

Employment  
Resource Guide  
of  
Services  
provided by  
Government  
and  
Non-Profits

## What You Need to Know Louisiana Rehabilitation Services

Vocational Rehabilitation is a program of services that helps persons with disabilities obtain the skills and other resources they need to get a job, keep a job, and develop a lifetime career.

These pages summarize these services. You also can download, *Knowing the Road*, an easy to read guide to these services, at <http://advocacyla.org/services/publications>.

### **Applying for Services**

You can apply if you have a disability and your disability causes you problems in preparing for, finding, or keeping employment.

To apply for VR services, contact the Louisiana Rehabilitation Services (LRS) office nearest to where you live. See the listing of LRS offices attached to this document.

You can get help in applying for services from a family member, a support coordinator from Office of Citizens with Developmental Disabilities or Office of Behavioral Health, staff from one of the Independent Living Centers, or school transition staff.

After you apply, a Vocational Rehabilitation Counselor will then contact you either by phone or in writing to schedule an initial interview. Prior to your interview, you should notify your counselor of any special accommodations you may need. Appointments are usually made within 30 days of receiving your request for services.

During your initial interview, your VR counselor will review and/or complete your application for vocational rehabilitation services with you. Your counselor will ask you many questions about your disability, education, family, and work history to determine your eligibility for vocational rehabilitation services.

To speed up the eligibility process, bring the following with you to the Initial Interview:

- \* Medical reports regarding your disability.
- \* Transcripts and/or grades from high school, college, or vocational technical school.
- \* Reports from other professionals who have provided services to you.
- \* A description or resume of your work history if you have work experience.

Sometimes additional medical exams are needed. Your VR counselor may arrange additional examinations for you, including a general physical/specialist evaluation, psychological, and/or

a vocational evaluation. All evaluations—medical, psychological, and vocational—are provided at **no cost to you**.

### **Eligibility for Services.**

Your Vocational Rehabilitation Counselor will determine if you are eligible for services. You can be found eligible if:

- You have a physical, mental, learning, or emotional disability; **and**
- You have a problem getting or keeping a job because of your disability; **and**
- You need VR services to help you prepare for, get, and/or keep a job.

### **Services to prepare for and find a job**

Once you are found eligible for services, you and your VR counselor work together to plan and develop a vocational rehabilitation program designed just for you! Deciding on your vocational goal (career) and the VR services you need to reach this goal is the most important part of your VR program.

The plan that you make with your counselor includes your career goal and any services that you need to reach the goal. This plan is called an Individualized Plan for Employment (IPE).

All vocational rehabilitation services are planned to prepare you for a job. After successfully completing your planned services, you are ready for competitive, integrated employment. Finding a job takes a lot of work, but together you and your VR counselor can match your skills with a job. Your counselor may work directly with you to assist you in finding employment or may refer you to one of our job placement specialists that provide direct job placement.

LRS can provide a broad range of services; all services must be necessary to reach your employment outcome and are based on your individual needs. The type of services you receive may differ from services other individuals receive. Some of the services offered are:

***Vocational Evaluation*** - assessment of your strengths and weaknesses related to employment

***Counseling and Guidance*** - vocational counseling - information about informed choice

***Referral Services*** - referrals to help you secure needed services from other agencies

***Job-Related Services*** including:

- job search
- placement assistance
- job retention (helping you keep a job)
- supported employment (job coaching)

- transition from school to work
- pre-employment transition services for students (see more detailed description below)
- small business enterprises
- occupational tools, equipment, and licensing
- post-employment

***Vocational and Other Training Services*** including:

- personal and work adjustment services
- books, tools, and other training materials
- vocational training
- college
- on-the-job training/on-site training
- orientation and mobility training
- childcare during assessment or training

***Physical and Mental Restoration Services*** including:

- diagnosis
- treatment and medication
- surgery
- glasses
- psychotherapy or mental health counseling
- speech, physical, and occupational therapy

***Maintenance*** -costs above basic living expenses incurred during training

***Transportation*** including:

- training in use of public transportation systems
- financial assistance needed to access transportation

***Personal Assistant Services*** including:

- assistance with daily living activities
- assistance on the job or during training

***Assistive Technology Services/Devices*** including:

- aids for daily living
- augmentative communication aids
- computers
- mobility devices
- hearing aids
- home and vehicle modifications

### ***Special Services –***

- interpreter
- translator
- note taker, reader, scribe
- tutor
- computer access real-time translation

This is only a partial list of services. If you would like to know more about the services LRS offers, ask your VR counselor.

### **Support on the Job**

LRS can provide many types of supports when you begin working. These supports can include job coaching, customized employment, supported employment or worksite accommodation and are provided based on your individual needs. Your vocational rehabilitation counselor will work with you to identify supports needed and plan for provision of any support needed. You may be able to get up to 24 months of support through LRS.

If you have a developmental disability and are eligible for waiver services, you can get long-term ongoing support through the Office for Citizens with Developmental Disabilities (OCDD). An OCDD support coordinator will help you get the funding from your current provider or another provider to get that support. You can get job coaching or personal care attendant services if you need help with personal care. If LRS has found you a job, or if you already have a job, you will not need a denial from LRS to get OCDD follow along support on the job. For more information you can go to ***What You Need to Know: OCDD***

### **Service Priorities/Waiting List**

Unfortunately, LRS does not always have the ability to serve everyone who is eligible for services. LRS follows an order of selection to make sure that individuals with the most significant disabilities are selected to receive services before individuals with less significant disabilities. Your placement in an Order of Selection category will be based on the number of limitations you have in eight areas: mobility, motor skills, communication, self-care, self-direction, interpersonal skills, work tolerance, and work skills.

If you do not receive services because of your placement in the Order of Selection, LRS will:

- explain your Order of Selection placement
- provide information regarding appeal rights
- make referrals to other agencies for possible assistance

You might also be placed on a waiting list, even if you fall within the order of priority.

If you do not receive services from LRS, you can still get services from other resources described in this resource guide.

### **Services Available for Students in School- Pre-Employment Transition Services**

Under the Workforce Innovation and Opportunities Act, at least 15% of Louisiana Rehabilitation Services must be spent to provide pre-employment transition services to help expose and prepare you, as a student, for the work world. These services include job exploration counseling, work-based learning experiences, counseling about transition or post-secondary educational programs, and instruction in self-advocacy.

Your LRS counselor works with your school district to make these services available to you. You can talk with LRS or your school special education department to learn more about these services.

Pre-ETS are provided in three different ways:

- From a community rehabilitation provider (CRP) through your LRS office— these services are provided to individual schools and parishes
- Through your parish school board under Third-Party Cooperative Arrangements (TPCA)
- Through JAG classes in your high school for students qualified for JAG (Provided by the LA Department of Education Jobs for American Graduates (JAG) program). See [https://www.louisianabelieves.com/courses/jobs-for-america's-graduates-\(jag\)](https://www.louisianabelieves.com/courses/jobs-for-america's-graduates-(jag))

Other Resources:

You can read more about LRS services through the following on-line resources:

LRS Website at [http://www.laworks.net/workforcedev/lrs/lrs\\_rehabilitation.asp](http://www.laworks.net/workforcedev/lrs/lrs_rehabilitation.asp)  
Publications about LRS Services on the website of the Advocacy Center of Louisiana at <http://advocacyla.org/services/publications>

- LA Rehab Services Involvement in Transition
- Knowing the Road: A Guide to Vocational Rehabilitation
- On Your Own Behalf: A Guide to the LRS Appeals Process

Louisiana Rehabilitation Services Regional Offices

Region I – New Orleans

Phone: (504) 838-5180 (Voice or TDD)

Toll-free: 1 (800) 737-2957

Region III– Houma

Phone: (985) 857-3652 (Voice or TDD)

Toll-free: 1 (800) 520-0584

Region II – Baton Rouge

Phone: (225) 295-8900 (Voice or TDD)

Toll-free: 1 (800) 737-2959

Region IV – Lafayette

Phone: (337) 262-5353 (Voice or TDD)

Toll-free: 1 (800) 520-0587

Region V – Lake Charles

Phone: (337) 475-8038 (Voice or TDD)

Toll-free: 1 (800) 520-0589

Region VI – Alexandria

Phone: (318) 487-5335 (Voice or TDD)

Toll-free: 1 (800) 520-0578

Region VII – Shreveport

Phone: (318) 676-7155 (Voice or TDD)

Toll-free: 1 (800) 737-2966

Region VIII – Monroe

Phone: (318) 362-3232 (Voice or TDD)

Toll-free: 1 (800) 737-2973

## What You Need to Know: Office for Citizens with Developmental Disabilities

For people who meet the definition of an intellectual and/or developmental disability, OCDD has services available that can assist you in deciding what kind of job is right for you, learning skills to help you get a job, and locating and maintaining a job. We include the definition on the attached page.

