionals offer comprehensive benefits counseling and guidance, helping individuals understand the impact of employment on their financial and healthcare benefits.

Vocational Rehabilitation (VR) counselors recognize the indispensable role of CPWIC and WIPA in guiding participants through complex benefit systems and supporting their pursuit of sustainable employment. Notably, the in-house Community Partner Work Incentives Counselor is also the LRS Ticket to Work Cost Reimbursement (CR) Coordinator, who engages in ongoing professional development alongside CR Coordinators nationwide. The Cost Reimbursement Program—established in 1981 and available exclusively to State VR agencies—aims to expand access to VR services for Social Security beneficiaries with disabilities while reducing expenditures from the Social Security Trust Fund (SSDI) and the General Revenue Fund (SSI). In Program Year 2024, LRS received \$1,919,491.88 from the Social Security Administration's Reimbursement Program, underscoring the agency's success in supporting beneficiaries' transition to employment to independence.

LRS collaborative efforts with Louisiana's federal Assistive Technology Act program, Louisiana Assistive Technology Access Network (LATAN), include referring LRS customers to LATAN services, assistive technology demonstration center, assistive technology loan programs, and more. Additionally, LATAN provides support to LRS customers in transitioning from school to work; obtaining/maintaining employment; or increasing independence through assessments for computer/assistive technology device access, seating and positioning devices, home modifications for accessibility, and worksite accommodations. LRS staff attend LATAN events to increase knowledge of available technology.

Randolph-Sheppard Business Enterprise Program provides employment opportunities for the blind by establishing and maintaining Business Enterprise Facilities. The program currently operates 55 facilities throughout the State, providing entrepreneurial opportunities for 40 individuals who are blind. Although the actual number of vending opportunities has remained constant, we experienced a net decrease of 13 blind vendors from 2020-2024. In order to recruit new vendors into the program, LRS staff have been actively promoting Randolph-Sheppard program opportunities to counselors who work with individuals who are blind, as well as directly to consumer organizations whose membership is comprised of individuals who are blind, including the National Federation of the Blind of Louisiana and the Affiliated Blind of Louisiana. Because of these efforts, we now have four newly licensed blind vendors.

LRS Randolph Sheppard staff have undertaken efforts to assist our blind vendors to improve their profits. To assist them, LRS recently conducted upward mobility training with blind vendors in our Randolph-

Sheppard program. Training topics included the history of the Randolph-Sheppard program, basic business principles, as well as how to evaluate your business. This training, along with return to the office initiatives by both state and federal governments should assist with improved profits. To assist blind vendors who are earning less than the median salary of \$19,175, LRS is considering merging locations and changing the scope of operations. An example of a change in scope could be from a cafeteria to a snack bar or from a snack bar to a vending machine only location.

Three Independent Living Centers are contracted to provide Independent Living (IL) services that support eligible individuals with disabilities in living independently. These services include the five core IL services: 1) information and referral; 2) independent living skills training; 3) peer support; 4) advocacy; and 5) services that facilitate transition from nursing homes and other institutions to the community, assistance to those at risk of entering institutions, and facilitation of youth transition to postsecondary life. A total of 5,479 individuals were served during PY2024, with an average cost of \$59.94 per individual.

Four rehabilitation centers are contracted to provide Independent Living Older Blind (ILOB) services. These services include orientation and mobility training, low vision evaluations and provision of low vision devices, training in performing activities of daily living, information and referral services. A total of 1,739 individuals 55 years of age or older and having significant visual impairments were served during PY2024, with an average cost per customer served of \$252.27.

Jobs For Veterans State Grant (JVSG): The State ensures priority of service by referring veterans and other eligible persons to employment opportunities through a standardized review process. Every qualifying veteran is seen by a Disabled Veteran Outreach Program (DVOP) representative and provided Individualized Career Services under the framework of case management. This process includes a comprehensive assessment and an individual employment plan tailored to the needs of each veteran. Field leadership receives results of this process quarterly for action when necessary.

In addition, Local Veteran Employment Representatives (LVER) provide training on veterans' priority of service to the non-veteran staff in the local offices. LVERs also conduct Regional Priority of Service training for all American Job Centers (AJC) state staff annually, completing training for every AJC by the end of the fiscal year. LVERs actively engage with employers to encourage enrollment in the Hire Veterans Medallion Program, which incentivizes companies to hire veterans and provide recognition from the Department of Defense. The State continues to provide Individualized Career Services under the framework of case management for Vocational Rehabilitation and Employment (VR&E) referrals in accordance with federal directives.

Through the efforts of the JVSG staff and AJC partners, the State achieved a 100% Intensive Services Rate compared to a goal of 95% during the refocusing of the JVSG program. The AJC staff conducting initial assessments on incoming veteran job seekers drove this success and referring only those identified as having a Qualifying Barrier to Employment (QBE) to a DVOP.

The JVSG program has collaborated with the Homeless Veterans Reintegration Program (HVRP) grant awardee, the Elle Foundation of Shreveport, to ensure that all enrolled participants receive individualized career services. Additionally, the State JVSG program maintains a Memorandum of Understanding (MOU) with the local Army Military Installation on Fort Johnson; providing office space for a DVOP twice a week. This arrangement ensures that transitioning services members have direct access to services and support.

Reemployment Services and Eligibility Assessment: The Reemployment Services and Eligibility Assessment (RESEA) program identifies unemployment benefits claimants who are likely to exhaust all unemployment benefits and transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX), and connects them with reemployment services to help them quickly return to work. The RESEA program uses statistical modeling to rank unemployment benefits claimants based on their likelihood to exhaust all unemployment benefits. This process includes a statistical evaluation of numerous work and related factors, including but not limited to length of workforce attachment, occupational field, industry, wages, and location. Claimants are assigned a score, with a higher score indicating a greater risk of exhausting unemployment benefits.