### **Obtaining Employment Services from OCDD**

If you do not yet have OCDD services, you can apply for services by contacting your local Human Service District or Authority. The contact information for these offices is listed on the attached page. You will be assessed to see if you are eligible to receive services in an OCDD program. The eligibility criteria and contact information for the local Human Services Districts are included on the attached information sheet.

If you already have OCDD services, your Support Coordinator will help you identify which type of vocational services can assist you to find a job and help you locate a provider who will help you. Your support coordinator can walk you through the entire process of going to work.

You may be referred to Louisiana Rehabilitation Services before getting access to services from OCDD. If LRS services are unavailable or you have already obtained a job with the help of LRS and need long term support, the vocational services can be provided through an OCDD program.

Currently, there are three different waiver programs in which you could be enrolled. The employment services available to you may be somewhat different depending on the particular waiver program in which you are placed.

### **Employment Services**

Here is a list of the services that are generally available through OCDD to help you find and keep a job.

#### ***Job Assessment, Discovery, and Development***

These are services designed to help you decide what kind of job is right for you and then to find a good match.

*Job Assessment* includes but is not limited to the following activities:

- Vocational assessments to determine your career interests;
- Job analysis for each job you are interested in obtaining;
- Community-based situational assessments;
- Facility-based situational assessments;
- Placement plan;
- Assisting with personal care in activities of daily living; and



- Ongoing career planning

*Job Discovery and Development* includes but is not limited to the following activities:

- Searching for and developing job opportunities for you that match your interests and skills;
- Assistance to help you make use of all available job services through one-stop career centers;
- Assistance to help you contact specific potential employers whose business matches your career interests or who are advertising for open positions through newspaper advertisements, websites, or word of mouth;
- Assisting you in creating a resume;
- Assisting you in preparing for, driving you to, and staying with you (if you prefer) at a job interview;
- Providing you transportation to a job interview(s);
- Accompanying the recipient to a job interview, if requested;
- Referring you to work incentives, planning and assistance representatives when necessary, if you prefer;
- Assisting in adjusting a job to better fit you and your employer's needs, if needed (job restructuring);
- Consulting and/or negotiating as needed and/or requested with your employer on how much you get paid, your work benefits, and employment contracts;
- Restructuring your work site (if needed) to maximize your ability to perform your job (job accommodations);
- Training to help you to travel to work by yourself, if needed;
- Providing education and training to your employer about disability issues; this includes benefits available when hiring a person with a developmental disability such as on the job training (OJT) or Work Opportunities Tax Credit (WOTC);
- Assisting with personal care (activities of daily living), if needed

### ***Initial Job Support, Retention, and Follow Along***

These are services to help you learn a job or to help you keep your job.

Job support can be provided on or off the job site by a provider. The amount of services and how often you receive them depend on your need for assistance. For many people, support will be scaled down as they feel more confident in the job. Some people continue to get ongoing support at whatever level they need. This could be daily, weekly, bi-weekly or monthly. The following are types of activities that may be included in the initial job support, retention, and follow along process:

- Initial Support at a job site to help ensure you understand your job duties and so you can maintain and meet the expectations of your employer;
- Assistance with personal care activities of daily living at your job, if needed;

- Face-to-face support off the job site to help you keep your job; (travel training, personal issues)
- Meetings with the employer as needed (initially and ongoing)
- Completing documentation required by the employer, SSI, etc.
- Additional on-the-job support as duties change or as needed

### ***Transportation for Employment Services***

Under several OCDD programs, you may be able to get transportation to help you get to your job. Whenever possible, you should tap into family, neighbors, friends, co-workers, or community resources that can provide transportation without charge.

### ***Personal Care Attendant Services (that can be used on the job)***

Within the two waivers (NOW, ROW) that include personal care attendant services, if you receive these services, they can be utilized on your job. Also, the personal care attendant can be utilized for transportation to and from your community job.

## **Services to learn about and prepare for the work world**

While some people know they want to work and are ready to look for work, other people need a chance to learn more about the work world or would like some time to practice work-related skills. OCDD offers services to expose people to work. These are called Prevocational Services.

### ***Prevocational Services***

Prevocational services can help you to learn or develop strengths and skills that can help you succeed in the work place. They can also help you decide on a career path that is matched to your interests, skills, needs and capabilities. You will have a career plan that will ensure that you will be moving toward a job in the community and staff will be assigned to help you achieve these goals.

Prevocational services may include,

- Activities to increase your ability to communicate effectively in a work environment;
- Activities to increase your ability to problem solve as independently as possible;
- Activities to increase your ability to work as part of a team in a workplace;
- Activities to assist you in how to engage with your supervisor and co-workers;
- Participation in classes at local technical colleges;
- Participation in job readiness programs available through the local One Stop or other agencies;
- Activities to teach you how to use general work-related equipment;
- Activities to teach you basic work-related personal safety skills;
- Assistance and prompting you in the development of personal skills needed to gain independence at work.
- Any other activity that increases your employability

## Apply for OCDD Services: Application and Eligibility Information

### **Eligibility Criteria**

OCDD uses the following definition to determine eligibility.

As noted in Louisiana Rule, in Louisiana R.S. 28:451.1-455.2. a developmental disability means either a severe, chronic disability of a person that is attributable to an intellectual or physical impairment or combination of intellectual and physical impairments; is manifested before the person reaches age twenty-two (22); is likely to continue indefinitely; results in functional limitations in three (3) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, is not attributed solely to mental illness, reflects the person's need for a combination and sequence of special interdisciplinary or generic care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated; a substantial developmental delay or specific congenital or acquired condition in a person from birth through age nine (9) which, without services and support, has high probability of resulting in criteria later in life that may be considered to be a developmental disability.

## Local Human Service District Offices

**Acadiana Area Human Services District (AAHSD)** Waiver Office  
302 Dulles Drive, Lafayette, LA 70506 | PH: (337) 262-5610  
Parishes Served: *Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermilion*

**Capital Area Human Services District (CAHSD)** Waiver Office  
4615 Government Street, Building 2, Baton Rouge, LA 70806 | PH: (225) 925-1910 / Toll Free: 1-866-628-2133  
Parishes Served: *Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana*

**Central Louisiana Human Services District (CLHSD)** Waiver Office  
429 Murray Street, Suite B, Alexandria, LA 71301 | PH: (318) 484-2347  
Parishes Served: *Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn*

**Florida Parishes Human Services Authority (FPHSA)** Waiver Office  
835 Pride Drive, Suite B, Hammond, LA 70401 | PH: (985) 543-4730  
Parishes Served: *Livingston, St. Helena, St. Tammany, Tangipahoa, Washington*

**Imperial Calcasieu Human Services District (IMCAL)** Waiver Office  
One Lakeshore Drive, Suite 2000, Lake Charles, LA 70607 | PH: (337) 475-3100  
Parishes Served: *Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis*

**Jefferson Parish Human Services Authority (JPHSA)** Waiver Office  
3616 S. I-10 Service Road, Metairie, LA 70001 | PH: (504) 838-5215  
Parishes Served: *Jefferson*

**Metropolitan Human Services District (MHSD)** Waiver Office  
3100 General DeGaulle Drive, New Orleans, LA 70114 | PH: (504) 568-3130  
Parishes Served: *Orleans, Plaquemines, St. Bernard*

**Northeast Delta Human Services Authority (NEDHSA)** Waiver Office  
2513 Ferrand Street, Monroe, LA 71201 | PH: (318) 362-3396  
Parishes Served: *Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll*

**Northwest Louisiana Human Services District (NLHSD)** Waiver Office  
3018 Old Minden Road, Suite 1211, Bossier City, LA 71112 | PH: (318) 741-7455  
Parishes Served: *Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, Webster*

**South Central Human Services Authority (SCLHSA)** Waiver Office  
5593 Highway 311, Houma, LA 70360 PH: (985)876-8805  
Parishes Served: *Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, Terrebonne*

## What You Need to Know: Office of Behavioral Health Services

If you are an individual who has recently experienced a first episode of psychosis and are between the ages of 15-30, you may be able to access support and service through one of four First Episode Psychosis (FEP) programs in Louisiana.

The FEP programs include a Supported Employment and Education (SEE) component, which is intended to ensure the individual's education and employment goals are achieved. Louisiana promotes coordinated specialty care models (CSP) for the FEP program, which include staff dedicated to supported employment and education providing active support to individuals to help them stay in school or work for those already engaged in such activities. They can also assist individuals to enroll in school or obtain employment.

You can call OBH Headquarters via phone (225) 342-2540 for additional information about the First Episode Psychosis program or contact your local Human Service District Office. The locations of the Human Services District listed below.

## Local Human Service District Offices

### **Acadiana Area Human Services District (AAHSD)**

302 Dulles Drive, Lafayette, LA 70506 | PH: (337) 262-5610

Parishes Served: *Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermillion*

### **Capital Area Human Services District (CAHSD)**

4615 Government Street, Building 2, Baton Rouge, LA 70806 | PH: (225) 925-1910 / Toll Free: 1-866-628-2133

Parishes Served: *Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana*

### **Central Louisiana Human Services District (CLHSD)**

429 Murray Street, Suite B, Alexandria, LA 71301 | PH: (318) 484-2347

Parishes Served: *Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn*

### **Florida Parishes Human Services Authority (FPHSA)**

835 Pride Drive, Suite B, Hammond, LA 70401 | PH: (985) 543-4730

Parishes Served: *Livingston, St. Helena, St. Tammany, Tangipahoa, Washington*

### **Imperial Calcasieu Human Services District (IMCAL)**

One Lakeshore Drive, Suite 2000, Lake Charles, LA 70607 | PH: (337) 475-3100

Parishes Served: *Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis*

### **Jefferson Parish Human Services Authority (JPHSA)**

3616 S. I-10 Service Road, Metairie, LA 70001 | PH: (504) 838-5215

Parishes Served: *Jefferson*

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3100 General DeGaulle Drive, New Orleans, LA 70114 | PH: (504) 568-3130

Parishes Served: *Orleans, Plaquemines, St. Bernard*

### **Northeast Delta Human Services Authority (NEDHSA)**

2513 Ferrand Street, Monroe, LA 71201 | PH: (318) 362-3396

Parishes Served: *Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll*

### **Northwest Louisiana Human Services District (NLHSD)**

3018 Old Minden Road, Suite 1211, Bossier City, LA 71112 | PH: (318) 741-7455

Parishes Served: *Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, Webster*

### **South Central Human Services Authority (SCLHSA)**

5593 Highway 311, Houma, LA 70360 PH: (985)876-8805

Parishes Served: *Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, Terrebonne*



## What You Need to Know: Business and Career Solutions Centers

The Louisiana Workforce Commission and Louisiana's One-Stop Operators provide a variety of employment and training services through 64 Business and Career Solutions Centers throughout the State. These Centers support Louisiana residents, with and without disabilities, as they develop careers and find employment. Regardless of whether you are using other resources described in this manual, this is a resource that you and your team can use.

Louisiana's Business and Career Solutions Centers' services are designed around a standardized, yet flexible, framework to ensure that customers' employment and training needs are consistently met. Regardless of your current employment status, Business and Career Solutions Centers offer a variety of employment and training services to help you get that first job, enter a new career, or help you advance within a career pathway. Our Business and Career Solutions Centers are accessible to people with disabilities.

A listing of the Business and Career Solutions Centers are attached.

The centers are staffed with career specialists and case managers to assist you if you face barriers in obtaining gainful and meaningful employment. Business and Career Solutions Center staff will assess your current skills and abilities and work to guide you to the right path to help you achieve your employment goals.

You can find more information about the services offered by the Louisiana Workforce Commission and the Business and Career Solutions Centers at or call 225-342-3111 for more information.

Through the Louisiana Workforce Commission, the Workforce Innovation and Opportunity Act, and partnerships with multiple programs and agencies, we provide access to a variety of services including:

- Online local, state, and national job listings
- Vocational Rehabilitation Services
- Assistance with labor market information for career planning
- Services for Unemployment Insurance claimants
- Job placement assistance and referrals to job openings
- Access to adult and technical education
- Customized training programs
- Basic skills upgrades
- Veterans Services
- Assistance for people unemployed due to foreign imports or exports
- Access to Apprenticeship Programs
- On-The-Job Training
- Employment and training programs for youth
- Programs for disadvantaged adults
- Programs for ex-offenders
- Financial literacy
- Senior Employment Services
- Services for Migrant and Seasonal Farmworkers



## Business & Career Solutions Centers

### **New Orleans (Southeast Region)**

St. Tammany Plaquemines/ St. Bernard	524 Gause Boulevard 8201 W. Judge Perez Drive	Slidell Chalmette	985-646-6410 504-278-4263
Jefferson - East	1801 Airline Drive, Suite F	Metairie	504-838-5678
Jefferson - West	1900 Lafayette Street, 1	Gretna	504-227-1283
Orleans	3400 Tulane Ave, 2nd Floor	New Orleans	504-658-4500
St. Charles	737 Paul Maillard Rd, 2A	Luling	985-783-5030
St. James	2631 La. 20 West	Vacherie	225-562-2458
St. John	421 W. Airline Hwy Suite F	LaPlace	985-652-3471

### **Baton Rouge (Capital Region)**

Ascension	1721 South Burnside Ave	Gonzales	225-647-5557
Washington	420 Avenue B	Bogalusa	985-545-1050
Tangipahoa/ St. Helena	1745 SW Railroad Ave., 201	Hammond	985-902-4200
Iberville/ W. Baton Rouge	23425 Railroad Avenue, 1	Plaquemine	225-687-0969
Livingston	9384 Florida Blvd., Suite B	Walker	225-667-1874
Pointe Coupee	206 Court Street	New Roads	225-638-6852
W. Feliciana/ E. Feliciana	5681 Commerce Street, E	St. Francisville	225-635-6635
E. Baton Rouge	1991 Wooddale Boulevard	Baton Rouge	225-925-4312
E. Baton Rouge	4523 Plank Road	Baton Rouge	225-358-4579

### **Houma (Acadiana Region)**

Lafourche	1425 Tiger Drive	Thibodaux	985-446-3016
Terrebonne	807 Barrow Street	Houma	985-876-8990
Assumption	205 Highway 1008	Napoleonville	985-369-1810

### **Lafayette (Acadiana Region)**

Acadia	11 N. Parkerson Avenue	Crowley	337-788-7550
Vermilion	1301 Clover Street	Abbeville	337-893-1986
St. Mary – East	900 Youngs Rd	Morgan City	985-354-6200
Iberia	601 Ember Drive	New Iberia	337-373-0010
St. Landry	1065 Hwy 749	Opelousas	337-948-1330
Evangeline	306 West Main Street	Ville Platte	337-363-6241
St. Martin	215 Evangeline Boulevard	St. Martinville	337-394-2205
St. Mary - West	600 Main Street	Franklin	337-828-0257
Lafayette	706 East Vermilion	Lafayette	337-262-5601

**Lake Charles (Southwest Region)**

Beauregard	602 Court Street	DeRidder	337-462-5838
Allen	1102 West First St	Oberlin	337-639-2175
Calcasieu	408 Fertitta Blvd	Leesville	337-238-3321
Vernon	2424 Third Street	Lake Charles	337-721-4010

**Alexandria (Central Region)**

Concordia	107 N. E.E. Wallace Blvd	Ferriday	318-757-9213
Avoyelles	320 Cottage Street	Marksville	318-240-8820
Catahoula	820 First Street	Jonesville	318-339-7667
Grant	705-A Main Street	Colfax	318-627-3754
LaSalle	1050 Courthouse St., Rm 25	Jena	318-992-8264
Winn	1206 Lafayette Street	Winnfield	318-628-4641
Rapides	5610-B Coliseum Boulevard	Alexandria	318-767-6030