Since December 2021, the RESEA program has continued to utilize the virtual platform Self Scheduler, formally known as 10to8, to facilitate the delivery of virtual RESEA services. The Self-Scheduler feature enables participants to schedule their appointments independently, receive reminders via email and SMS, and reschedule as needed. Additionally, the Self-Scheduler provides individual staff members at the American Job Centers (AJCs) access to their personal calendars, allowing them to monitor upcoming appointments and effectively manage daily participant flow.

In program year 2024, 38,318 participants were scheduled for RESEA services and 37,788 were successfully completed. The RESEA program assisted 98% of scheduled participants, which exceeds the target goal of 70%. The RESEA program continues to thrive under the newly restructured service flow, offering virtual services, engaging participants earlier after filing a claim, delivering enhanced service offerings, and requiring American Job Centers (AJCs) to co-enroll individuals in Title I employment and training services by the 10th week of unemployment. The services provided to selected claimants include a virtual orientation, personalized assistance from staff in developing individualized reemployment plans; unemployment benefits eligibility assessments, provision of customized labor market information, and additional staff-assisted career services at the AJCs.

Since the RESEA Program engaged the Policy & Research Group (PRG) to conduct its evaluation, the Louisiana Works has continued to take proactive measures to ensure that RESEA interventions and service delivery strategies meet or exceed the standards set forth by the U.S. Department of Labor (U.S. DOL). PRG has collaborated with Louisiana Works to identify which RESEA program component(s) have been evaluated and has developed an Evaluability Assessment of the selected component(s). Additionally, PRG is evaluating the RESEA program's impact on targeted population outcomes, such as employment, benefit duration, and earnings. PRG has also constructed a Logic Model for the RESEA component(s) under evaluation and assessing the adequacy of existing data and data systems to support the evaluation

Increasing Access to Registered Apprenticeship in Louisiana

The Louisiana Works apprenticeship unit continues to advance its mission of expanding Registered Apprenticeship (RA) opportunities, strengthening community partnerships, and enhancing statewide coordination to meet Louisiana's evolving workforce needs. A key priority of this mission is increasing access to RA programs—particularly in rural and underserved communities—through targeted outreach, employer engagement, and cross-agency collaboration. To support data accuracy and program accountability, the agency continues to utilize HIRE, the State's case management and data collection system, enabling real-time capture of required reporting information.

Rural and Underserved Outreach: The apprenticeship unit continues to expand its presence in rural and underserved regions through close coordination with AJCs. Together, they engage businesses, civic leaders, and school systems as partners in growing Registered Apprenticeship opportunities.

This year, the unit hosted an employer-driven recruitment fairs that connected employers and prospective apprentices with local RA sponsors while providing on-site enrollment and eligibility support. Additional outreach events at parish libraries across multiple regions enabled employers to meet jobseekers, share information about available workforce development resources, and promote apprenticeship pathways. Participation in local and regional job fairs further broadened public awareness and encouraged employer engagement in RA programs.

Statewide Outreach, Industry Engagement, and Partner Collaboration: Outreach efforts focused on key industry sectors—including education, healthcare, information technology, and manufacturing—to better understand workforce needs and ensure that apprenticeship pathways are responsive to employer demand.

In partnership with the American Institutes for Research (AIR) and local workforce development boards, the apprenticeship unit delivered a series of seminars on effective use of Workforce Innovation and Opportunity Act (WIOA) funds to support apprenticeships and training. These sessions emphasized strategies for aligning funding sources to sustain long-term workforce pipelines.

The unit also strengthened collaboration with the Tri-Agency Partnership (Board of Regents, Louisiana Department of Education, and Louisiana Works), Louisiana Economic Development (LED), and AIR. These partnerships promote statewide alignment of education, workforce, and economic development strategies to expand and enhance high-quality apprenticeship pathways.

Expanding Apprenticeship Pathways Through the Louisiana Community and Technical College System (LCTCS): LCTCS continued to grow its role in Registered Apprenticeship development. Working with the apprenticeship unit, LCTCS is developing new apprenticeship occupations in teacher education and healthcare—two fields central to Louisiana’s workforce priorities. These efforts ensure RA credentials remain aligned with industry standards and that measurable skill gains are accurately documented.

Re-Entry Partnerships and Community Reintegration: A major advancement was the establishment of a new partnership with local sheriff’s departments to enhance outreach to individuals re-entering the community. Through this initiative, an assigned navigator provides direct engagement, comprehensive support, and referrals to vetted RA sponsors offering structured career pathways. This collaborative model supports both immediate reintegration needs and long-term outcomes related to public safety, economic mobility, and successful re-entry.

Fidelity Bonding Program: Fidelity Bonding is a free program offered that provides employers with insurance protection when hiring individuals who may face barriers to employment, including those formerly incarcerated. This bonding coverage, funded through the U.S. Department of Labor, protects businesses against potential losses such as theft or dishonesty for the first six months of employment, giving employers peace of mind while offering job seekers a fair chance to rebuild their lives. Justice-involved individuals should take advantage of this program because it removes one of the biggest obstacles to being hired, employer hesitation and demonstrates their commitment to stable employment. By utilizing Fidelity Bonding, justice-involved individuals can increase their job opportunities, gain trust

from employers, and take meaningful steps toward financial independence and successful reintegration into Louisiana's workforce.

Program Compliance and Legislative Alignment: All program activities were conducted in alignment with Louisiana's legislative and regulatory requirements for Registered Apprenticeships. WIOA-eligible individuals were required to be enrolled in WIOA prior to RA registration in RAPIDS, ensuring compliance with federal reporting standards. Because Louisiana does not currently provide funding for individual RA participants—and to address persistent misconceptions among sponsors—the agency developed a legal acknowledgment form. Sponsors must now review and sign this document to confirm their understanding that no direct RA funding is available. This measure promotes clarity, transparency, and regulatory compliance.

Rapid Response and Employer Engagement: The apprenticeship unit participated in several mass layoff job fairs, offering displaced workers information about Rapid Advancement Programs (RAPs) and assisting with enrollment. Ongoing efforts included promoting RA opportunities to regional employers, engaging individuals from re-entry populations, and supporting local hiring events. The unit also developed additional tools and resources to help employers and jobseekers more effectively navigate the apprenticeship process.

VI. PERFORMANCE ACCOUNTABILITY

Data for the primary indicators of performance are collected from Louisiana's Helping Individuals Reach Employment (HiRE) system Unemployment Insurance Wage Records, and the State Wage Interchange System (SWIS). These systems provide real time participant information, support case management, and generate accurate data for performance reporting and analysis. The following section summarizes Louisiana's negotiated performance goals alongside the actual statewide outcomes achieved for Program Year (PY) 2024. According to federal guidance, States that achieve at least 90% of the negotiated goals are considered to have met the target.

Louisiana met or exceeded all primary performance indicators for WIOA Title I Adult, Dislocated Worker, and Youth programs, including:

- Employment Rate - 2nd Quarter After Exit
- Employment Rate - 4th Quarter After Exit
- Median Earnings - 2nd Quarter After Exit
- Credential Attainment Rate
- Measurable Skill Gains

Overall, Louisiana surpassed the 90% threshold of expected negotiated performance levels indicated by U.S. Department of Labor. The specific State performance goals and progress towards meeting the goals can be found in Appendix A.

During the reporting period, WIOA programs saw a lower participation across adults, youth, and dislocated works, while Wagner-Peyser efficiently increased exits (Appendix B). Adult and Dislocated Workers achieved higher credential attainment and skill gains, with dislocated workers also seeing increased median earnings. The data shows Youth improved Quarter 4 employment and skill gains despite lower participation. Employment rates and earnings for adults and youth experienced slight declines, but overall outcomes highlight continued program effectiveness. The data suggests strong program quality,

with opportunities to strengthen outreach, engagement, and support for participants entering the workforce. The decline from PY 23 to PY 24 suggests the combination of program changes, economic conditions, and outreach or eligibility factors. While participants dropped, the quality of services remained strong and is still effective for those served.

Local Performance

Upon completion of the state’s negotiation with U.S. Department of Labor on state performance goals, performance target negotiations were conducted with each LWDB. As a result, expected levels of performance and goals were agreed upon for each local board. The following table summarizes outcomes based on local boards achieving 90% of their respective negotiated performance goals.

| Measure | State Goal | #LWDBs Achieving Goal | %of LWDBs Achieving Goal |
|--|------------|-----------------------|--------------------------|
| WIOA Title I Adult | | | |
| Employment Rate - 2nd Quarter After Exit | 73.5% | 15 of 15 | 100% |
| Employment Rate - 4th Quarter After Exit | 73.2% | 15 of 15 | 100% |
| Median Earnings - 2nd Quarter After Exit | \$7,950 | 15 of 15 | 100% |
| Credential Attainment | 77.0% | 15 of 15 | 100% |
| Measurable Skill Gains | 78.0% | 14 of 15 | 93.3% |
| WIOA Title I Dislocated Worker | | | |
| Employment Rate - 2nd Quarter After Exit | 73.5% | 15 of 15 | 100% |
| Employment Rate - 4th Quarter After Exit | 73.0% | 15 of 15 | 100% |
| Median Earnings - 2nd Quarter After Exit | \$8,750 | 13 of 15 | 86.6% |
| Credential Attainment | 84.0% | 14 of 15 | 93.3% |
| Measurable Skills Gains | 74.5% | 14 of 15 | 93.3% |
| WIOA Title I Youth | | | |
| Employment Rate - 2nd Quarter After Exit | 75.4% | 14 of 15 | 93.3% |
| Employment Rate - 4th Quarter After Exit | 74.5% | 14 of 15 | 93.3% |
| Median Earnings - 2nd Quarter After Exit | \$4,782 | 12 of 15 | 80.0% |
| Credential Attainment | 62.5% | 14 of 15 | 93.3% |
| Measurable Skills Gains | 55.8% | 15 of 15 | 100.0% |

Common Exit

Co-enrollment occurs when a customer is simultaneously enrolled in two or more programs supported by WIOA funding or is receiving a combination of WIOA funded services and non-WIOA services that support a shared set of goals and objectives. Co-enrollment is designed to maximize service coordination, leverage available resources, and ensure that customers receive comprehensive support.

At the time of exit, all Partner Programs are required to record a consistent exit outcome when services from all programs conclude simultaneously. If the customer obtains unsubsidized employment at exit,

each funding source involved in the co-enrollment will record the employment outcome in alignment with federal reporting requirements.

Effectiveness in Serving Employers: In Program Year 2024, Louisiana reported a Retention with the Same Employer Rate of 65.70%, an Employer Penetration Rate of 4.10%, and a Repeat Business Customer Rate of 19.60%, reflecting the requirements of the new three-indicator model under the Effectiveness in Serving Employers performance measure. The retention indicator demonstrated that a majority of customers who exited into unsubsidized employment remained with the same employer in both the second and fourth quarters after exit, signaling meaningful long-term attachment to employment. However, the Employer Penetration and Repeat Business Customer Rates showed that only a small portion of Louisiana employers engaged with the workforce system and an even smaller portion returned for services in consecutive program years. Together, these measures highlight both the strengths of participant employment outcomes and the need for deeper, more sustained engagement with employers statewide.