**Shreveport (Northwest Region)**

Bossier	4000 Viking Drive, B-1	Bossier City	318-741-7360
Webster	105 Harvey's Way	Minden	318-371-3024
Lincoln	307 N. Homer Street, 307	Ruston	318-251-4175
Natchitoches - East	303 Bienville Street	Natchitoches	318-357-3145
Bienville	2434 Manning Street	Ringgold	318-894-9173
Bienville	1119 South Railroad Ave	Arcadia	318-263-8456
Claiborne	507 W. Main Street	Homer	318-927-3338
DeSoto	142 Lake Road	Mansfield	318-871-2391
Red River	615 East Carroll St., 3rd Floor	Coushatta	318-932-9570
Sabine	1125 W. Mississippi Ave., A	Many	318-256-2698
Caddo	2121 Fairfield Ave, Ste 100	Shreveport	318-676-7788

**Monroe Region (Northeast Region)**

Ouachita	24 Accent Drive, Ste 151	Monroe	318-362-3058
Morehouse	250 Holt Street	Bastrop	318-283-0849
Union	303 B E. Water St.	Farmerville	318-368-7001
West Carroll	310 Skinner Lane	Oak Grove	318-428-8640
Franklin	3290 Front Street	Winnsboro	318-435-5687
Madison	1007 Johnson Street	Tallulah	318-574-0387
Caldwell	6363 Hwy 165	Columbia	318-649-5398
East Carroll	409 2nd Street, Suite 6	Lake Providence	318-559-1618
Jackson	236 Industrial Drive	Jonesboro	318-259-3801
Richland	146 Christian Drive	Rayville	318-728-3348
Tensas	131 Plank Road	St. Joseph	318-355-9797

## What You Need to Know: Ticket to Work Services

Ticket to Work is a program offered by the Social Security Administration to support career development for **people between the ages of 18 and 64 who receive Social Security disability benefits (either SSI or SSDI)** who want to work. This program allows people to select a ticket to work provider, called an Employment Network, to help them find a job or take the next step in their job or career to increase their income and build their skills.

The Ticket program is free and voluntary. It helps people with disabilities move toward financial independence and connects them with the services and support they need to succeed in the workforce. There is no impact on your benefits if you sign up to work with an employment network.

### Accessing Ticket to Work

If you are a recipient of SSI or SSDI, you can access these services by contacting an Employment Network. You can find the list of current employment networks at <https://choosework.ssa.gov/findhelp/> or call 866-968-7842 or 866-833-2967 (TTY)

Just put your location into the location tool on that page. New employment networks may be added, so going to this website is the best way to get an up-to-date list.

LRS can also accept your ticket to work. They will provide the same services to you that are described on the LRS pages of this resource guide.

This chart below shows the services you can get through an Employment Network.

Types of Services	Types of Service Providers				
	EN	WF	VR	WIPA	PABSS
Benefits / Work Incentives Counseling	✓*	✓*	✓*	✓	✓
Career Planning / Counseling	✓	✓	✓		
Job Search and Placement	✓	✓	✓		
Ongoing Employment Support	✓	✓	✓		
Training Programs		✓	✓		
Special Programs for Veterans and Youth-in-Transition		✓	✓		
Tuition Support for College Coursework			✓		
Rehabilitation Services			✓		
Legal Support and Advocacy					✓
Assistance with Accommodations	✓	✓	✓		✓

## **Resources to Learn More about Ticket to Work**

For additional information about the Ticket program, you can call the Ticket to Work Help Line at 866-968-7842 or 866-833-2967 (TTY), Monday – Friday, 8 a.m. – 8 p.m. ET. The Customer Service Representatives can answer your questions about how working will affect your benefits and how Social Security’s Work Incentives may help you toward financial independence. Help Line representatives can also provide you with a customized list of authorized service providers to support you on the path to employment.

You can also visit the Social Security page describing the program and read more about the program at <https://choosework.ssa.gov/about/how-it-works/index.html>.

## What You Need to Know: Louisiana Civil Service Opportunities

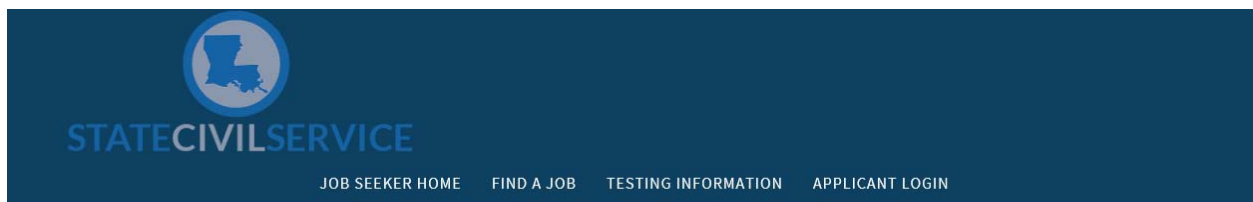
The state of Louisiana recognizes the advantages associated with hiring a diverse workforce and values the broad range of skills and talents that are often overlooked in the portion of the population that has a disability or impairment. Louisiana state agencies are committed to ensuring that everyone is given an equal opportunity to begin a career with the state of Louisiana and strives to be a model for closing the gap between the higher unemployment rate for people with disabilities versus those people who do not possess any disabilities.

### General Information for Job Seekers with Disabilities

Louisiana State Civil Service offers the following information and processes to assist individuals with disabilities in their search for employment with the state of Louisiana.

We provide a dedicated website for job seekers located at <http://www.jobs.louisiana.gov/>.

We have a link to information for Job Seekers with Disabilities (see screen shot below):



### Louisiana Department of State Civil Service Job Seekers



Have questions about the tests or test process? Check out the [Frequently Asked Questions](#) section for further information. Should you need further information concerning State Civil Service tests, please call (225) 925-1911.

This site includes step-by-step instructions for applying to state jobs including the process for requesting a testing accommodation in the event a particular job requires a written exam.

Furthermore, Civil Service Rule 22.8(a) authorizes a testing exemption and the streamlined hiring of bona fide clients of State Vocational Rehabilitation Services or Blind Services Programs.

Below is the information from this document related to applying, testing, the rule for testing exemption as well as information for veterans.

The state of Louisiana offers competitive compensation, noncompetitive promotion opportunities, flexible and alternative work schedules, and excellent healthcare and retirement benefits. Under the Americans with Disabilities Act, state agencies are required to provide reasonable accommodations for an employee who has a disability. If you need an accommodation to perform the major duties of your job, you must inform the agency. Legally, an employer cannot ask if you have a disability or impairment.

### **Applying for Employment with the State of Louisiana**

Searching for job vacancies, submitting your application, and checking the status of your application can all be conveniently done online using the LA Careers online application system.

If you need any assistance in creating and submitting your online application or with any of the information presented in this portion of the guide, you may call or visit our Testing and Recruiting Center. Our staff there is readily available and willing to help you.

Louisiana State Civil Service

Testing and Recruiting Center

5825 Florida Blvd, Suite 1070

Baton Rouge, LA 70806

Phone: (225) 925-1911 Fax: (225) 925-1914 Toll Free: (866) 783-5462

#### *Instructions for Applying:*

- Vacancies can be viewed on the [Current Job Opportunities](#) page of the State Civil Service website. The job postings are updated daily, Monday-Friday. Narrow your search results by selecting options under the main headings (categories, locations, and agencies). Click on the “**Apply Search**” button when you are done entering your search criteria.
- Your search results will be listed alphabetically by job title. Click on the job title that you are interested in to see the full job posting. If you are new to state employment, pay careful attention that you do not click on a posting that is being filled as a promotion. You can find this information under the “**Emp Type**” column.
- You will see four headings included in each job posting: **Supplemental Information, Minimum Qualifications, Job Concepts, and Examples of Work.**

Read each of these sections carefully to determine that you meet the qualifications for the position. To apply for the vacancy, click “**Apply**” on the right side of the screen.

- If you have an account, log in and choose one of your stored applications. If you do not have an account, click on “**Create an Account.**” Once the account is created, you will need to build a job application. This application is saved to your account and can be used again each time you apply for a job or test.
- Follow the application process steps shown at the top of your screen to apply for the position. Use the gray buttons on the top and bottom of the page to save your information and navigate between steps. Before confirming your application, be sure that you have answered all supplemental questions and have included all of your work history, education, and have completed all other relevant and required sections.
- Once you have successfully submitted the application, you will see the Louisiana state seal and a message thanking you for your application. You can check the status of all applications that you have submitted by clicking on “**Application Status**”.

### **State Civil Service Testing Accommodations and Exemptions**

Some jobs with the state of Louisiana require a passing score for a civil service test. If you have a disability that can be verified by a medical professional, you may request accommodations to take a civil service test. You may also be able to get exemptions from testing if you meet the criteria described below.

#### **Testing Accommodations Information:**

If you require accommodations to take a written exam, you must submit to State Civil Service a written request and a letter from one of the following:

- Physician
- Louisiana Vocational Rehabilitation Center
- Other licensed Psychologist, Counselor or Social Worker

Your written request should include your name, address, phone number, email address, description of the requested accommodation, preferred testing site as well as any pertinent documentation related to your disability. Within two weeks of receipt, you should receive a letter informing you of the approved accommodations and other necessary information.

Please send your accommodation request to:

Louisiana State Civil Service  
Attention: Testing and Recruiting Center  
5825 Florida Blvd, Suite 1070  
Baton Rouge, LA 70806

**Phone:** (225) 925-1911    **Fax:** (225) 925-1914    **Toll Free:** (866) 783-5462

***Testing Exemption Information:***

You may also meet the criteria to be exempt from taking a civil service test as stated in State Civil Service Rule 22.8(a). Exemptions from testing may be available if you are receiving services through Louisiana Rehabilitation Services (see section ) or through Blind Services program, you are able to perform the duties of the position, and your disability prevents you from participating in the usual required tests. Here is the language from the Civil Service rule.

*An appointing authority may fill a vacancy by probational appointment, job appointment or promotion of a State Vocational Rehabilitation Services or Blind Services program client without the appointee's attainment of any test scores normally required, provided the appointee meets the Minimum Qualifications of the job, and that the appointing authority documents that the appointee is a bona fide client of a State Vocational Rehabilitation Services or State Blind Services Program, is disabled to such an extent as to prohibit participation in the usual required tests, and is able to perform the duties of the position without hazard to self or others.*



## Information for Veterans

Louisiana Civil Service has special preferences for Veterans, including Veterans with disabilities.

### ***Veterans' Preference and Points Eligibility***

#### Veterans' Points Eligibility

Article X, Section 10. (A) (2) of the Constitution of the State of Louisiana provides for the addition of five or ten points to the final passing scores on Civil Service examinations for eligible military personnel. A DD214, the documentation of eligibility for this preference is required to verify eligibility. The eligible applicant must first pass any written examination before the points are added to his or her score. Veterans' preference points, when claimed, will appear on the applicant's grade notice. These additional points are added only in new hiring situations -- "probational" or "job" appointments. Veterans with permanent status in the State classified system do not receive this preference in promotional situations.

**Five points** preference is given to veterans who were **honorably discharged** or **discharged under honorable conditions** who served **during the following periods**:

1. April 6, 1917 through November 11, 1918 (World War I)
2. September 16, 1940 through July 25, 1947 (World War II)
3. June 27, 1950 through January 31, 1955 (Korean Conflict)
4. July 1, 1958 through August 4, 1964 (Vietnam Theater)
5. August 5, 1964 through May 7, 1975 (Vietnam Era)
6. August 2, 1990 through an indeterminate date (for those who actually received the Southwest Asia Service Medal)
7. Any campaign for which a campaign medal was awarded (must be plainly stated on DD 214)
8. At least 90 days of active service for purposes other than training after September 11, 2001 (Enacted 11/02/04)

**Ten points** preference shall be awarded for the original appointment of one of the persons listed below:

1. An honorably discharged veteran who served either in peace or in war and who has one or more disabilities recognized as service-connected by the Veterans' Administration;
2. The spouse of each veteran whose physical condition precludes his or her appointment to a Civil Service job in his or her usual line of work;
3. The unremarried widow of each deceased veteran who served in a war period (see above) or in a peacetime campaign or expedition for which a campaign badge/medal was awarded;

4. The unremarried widowed parent of any person who died in active wartime or peacetime service or who suffered total and permanent disability in active wartime or peacetime service;
5. The divorced or separated parents of any person who died in wartime or peacetime service or who became totally and permanently disabled in wartime or peacetime service.

If the veteran is unable to use these points, only one of the other listed persons is eligible to use the points.

Required documentation:

1. DD214
2. Letter from Veterans' Administration documenting service connected disability, if claiming 10 points, dated within last six months

For claimants OTHER THAN the eligible veteran:

1. Claim Form for Veterans Preference for Spouse/Parent
2. Death certificate, if applicable
3. Marriage certificate, if applicable

### ***Testing Exemptions for Veterans***

Civil Service Rule 22.8d, Testing Exemptions for Veterans (Effective November 10, 2010)

An appointing authority may fill a vacancy by probational appointment or job appointment of a veteran of the armed forces who has been honorably discharged from active duty within the previous twelve months without the appointee's attainment of any Civil Service test scores normally required, provided the appointee meets the Minimum Qualifications of the job. The veteran must have been honorably discharged and have served at least 90 days of active service for purposes other than training. An appointing authority may make an offer to an active member of the armed forces but the effective date of the appointment cannot be prior to the discharge date.

If you have any questions concerning this rule please feel free to contact the Staffing Division at (225) 342-8274.

Additional resources for veterans can be found at the State Civil Service Job Seekers website found [here](#)

## What You Need to Know: Career Development through Your School

### **Jump Start Career Pathways**

The Jump Start diploma pathway allows students to focus their high school experiences on vocational/career training while earning credits toward a diploma. Graduation requirements for a Jump Start diploma includes career courses and community-based work experiences that are based on your career interest. The Jump Start pathways includes alternative means to achieve diploma requirements for students with special needs and alternative requirements for students with more significant disabilities. These alternatives also provide a vocational career focused pathway to a diploma.

Jump Start can prepare you to:

- Lead a productive adult life
- Earn industry-based certifications while you are in high school
- Continue your education after high school

You can make use of the Jump Start pathway to get useful training, certification, and work experiences. You and your family can work with school staff and teachers to ensure that your school years are geared to developing skills and gaining valuable experience. You can read more about the Pathway program and watch videos at the Louisiana Jump Start website at <https://www.louisianabelieves.com/courses/all-things-jump-start> or call 1-877-453-2721.

### **Pre-Employment Transition Services**

Pre-Employment Transition Services (Pre-ETS) are coordinated services available for a student with a disability that promote movement from school to post-school activities and lead to competitive integrated employment. These services are provided through Louisiana Rehabilitation Services (LRS), Louisiana Education Agencies (both local and state level), Louisiana Workforce Commission (LWC), and others.

Pre-ETS services include:

- *Job Exploration Counseling* - may include Interest Inventories, Vocational Assessments, O'Net Exploration or Other Career Internet Sites and Top-Demand Occupations Discussions

- *Work-Based Learning Experiences* - may include in-school or after school opportunities or experience outside the traditional school setting that is provided in an integrated environment to the maximum extent possible. i.e., Summer Jobs (paid or unpaid) and Job Shadowing.
- *Counseling on Opportunities for Enrollment in Comprehensive Transition or Post-secondary Educational Programs*- This includes information and counseling about programs at institutions of higher education and post-secondary training programs.
- *Workplace Readiness Training* -should consist of, but is not limited to training designed to improve or develop the skills, including social skills and independent living, necessary for the student to obtain and retain employment, and training in job exploration skills, interviewing skills, resume writing (creating resumes/cover letters), completing job applications, participating in mock interviews, directed job search, and other work related situations are addressed.
- *Instruction in self-advocacy*- may include training focuses on life skills, such as, stress management, personal care, confidence building, and daily work related behaviors, to include: punctuality, dependability, motivation, and the ability to follow instructions. It may include peer mentoring.

If you are a student between 16 through 21 years of age, and you have an IEP, 504 plan, or a documented disability, your first step is to work with the Special Education Department (SPED) at your school. The SPED can tell you about what Pre-ETS are available at your school or in your parish, and whether you are a candidate for these services. If you are a candidate for these services, your school can contact the right provider for you. You can also contact the local LRS office and speak with someone at LRS about your eligibility for these services, and what services are available. A list of the local LRS offices are attached to the What You Need to Know: LRS page in this Resource Guide.