Louisiana's new Regional Workforce Development model is designed specifically to strengthen employer engagement and improve performance on the penetration and repeat customer indicators. By shifting from a sector-based structure to a regional coordination approach, staff will be positioned to build stronger, more consistent relationships with employers; better understand regional labor market dynamics; and deliver more responsive, customized services. Regional Workforce Development Coordinators will proactively engage businesses, track employer needs, and collaborate with partners to provide a broader range of high-value services that encourage employers not only to engage with the system but to return year after year. This strategic and regionally aligned model is expected to expand the number of employers served, increase repeat utilization of services, and ultimately improve the State's overall performance across all three employer indicators.

Data Validation and Integrity

The State uses a layered approach to data validation to ensure that information is accurate, complete, and consistent across programs. The State adhered to federal WIOA data validation requirements while also implementing state-level checks to strengthen data quality.

- System Validations: Built-in edit checks and error messages that flagged missing or incorrect data at the time of entry. These validations ensured staff entered complete and accurate information before records could be saved or progressed.
- Regular Reviews: Program and MIS staff conducted monthly and quarterly reviews of key data elements, including services, Measurable Skills Gains (MSGs), credentials, exit information, and other performance related data. Potential issues were flagged for follow-up and correction.
- Quarterly Data Validation: The State completed required federal data validation quarterly. A sample of records was reviewed against source documentation to verify accuracy. Any findings were documented and addressed through corrective actions.
- Cross-Program Integrity Checks: Data elements that overlapped across programs were compared quarterly to ensure consistency and to prevent reporting discrepancies. Identified issues were corrected within the HiRE system.

- Training & Technical Assistance: Staff received regular training, updated guidance, job aids, and technical assistance to ensure data entry practices aligned with policy and established standards. Identified data informed future training and guidance development.
- Corrective Actions & Continuous Improvement: When errors or inconsistencies were identified, the State implements corrective actions, updates business rules, and enhances system validations. Feedback loops among program staff, MIS personnel, and local workforce areas supported continuous improvement and reinforced data integrity.

VII. STATEWIDE GOVERNOR’S RESERVE ACTIVITIES

During Program Year 2024, Louisiana used Governor’s Reserve Funds to support statewide workforce development activities that enhanced program performance, strengthened system alignment, and improved service delivery across Local Workforce Development Areas. One example of the funds being utilized was statewide program oversight, monitoring, and technical guidance for WIOA Title I Programs. Activities supported by these funds include conducting annual programmatic and fiscal monitoring reviews of all LWDAs, providing assistance to ensure compliance with federal and state policies, supporting the development of corrective action plans, and delivering follow-up technical assistance as needed.

The Governor’s Reserve Funds played a critical role in reinforcing Louisiana’s capacity to manage and oversee its statewide workforce system effectively. These funds enabled the State to maintain high levels of program quality, ensure accountability, and provide consistent support to local areas in meeting performance expectations. By investing in oversight, technical assistance, and continuous improvement initiatives, the State strengthened the integrity and effectiveness of its WIOA Title I service delivery.

In the upcoming program year, Louisiana intends to continue leveraging Governor’s Reserve Funds to support key statewide initiatives, including expanding technical assistance efforts, enhancing data quality and reporting systems, and further developing the regional workforce development model. These funds will also be used to support policy updates, system enhancements, and targeted training designed to improve local capacity and advance statewide workforce priorities. Through these investments, Louisiana aims to further strengthen its workforce system and improve outcomes for job seekers, employers, and local workforce partners.

VIII. RAPID RESPONSE

The Louisiana Rapid Response team provided comprehensive support to workers and employers facing layoffs and closures across the State. The team engaged 43 company events across eight workforce regions, serving 2,777 impacted workers. Of these, 2,777 layoffs were tied to 23 WARN-eligible events, while 20 non-WARN events were addressed through coordinated assistance efforts. Additionally, 959 layoffs were successfully averted through proactive engagement and contract negotiations between businesses. This balanced and data-driven response reflects the team’s continued commitment to ensuring that all dislocated workers, whether or not covered under WARN, receive timely access to resources, reemployment services, and opportunities for rapid reentry into the workforce. Data table can be found in Appendix C.

Compared to the previous year, total layoffs increased slightly by 10% (from 2,128 to 2,343). While the number of orientations delivered fell by 45% (92 to 51) and job fairs declined by 69% (26 to 8), this shift was intentional. The Rapid Response team strategically prioritized Worker Transition Centers (WTC), expanding deployments from 8 to 32, a 300% increase. By focusing more on WTCs rather than orientations and job fairs, the team refocused its attention on dislocated workers, providing a more comprehensive and accessible model of support. Workshops remained steady at 14, ensuring skill-building opportunities continued alongside the transition services. A year to year comparison table can be found in Appendix C.

The program continues to maintain high worker satisfaction, with 273 evaluations collected at a 99.3% satisfaction rate. Job fairs and orientations reached nearly equal levels of attendance this year (450 and 448 respectively), demonstrating strong worker engagement. Despite fewer large-scale hiring events, the Rapid Response team remained agile in adapting services to meet localized needs while maintaining a strong presence across the State.

Over the past nine program years, Louisiana's Rapid Response program has demonstrated resilience and adaptability in responding to economic disruptions and supporting dislocated workers. Line graph included in Appendix C.