Pre-ETS are provided in three different ways:

- From a community rehabilitation provider (CRP) through your LRS office– these services are provided to individual schools and parishes
- Through your parish school board under Third-Party Cooperative Arrangements (TPCA)
- Through JAG classes in your high school for students qualified for JAG (Provided by the LA Department of Education Jobs for American Graduates (JAG) program). See [https://www.louisianabelieves.com/courses/jobs-for-america's-graduates-\(jag\)](https://www.louisianabelieves.com/courses/jobs-for-america's-graduates-(jag))

### Post-Secondary and Comprehensive Vocational Programs

The Louisiana Department of Education has funded some special campus based vocational programs on university and community college campuses to prepare high school students for life after high school. The programs now in operation are listed in the **What You Need to Know: Post-Secondary and Comprehensive Vocational Programs** section of this guide.

## What You Need to Know: Post-Secondary and Other Comprehensive Vocational Programs

Programs geared to providing students with vocational training and experience are beginning to spring up in a number of locations through collaborations between colleges, business, government, and non-profit providers and institutions. We list a number of these here.

These programs can provide industry specific skills and credentials and/or provide a comprehensive orientation to work expectations and a supportive campus based social environment to learn more about skills and interests.

### **Pay Check Program (New Orleans)**

HDC partnered with Louisiana Rehabilitation Services, Delgado Community College, public school systems, public charter school associations, and the University Medical Center-New Orleans to develop a post-secondary apprenticeship program, Pay Check. Pay Check is a 3-5 semester program wherein students between the ages of 18 and 22 select courses at Delgado Community College related to UMC targeted apprenticeship areas, participate in professional career development activities, learn community and work skills, and gain employment experience through a paid apprenticeship at the University Medical Center.

Apprenticeship areas include:

- Sterile Processing
- Courier (Patient Escort)
- Patient Access
- Human Resources Clerk
- OT/PT Aide
- Central Stock Supply
- Food, Dietary & Nutrition

You can learn more about this program at <https://www.hdc.lsuhscc.edu/PayCheck/> or by calling [504-556-7585](tel:504-556-7585)

### **Nicholls State University – Bridge to Independence Program (Thibodeaux)**

Nicholls State University operates the Bridge to Independence Certificate program which supports students with intellectual disabilities and autism spectrum disabilities to gain the skills needed to become gainfully employed through college courses and job training in a campus setting. Students may be eligible for federal Title IV funding.

Bridge Certificate program students will:

- Be provided with an individualized program of study based on their career goals and strengths
- Audit two college courses each semester (including core and elective courses)
- Receive assistance from a trained peer mentor, who will attend classes with Bridge students and help them complete modified class assignments
- Receive job training by completing 3 units of internships on or off campus
- Attend weekly social skill seminars
- Participate in campus activities and organizations
- Receive a Nicholls State University Certificate of Achievement upon successful completion of the program

You can learn more about this program at <https://www.nicholls.edu/bridge-to-independence/>. or by calling 985-448-4341.

### **Southeastern Louisiana University Lions Connected Program (Hammond)**

Lions Connected (LC) provides young adults with Intellectual Disabilities (ID), between the ages of 18 and 25, an inclusive college experience while learning functional, social, academic, and employment skills for adult life. Each semester, LC students audit one Academic Course as well as one Kinesiology Lab Course to take while on campus. LC students also participate in a functional Life Skills Program. During the final semester of the program, LC students have the opportunity for supported employment. Academic mentors support the students throughout the program. They help the LC students learn to navigate the complexities of campus life. Social Mentors are available to enrich interpersonal skills and relationships through extracurricular activities. There is a fee for the program and Pell and other grants may be available for eligible individuals. Learn more about this program at the webpage, [http://www.southeastern.edu/acad\\_research/depts/teach\\_lrn/programs/lions\\_connected/indx.html](http://www.southeastern.edu/acad_research/depts/teach_lrn/programs/lions_connected/indx.html) or by calling 1-800-222-7358.

## **University of Louisiana LIFE Program (Lafayette)**

The UL LIFE Program is a highly personalized program for young adults with intellectual disabilities that combines academic, social, and career development skill building at the college level. The program works closely with each student to customize their courses and college experience so they are prepared for a career. Academic mentors accompany each student every step of the way, including going to class, modifying in-class assignments, and providing support for out-of-class assignments and homework.

The UL LIFE Program offers a basic 2-year program that incorporates functional academics, independent daily living skills, employment, social/leisure skills, and health/wellness skills in a public university setting with the goal of producing self-sufficient young adults. Acceptance to the UL LIFE Program is ultimately decided by the admissions team based on the individual's academic, social, communication, and career needs.

In addition, the UL LIFE Program offers an advanced 4-year program for students who demonstrate the ability to safely navigate certain areas on campus independently, sustain employment, and socially integrate during the UL LIFE Basic Program. The UL LIFE Advanced Program progresses with an emphasis on workplace experience, community integration, and independent academic time with transitionally reduced supports.

You can learn more information about this program at the webpage <https://education.louisiana.edu/about-us/ul-life-program> or by calling 337-482-6681.

## **Baton Rouge Community College Program for Successful Employment (Acadian Campus)**

This is a two-year vocational training program for adults with autism and/or other intellectual disabilities between the ages of 18 and 26. The program combines academic and job skills training with externship opportunities in regional businesses. Based at BRCC's Acadian site, the program also includes experiential learning at job sites in the community. Upon completion of PSE, graduates will receive a PSE Certificate of Employability with a specific concentration based on their career goals. Learn more about the program at the webpage, <http://www.mybrcc.edu/pse/> or by calling 225-359-9205.

## **Program for Successful Employment (PSE) (Bossier Parish)**

The Program for Successful Employment (PSE) is a division of Workforce Development at Bossier Parish Community College (BPCC) providing flexible and innovative education and training for individuals with significant disabilities.

Many PSE students are still enrolled in high school or in a learning resource program such as HiSET. Some PSE students participate in typical BPCC academic classes. In PSE students receive soft skills as well as career specific training along with actual hands-on work experience through vocational training on campus and/or in local businesses. The goal of PSE is preparation for paid employment.

High school students and individuals with disabilities under 22 who are participating in HiSET or BPCC classes may participate in the pre-employment transition phase of the program through a third-party agreement with Louisiana Rehabilitation Services. The instruction provided is tuition-free with limited fees for eligible students.

Students who have exited high school may enroll in a unique post-secondary Comprehensive Transition Program for students ages 18 and over with Intellectual Disabilities and/or Autism. As a Federally recognized Comprehensive Transition program, students in this phase of the program may be eligible for some forms of federal financial aid. This is a program designed to provide students the opportunity to attend BPCC, participate in campus wide events, join student organizations, and build relationships with peers. The comprehensive program combines academic and job skills training on BPCC's campus with training opportunities on campus and/or in regional businesses. Our goal is to provide customized vocational training and/or assistance while students work to earn a credential in a field of the student's choosing based upon student strengths that lead to gainful employment. More information about the Bossier Parish Community College Post-Secondary Program can be found at <http://www.bpcc.edu/pse/index.html>.



## What You Need to Know Advocacy Center of Louisiana



The Advocacy Center of Louisiana (AC) is a 501(c)(3) not-for-profit organization formed in 1977 to protect, empower, and advocate for the rights of persons with disabilities and senior citizens in Louisiana.

### **How to Contact the Advocacy Center**

The Advocacy Center is located at 8325 Oak Street, New Orleans Louisiana 70118. You can find information about the Advocacy Center through its website at [www.advocacyla.org](http://www.advocacyla.org).

For assistance with any of the services described here, you can call the intake line at 1-800-960-7705

### **Employment-related programs operated by the Advocacy Center**

#### ***Protection and Advocacy for Beneficiaries of Social Security, (PABSS)***

The PABSS program provides advocacy and legal services on barriers to employment. Barriers to employment can be interpreted as something that keeps you from finding employment, applying for employment, or maintaining employment, including discrimination in the workplace. PABSS Advocates can help you to address barriers that keep you from working, advocate for services that help you get job training, job placement services, and advocate or provide legal services.

- *To request help-* 1-800-960-7705
- *Service Area-* Statewide
- *Cost for services-* No charge
- *Eligibility-* Must show proof of receiving Social Security benefits such as Supplemental Security Income, (SSI) and/or Social Security Disability Insurance, (SSDI).

#### ***Client Assistance Program (CAP)***

The Client Assistance Program (CAP) advises and informs applicants for services and individuals eligible for services and benefits. CAP can advocate and/or provide legal services to

ensure applicants and eligible clients receive appropriate services from Louisiana Rehabilitation Services (LRS), Independent Living Centers (ILCs), and vocational services through the Native American/121 programs. If you are unhappy, disagree with services, have been denied services, or need help to understand your rights, call CAP. CAP Advocates can help you navigate the LRS system, advocate on issues such as eligibility, order of selection, services, programs, funding, and case closure and transition services from school to the community under the Workforce Innovation Opportunity Act, (WIOA.)

- *To request help-* 1-800-960-7705.
- *Service Area-* Statewide
- *Cost for services-* No charge
- *Eligibility-* Reside in Louisiana, and need advocacy or legal services to address

### ***Work Incentives Planning & Assistance Program (WIPA).***

The goal of the Work Incentives Planning and Assistance (WIPA) program is to help beneficiaries with disabilities understand how employment may affect their benefits and use that information to make a successful transition to work. Certified Community Work Incentives Coordinators can provide in-depth guidance and counseling to help you go to work.

- *To request help-* 1-855-977-8599
- *Service Area-* Cameron, Acadia, Vermillion, Lafayette, St. Martin, Iberia, St. Mary, Iberville, Assumption, Terrebonne, Ascension, St. James, Lafourche, St. Charles, St. John the Baptist, Livingston, St. Helena, Tangipahoa, Jefferson, Washington, St. Tammany, Orleans, St. Bernard, Plaquemines.
- *Cost for services-* No charge
- *Eligibility-* Must show proof of receiving Social Security benefits including Supplemental Security Income, (SSI) and/or Social Security Disability Insurance, (SSDI). Seeking employment, job offer pending, or currently employed.

### **Fact Sheets to Learn More about Services and Rights**

The Advocacy Center has published a number of information sheets from which you can learn more about services available to you, how to obtain these services, and your rights with respect to these services.

Fact sheets related to employment services, employment rights, or transition to work can be found at the Advocacy Center website. <http://advocacyla.org/services/publications>

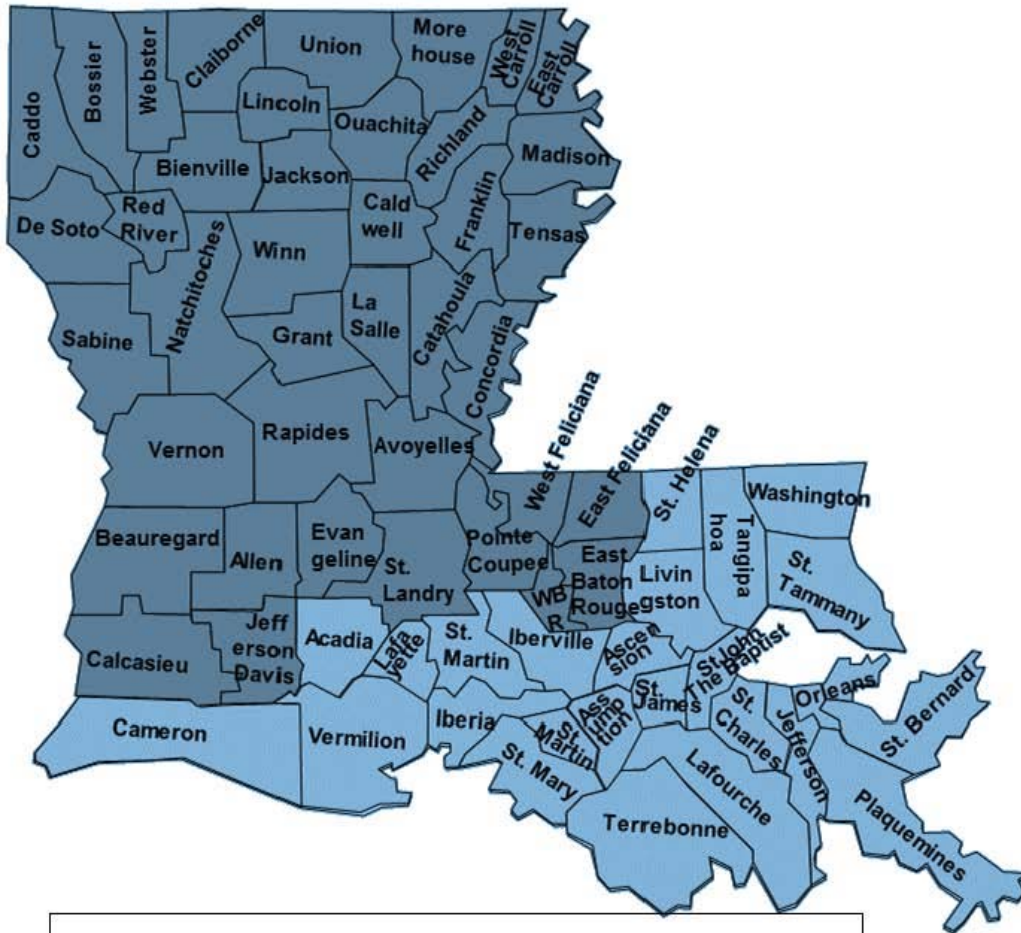
Fact sheets you may be interested in include:

- AC Employment Services for People with Disabilities (services provided by the Advocacy Center)
- Employment Rights of Individuals with Disabilities:  
Rights under the ADA, Sections 503 and 504 of the Rehabilitation Act, and LA Law
- Knowing the Road (A description of LRS Services)
- On Your Own Behalf
- LRS Involvement in Transition (LRS services available for transition to adult life)
- WIPA Program Flyer and Service Map

## Louisiana Work Incentives Planning and Assistance (LA-WIPA)

IF YOU LIVE IN NORTH LOUISIANA, CALL HDC:1-855-886-5123

IF YOU LIVE IN SOUTH LOUISIANA, CALL AC: 1-855-877-8599



### IF YOU LIVE IN SOUTH LOUISIANA, CALL 1-855-877-8599

Advocacy Center Work Incentives Planning and Assistance:

- Zane Richardson  
Community Work Incentives Coordinator
- Elizabeth Whiteside  
Community Work Incentives Coordinator

For Louisiana Parishes: Acadia, Ascension, Assumption, Cameron, Jefferson, Lafourche, Iberia, Iberville, Lafayette, Livingston, Many, Orleans, Plaquemines, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Union, Vermillion, & Washington

What You Need to Know:  
Human Development Center  
Louisiana State University



The Mission of the Human Development Center (HDC) is to provide leadership and innovation in interdisciplinary education, community

service, research, and to disseminate information to strengthen and increase the capacity of local communities to support and include individuals with [developmental] disabilities and their families in all aspects of life in the community

The Human Development Center (HDC) (<https://www.hdc.lsuhsu.edu/>) was established in 1974 and became a University Centers of Excellence in Developmental Disabilities, Education, Research and Service (UCEDD) in 1984. HDC is a member of AUCD, a national network of 67 UCEDD programs.

### **HDC Research and Service Areas**

HDC is organized into three life-span based Initiative Area teams. One of these focuses specifically on transition to adult life and employment goals. Here are the three life-span based initiative areas, starting with the focus area of transition to adult life and employment.

#### **Transition, Employment and Community**

- Benefits Planning and Support (BPS)
- Supported Employment
- Postsecondary Apprenticeship for Youth (Pay Check)

#### **K-12 Education**

- Teams Intervening Early to Reach All Students
- Louisiana School Psychology Internship Consortium
- Louisiana Autism Spectrum and Related Disabilities Project
- Louisiana Deafblind Project
- Collaborative for Students with Unique Communication Needs

#### **Early Childhood**

- Early Head Start Child Care Partnership
- LEND
- Act Early
- Early Learning Center

### ***HDC Employment and Transition Work***

HDC offers training in Supported Employment practices to enhance best practices in the field. It also collaborates with government and community partners to pilot innovative services that will offer new opportunities to individuals seeking career opportunities.