- **Total Laid Off:** The number of impacted workers has fluctuated significantly, ranging from a low of 874 in 2021-2022 to a high of 3,261 in 2018-2019. The most recent year, 2024 -2025, recorded 2,777 layoffs, representing a 30.5% increase from the prior year (2,128). This upward shift reflects increased layoff activity tied to large-scale employer restructuring, while the program's consistent response capacity ensured timely service delivery and coordination statewide.
- **Total Activities:** Service delivery activity followed similar shifts, from 21 in 2021-2022 at the program's low point, to 140 in 2023-2024, and 105 in 2024-2025. The past two years clearly mark a period of renewed expansion, with a particular emphasis on Worker Transition Centers in 2024-2025.
- **Total Attendees:** Worker engagement peaked at 2,468 attendees in 2016-2017, then declined steadily, bottoming out at 375 in 2022-2023. The program rebounded strongly in 2023-2024 with 2,051 attendees, before stabilizing at 1,114 attendees in 2024-2025.

Overall, the nine-year review shows a program that adapts its strategies in response to economic conditions. In recent years, Rapid Response has shifted from relying heavily on orientations and job fairs to emphasizing Worker Transition Centers, a more focused model designed to directly support dislocated workers. Despite fluctuating layoff volumes, the program has consistently delivered timely services, demonstrating its central role in Louisiana's workforce system.

Business Engagements Efforts and Trends: The Rapid Response team recorded 739 business engagements statewide during PY24. The graphs in Appendix C provide detailed insight into the geographic and industry distribution of employer interactions, supporting analysis of where intervention and support activities were most concentrated.

Business Engagements by Parish: Engagement efforts during the program year were centered in Louisiana's major metropolitan and regional hubs, where workforce activity and employer demand remain strongest. Rapides Parish was among the greatest areas of need, with consistent outreach and employer engagement focused on supporting workforce stability and addressing ongoing employment

challenges. Additional high-impact areas such as Caddo, East Baton Rouge, and Ouachita Parishes, reflected significant concentrations of industrial, healthcare, and service-sector employers, where the Rapid Response team maintained an active presence to address both immediate and long-term workforce needs. Bar chart found in Appendix C.

Business Engagements by Primary Industry Sector: Engagement activities during the program year were primarily focused on three key sectors: Health Care and Social Assistance, Manufacturing and Resource Production, and Administrative and Workforce Support Services. These industries represent Louisiana's largest employment bases and areas where Rapid Response efforts are most critical to sustaining jobs, promoting retention, and accelerating reemployment. Bar chart found in Appendix C.

Layoff Aversion and Crisis Stabilization: A primary objective of the Rapid Response program is to intervene early in potential layoff situations to prevent finalized closures or mass separations. During PY24, the team executed several key interventions that reduced or eliminated potential job losses:

Proactive Monitoring and Layoff Prevention: The team monitored national layoff announcements to identify potential local impacts. Following PPG Industries' national closure announcement, immediate outreach to local management in Westlake, LA confirmed no layoffs were planned at that location. This proactive engagement helped maintain workforce stability and prevent community concern.

Internal Retention Strategies: The team worked directly with employers facing workforce reductions to explore internal retention options. For example, consultation with Hydro Extrusion Delhi, LLC resulted in the creation of 17 internal positions for affected employees, providing an immediate path to continued employment within the company.

Crisis Management for Temporary Downturns: The team assisted employers in navigating short-term disruptions without resorting to permanent separations. At Franklin Rubber Resources LLC, engagement verified that a temporary closure stemmed from safety issues, allowing for workforce reactivation planning. Similarly, collaboration with Panola Pepper Corp enabled workers to remain employed on reduced schedules while accessing available State support services.

Rapid Reemployment and High Retention Success

When layoffs or closures were unavoidable, the Rapid Response team prioritized reemployment and transition assistance to minimize unemployment duration and worker hardship.

- High Retention Outcomes: Following the temporary closure of Chick-Fil-A at Alexandria Mall, RR coordination with management and displaced employees led to a 95.6% return rate (40 of 42 employees) upon reopening. The subsequent expansion was staffed entirely through an RR-facilitated job fair, demonstrating an effective reemployment model for business continuity.
- Targeted Reemployment Campaigns: In preparation for the Piggly Wiggly closure, the team coordinated with multiple nearby employers, including Family Dollar, Dollar General, Porter's Dry Cleaners, and Roses Fashion, to identify and match available positions prior to the closure date, reducing potential unemployment.
- Direct Job Placement Support: RR staff used the State's HiRE system to expedite job referrals for dislocated workers. Coordination with employers such as Packaging Corporation of America (PCA) and Cheniere LNG O&M Services, LLC ensured that affected workers from Ampacet Corporation were referred directly to suitable employment opportunities in stable industries.

Institutional Stability and Workforce Development

In addition to crisis response, the Rapid Response program emphasizes long-term workforce stabilization by supporting employers in high-turnover sectors and fostering partnerships that reduce recurring separations.

- Support for High-Turnover Industries: Ongoing engagement with employers in healthcare and hospitality sectors—such as CommCare Corporation, Phoenix Senior Living LLC, and Margaritaville Resort—focused on promoting workforce retention tools, including the Work Opportunity Tax Credit (WOTC), On-the-Job Training (OJT), and the Incumbent Worker Training Program (IWTP). These efforts aim to reduce turnover and prevent cumulative small-scale layoffs.
- Strategic Recruitment Events: The RR team coordinated large-scale events such as the Ingevity HALOW Job Fair and Q3 Rapid Hire Job Fair in Alexandria, connecting job seekers with major regional employers, including Rapides Regional Medical Center, RoyOMartin, and the City of Alexandria. These events expanded access to immediate, quality employment opportunities.
- Early Intervention with Institutional Partners: The team provided early support to public and institutional employers, including the Social Security Administration (potential office closure affecting 18 employees) and Tulane University (initial UI claim monitoring), demonstrating a comprehensive approach to workforce stability across both public and private sectors.

The 739 engagements recorded during PY24 provide quantitative evidence of the Rapid Response team's ongoing commitment to layoff aversion and workforce stabilization. These activities included preventing potential layoffs (e.g., PPG Industries, Hydro Extrusion), facilitating successful reemployment following closures (e.g., Chick-Fil-A Alexandria Mall), and collaborating with high-turnover employers (e.g., CommCare, Margaritaville) to strengthen long-term employment retention across Louisiana.

Dislocated Worker Referrals Summary

During the reporting period (July 1, 2024 – June 30, 2025), the Rapid Response team facilitated 830 reemployment referrals for dislocated workers statewide, including 665 placements through the State's job order system and 165 through external online applications. These efforts reflect ongoing collaboration between regional coordinators, local workforce partners, and employers to connect individuals to new opportunities as quickly as possible. The majority of activity occurred in Central Louisiana, the Capital Region, and Northwest Louisiana, areas most affected by business closures and restructuring, demonstrating the team's responsive and regionally aligned approach to reemployment support.

Geographic Distribution of Worker Referrals: Referral activity was most concentrated in major regional hubs, reflecting the team's focus on areas with high dislocation density and broad industry representation. The referral activity highlights the Rapid Response team's strategic focus on reconnecting dislocated workers to meaningful employment. Efforts were concentrated in regions experiencing the greatest need, Northwest Louisiana, the Capital Region, and Central Louisiana, where staff worked closely with employers, local partners, and workforce boards to address layoffs in key industries such as manufacturing, healthcare, and general labor support. This coordinated approach ensured that Rapid Response efforts were not only responsive to local dislocations but also aligned with Louisiana's broader workforce and economic priorities.

While the team referred 830 job seekers, these figures represent only a portion of the overall workload carried out during the reporting period. In practice, the Rapid Response team made approximately 8,179 job referrals to support those job seekers, encompassing documentation, employer outreach, follow-up communication, and coordination with workforce partners. This level of activity underscores the intensity and persistence of the team's efforts, demonstrating a commitment to pursue every available reemployment opportunity for each dislocated worker, even when it required multiple points of contact and repeated interventions to achieve results.

IX. WAGNER-PEYSER ACTIVITIES

The Louisiana Works Wagner-Peyser Program delivers a comprehensive suite of employment services across the State's fifteen (15) Local Workforce Development Areas and fifty-three (53) American Job Centers. State merit employment services staff deliver assistance to both job seekers and employers at Comprehensive One-Stop Centers and numerous affiliate locations across Louisiana, including several offices located on community college campuses. As a primary access point to the American Job Center One-Stop Delivery System, Wagner-Peyser staff play a critical role in linking individuals with partner programs and community resources. Through these efforts, and in collaboration with a strong network of regional partners, the program helps Louisiana residents secure meaningful, living-wage employment.

The Wagner-Peyser staff coordinates and facilitates in-house recruitment events, mobile workforce unit outreach, and regional job fairs sponsored or co-sponsored by Louisiana Works and its partner agencies. Through these efforts, the program actively supports the agency's mission of providing a "one door" approach, consolidating multiple services into a seamless, customer-focused experience that empowers individuals to achieve lasting financial independence.

Over the past year, the Wagner-Peyser Employment Services program delivered more than 1,020,330 services to 89,782 job seekers. In addition, staff provided 38,781 services to 10,200 employers, strengthening workforce connections and ensuring broad access to labor exchange services tailored to the needs of both job seekers and employers.

Services are available to all individuals, with priority given to veterans and others requiring more intensive assistance, through a coordinated, integrated service delivery model. This approach enables Wagner-Peyser to effectively support individuals with significant employment barriers, including homeless veterans, out-of-school youth, at-risk adults, unemployed claimants, Able-Bodied Adults Without Dependents (ABAWDs), Strategies to Empower People (STEP) participants, migrant and seasonal farmworkers, and justice-involved individuals.

WIOA Title III Results: Wagner-Peyser results in PY 24 were close to or above negotiated targets, with employment in the 2nd quarter reaching 96.8% of the goal and 4th quarter exceeding expectations at 101.7%. Median earnings surpassed the target reaching 100.7% of the negotiated level. Results, found in Appendix D, show fewer participants served compared to PY23, but substantially more individuals exited services. Employment rates and median earnings dipped slightly over the year with modest declines in

both 2nd and 4th quarter employments and a \$116 drop in median earnings. Overall, Wagner-Peyser performance in PY 24 remained strong relative to negotiated targets.

X. NATIONAL DISLOCATED WORKER GRANTS (NDWGs)

Louisiana was not awarded any National Dislocated Worker Grants (NDWGs) from the U.S. Department of Labor. As a result, no NDWG-funded activities, services, or special project initiatives were implemented during this reporting period. The State monitored emerging needs and remains prepared to pursue NDWG opportunities should qualifying events or significant dislocation events occurred in future program years.

XI. STATE BEST PRACTICES AND NEEDS

Louisiana Works has undertaken a strategic reorganization to create a more regionally focused workforce development structure. This transformation replaces the previous industry sector model with a Regional Workforce Development Model, designed to strengthen collaboration, responsiveness, and alignment with regional economic priorities.

The new structure emphasizes:

- Regional coordination of business engagement, ensuring workforce solutions are tailored to local economic drivers.
- Integrated partnerships with Local Workforce Development Boards, priority stakeholder partners, educational institutions, and employers to streamline communication and service delivery.
- Enhanced information sharing and unified strategies across agencies to improve outcomes for both businesses and job seekers.

Over the coming year, efforts will focus on fully implementing the regional model, strengthening partnerships, and leveraging lessons learned from the State's sector strategies.

XII. SUMMARY

Louisiana continues to expand both traditional and non-traditional partnerships to support the integration of workforce activities, ensuring ongoing evaluation and continuous quality improvement in WIOA policy implementation across the State. These efforts aim to enhance program effectiveness and promote successful outcomes for all customers.

APPENDIX A
WIOA Title I - Statewide Performance

| | Negotiated Performance Level PY24 | Statewide Performance PY24 | Percent of Goal Attained |
|--|--|---------------------------------------|-------------------------------------|
| WIOA Title I Adult | | | |
| Employment Rate - 2nd Quarter After Exit | 73.5% | 73.4% | 99.9% |
| Employment Rate - 4th Quarter After Exit | 73.2% | 72.5% | 99.0% |
| Median Earnings - 2nd Quarter After Exit | \$7,950 | \$7,763 | 97.6% |
| Credential Attainment | 77.0% | 85.0% | 110.4% |
| Measurable Skill Gains | 78.0% | 83.2% | 106.7% |
| WIOA Title I Dislocated Worker | | | |
| Employment Rate - 2nd Quarter After Exit | 73.5% | 74.0% | 100.7% |
| Employment Rate - 4th Quarter After Exit | 73.0% | 68.9% | 94.4% |
| Median Earnings - 2nd Quarter After Exit | \$8,750 | \$9,994 | 114.2% |
| Credential Attainment | 84.0% | 88.7% | 105.6% |
| Measurable Skills Gains | 74.5% | 83.9% | 112.6% |
| WIOA Title I Youth | | | |
| Employment Rate - 2nd Quarter After Exit | 75.4% | 75.3% | 99.9% |
| Employment Rate - 4th Quarter After Exit | 74.5% | 77.4% | 103.9% |
| Median Earnings - 2nd Quarter After Exit | \$4,782 | \$4,871 | 101.9% |
| Credential Attainment | 62.5% | 69.8% | 111.7% |
| Measurable Skills Gains | 55.8% | 70.6% | 126.5% |

APPENDIX B
WIOA Title I - Program Year 2024 over the Year Progress

| | Statewide Performance PY24 | Statewide Performance PY23 | Gain (Loss) |
|---|-------------------------------|-------------------------------|-------------|
| Adult | | | |
| Participants Served - Career Services | 2,313 | 2,925 | -612 |
| Participants Served - Training Services | 1,660 | 2,115 | -455 |
| Exiters - Career Services | 1,776 | 2,154 | -378 |
| Exiters - Training Services | 1,223 | 1,383 | -160 |
| Employment Rate 2nd Quarter After Exit | 73.4% | 76.7% | -3.3% |
| Employment Rate 4th Quarter After Exit | 72.5% | 74.1% | -1.6% |
| Median Earnings 2nd Quarter After Exit | \$7,763 | \$8,255 | -\$492 |
| Credential Attainment | 85.0% | 78.6% | +6.4% |
| Measurable Skill Gains | 83.2% | 79.3% | +3.9% |
| Dislocated Worker | | | |
| Participants Served - Career Services | 470 | 655 | -185 |
| Participants Served - Training Services | 340 | 458 | -118 |
| Exiters - Career Services | 382 | 496 | -114 |
| Exiters - Training Services | 274 | 337 | -63 |
| Employment Rate 2nd Quarter After Exit | 74.0% | 72.3% | +1.7% |
| Employment Rate 4th Quarter After Exit | 68.9% | 71.1% | -2.2% |
| Median Earnings 2nd Quarter After Exit | \$9,994 | \$8,897 | +\$1,097 |
| Credential Attainment | 88.7% | 82.3% | +6.4% |
| Measurable Skills Gain | 83.9% | 85.0% | -1.1% |
| Youth | | | |
| Participants Served - Career Services | 1,578 | 1,862 | -284 |
| Participants Served - Training Services | 665 | 776 | -111 |
| Exiters - Career Services | 1,032 | 861 | +171 |
| Exiters - Training Services | 414 | 417 | -3 |
| Employment Rate 2nd Quarter After Exit | 75.3% | 76.6% | -1.3% |
| Employment Rate 4th Quarter After Exit | 77.4% | 75.4% | +2.0% |
| Median Earnings | \$4,871 | \$5,498 | -\$627 |
| Credential Attainment | 69.8% | 70.4% | -0.6% |
| Measurable Skill Gain | 70.6% | 67.8% | +2.8% |

**APPENDIX C
Rapid Response Data Tables**

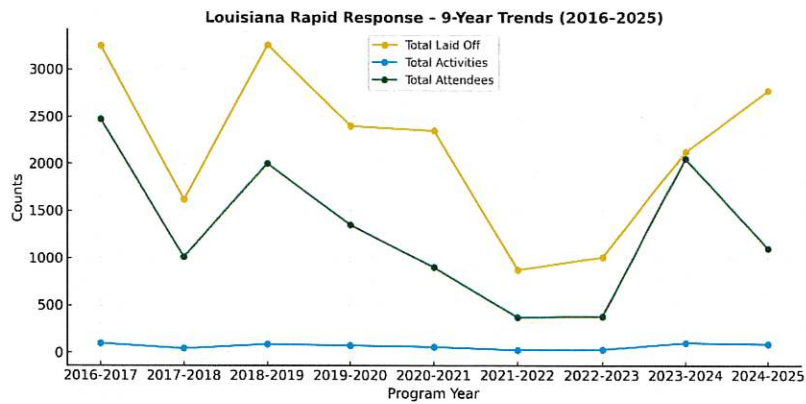
WARN vs. Non-WARN Events

| Category | #WARNS/Non-WARNS | #Dislocated Workers |
|---------------|------------------|---------------------|
| WARN Filed | 23 | 2,334 |
| No WARN Filed | 20 | 443 |

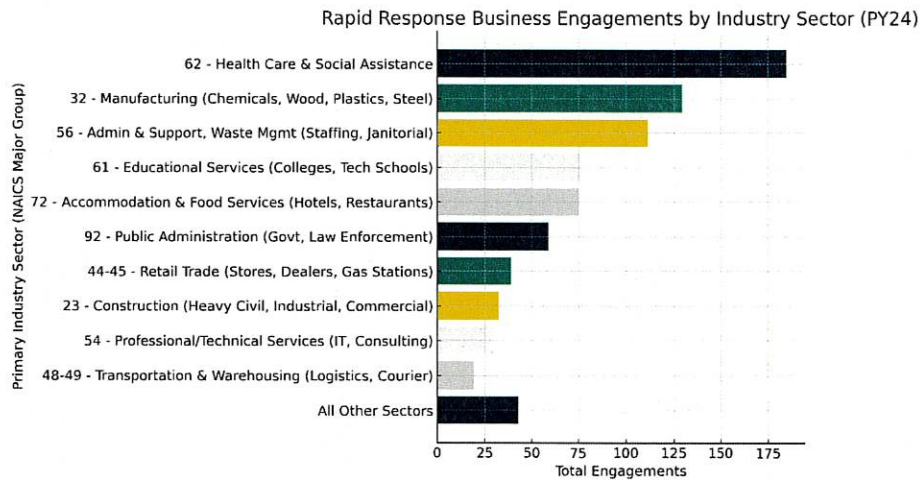
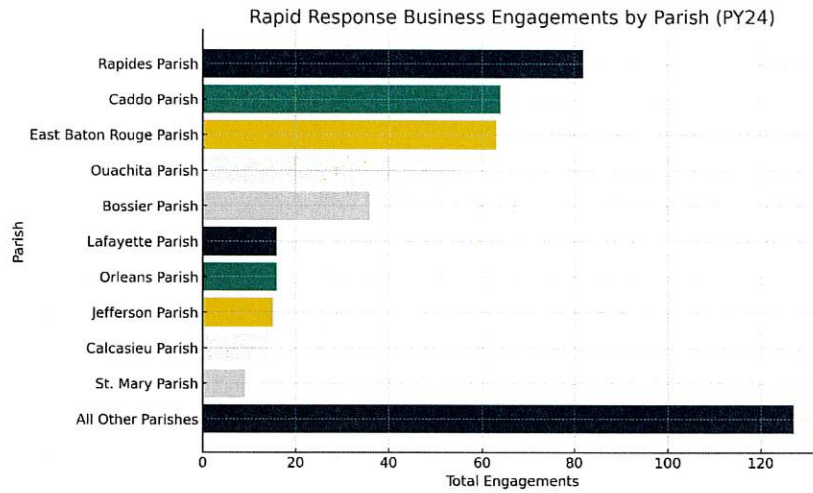
Year-to-Year Comparison

| Metric | 2023–2024 | 2024–2025 | % Change |
|--------------|-----------|-----------|----------|
| Layoffs | 2128 | 2,777 | 30.5% |
| Orientations | 92 | 51 | -44.6% |
| Job Fairs | 26 | 8 | -69.2% |
| Workshops | 14 | 14 | 0.0% |
| WTCs | 8 | 32 | 300.0% |

9 Year Trends



APPENDIX C Rapid Response Data Tables



APPENDIX D
Cost of Workforce Innovation and Opportunity Activities
Program Year (PY) 2024

| PY 2024 | Career | Training | |
|-------------------|--------------------|--------------------|--------------------|
| Adult | \$1,146,946 | \$457,578 | |
| Dislocated Worker | \$1,787,646 | \$160,104 | |
| Youth | \$3,510,752 | \$1,486,331 | |
| TOTAL | \$6,445,344 | \$2,104,013 | \$8,549,357 |

WIOA Title III Program Year 2024 Statewide Results

| | Negotiated Performance Level PY24 | Statewide Performance PY24 | Percent of Goal Attained |
|--|--|-----------------------------------|---------------------------------|
| Wagner-Peyser | | | |
| Employment Rate 2nd Quarter After Exit | 66.0% | 63.9% | 96.8% |
| Employment Rate 4th Quarter After Exit | 63.5% | 64.6% | 101.7% |
| Median Earnings 2nd Quarter After Exit | \$6,875 | \$6,921 | 100.7% |

WIOA Title III PY 2024 Over the Year Progress

| | Statewide Performance PY24 | Statewide Performance PY23 | Gain (Loss) |
|--|-----------------------------------|-----------------------------------|--------------------|
| Wagner-Peyser | | | |
| Participants Served - Career Services | 25,710 | 26,264 | -554 |
| Exiters - Career Services | 25,599 | 21,607 | +3,992 |
| Employment Rate 2nd Quarter After Exit | 63.9% | 65.7% | -1.8% |
| Employment Rate 4th Quarter After Exit | 64.6% | 65.2% | -0.6% |
| Median Earnings 2nd Quarter After Exit | \$6,921 | \$7,037 | -\$116 |