Currently, HDC is partnering with Louisiana Rehabilitation Services, Delgado Community College, public school systems, public Charter school associations, and the University Medical Center-New Orleans in a post-secondary apprenticeship program, Pay Check. Pay Check is a 3-5 semester program wherein students select courses at Delgado Community College related to UMC targeted apprenticeship areas, participate in professional career development activities, learn community and work skills, and gain employment experience through a paid apprenticeship at the University Medical Center.

For additional information about HDC work in the Employment and Transition area, you can visit the website at <https://www.hdc.lsuhs.edu/employment/default.aspx> or call Tel: (504) 556-7585

### ***Benefits Planning and Support (BPS)***

This program assists individuals to make informed decisions about work and its impact on benefits.

The project serves recipients of Social Security benefits (SSI and SSDI) in the service areas shown on the below map.

Once basic eligibility is established, benefits planners will share initial information about work incentives and collect information they need to do a benefits analysis based on your needs and work goals. The benefits analysis may include:

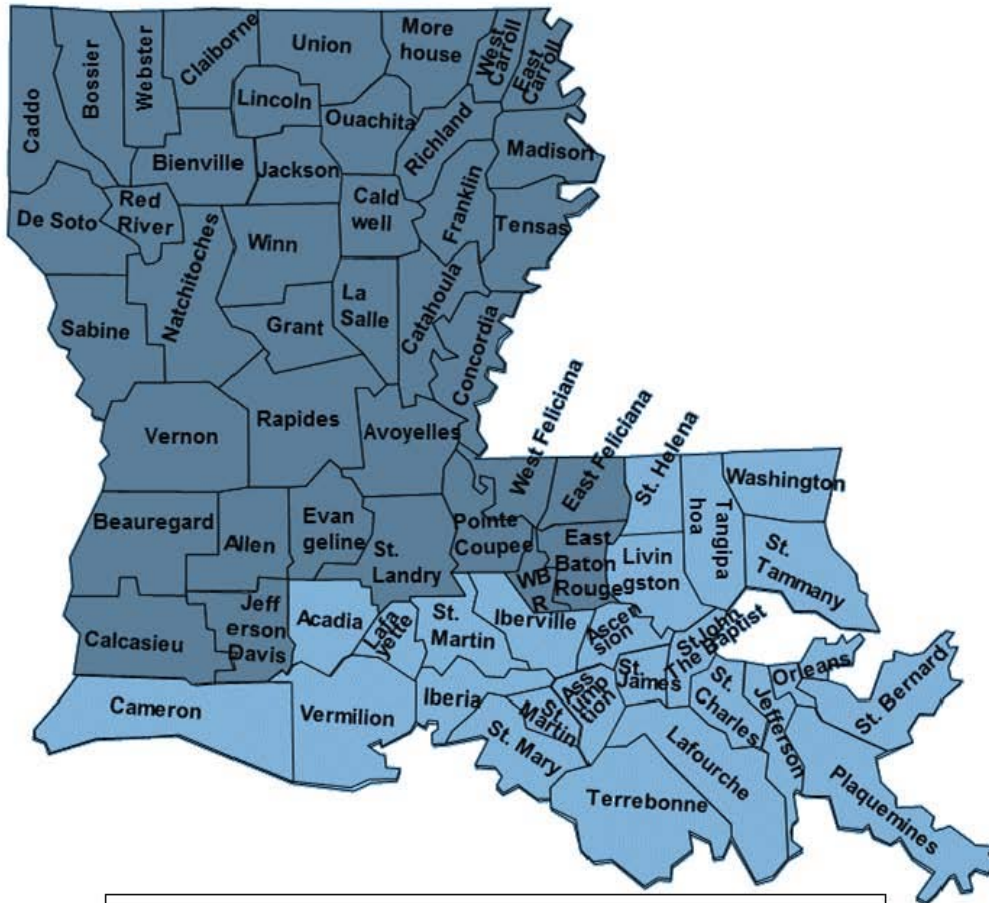
- Consideration of possible supports that may assist you in your pathway to employment
- Potential use of all available work incentives, and
- The impact that work will have on all benefits or supports you now have
- Information about reporting wages to the appropriate agencies or organizations,
- Manage work incentives, and
- Find resources you may need for other issues that an impact your ability to work.

To apply for services from BPS, you can call (855) 886-5123, Monday –Friday between 8:00 AM-4:30PM. For further information you can look at the website <http://www.hdc.lsuhs.edu/labps/>

## Louisiana Work Incentives Planning and Assistance (LA-WIPA)

IF YOU LIVE IN NORTH LOUISIANA, CALL HDC:1-855-886-5123

IF YOU LIVE IN SOUTH LOUISIANA, CALL AC: 1-855-877-8599



### IF YOU LIVE IN NORTH LOUISIANA, CALL 1-855-886-5123

LSU Human Development Center Work Incentives Planning and Assistance:

- Rose Angelocci, Community Work Incentives Coordinator
- Sue Killam, Community Work Incentives Coordinator
- Donald Leger, Community Work Incentives Coordinator

For Louisiana Parishes: Allen, Avoyelles, Beauregard, Bienville, Bossier, Caddo, Calcasieu, Caldwell, Catahoula, Claiborne, Concordia, De Soto, East Baton Rouge, East Carroll, East Feliciana, Evangeline, Franklin, Grant, Jackson, Jeff Davis, LaSalle, Lincoln, Madison, Morehouse, Natchitoches, Ouachita, Pointe Coupee, Rapides, Red River, Richland, Sabine, St. Landry, Tensas, Vernon, Webster, West Baton Rouge, West Carroll, West Feliciana, & Winn

## What You Need to Know: Louisiana Developmental Disabilities Council

The Council's membership includes individuals with developmental disabilities, parents, advocates and representatives from public and private agencies. The Council has a professional staff who assist Council members in meeting the goals and objectives in its Plan.

One of the Council's primary efforts centers on access to quality employment services, including for individuals who require the highest level of support. Current and recent efforts include:

- Using various methods and platforms to provide specialized training and technical assistance for employment providers in Customized and Supported Employment,
- Promoting professionals in preparing for and acquiring knowledge-based and competency-based certifications in employment,
- Advocating for the implementation of a system of accountability for employment providers to include outcomes-based monitoring and a complaint process, and
- Sharing information through its newsletter and social media about benefits planning services, DD Council videos featuring individuals with developmental disabilities on their jobs, and pertinent research pertaining to employment of people with developmental disabilities in competitive integrated individualized jobs.
- Tracks legislation that has an impact on individuals with developmental disabilities.

In addition to employment, the Council's current Plan includes goals to support advocacy and self-advocate leaders; advocate for further shifting of resources from institutional to home and community-based services; provide specialized training and technical assistance for direct support providers; and increase inclusive, evidence-based education policies and practices.

To learn more about the Council's policy work and initiatives, see <https://laddc.org/> or call (800) 450-8108

## **Families Helping Families Regional Resource Centers**

The Council also recommends the Families Helping Families Regional Resource Centers as a good source of information and guidance. Families Helping Families is a statewide network of ten family-directed and family-staffed regional resource centers which provide information on all types of services, goods, technologies, and activities that improve the quality of life in the community; help individuals understand their rights and how to advocate for themselves; and lend support from someone “who has been there.”

### **Families Helping Families of New Orleans, Inc.**

*Region I – serving parishes of Orleans, Plaquemines, St. Bernard*

7240 Crowder Boulevard, Suite 200, New Orleans, LA 70127

504-943-0343 or 1-877-243-7352      Fax: 504-940-3242

Email: [info@fhfsela.org](mailto:info@fhfsela.org)      Website: [www.fhfnorleans.org](http://www.fhfnorleans.org)

### **Families Helping Families of Greater Baton Rouge, Inc.**

*Region II – serving parishes of East and West Baton Rouge, East and West Feliciana, Iberville, Pointe Coupee, and Ascension*

2356 Drusilla Lane, Baton Rouge, Louisiana 70809

225-216-7474 or 1-866-216-7474      Fax: 225-216-7977

Email: [info@fhfgbr.org](mailto:info@fhfgbr.org)      Website: [www.fhfgbr.org](http://www.fhfgbr.org)

### **Bayou Land Families Helping Families, Inc.**

*Region III – serving parishes of Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, Terrebonne*

286 Hwy. 3185, Thibodaux, Louisiana 70301

985-447-4461 or 1-800-331-5570      Fax: 985-447-7988

Email: [blfhf@bellsouth.net](mailto:blfhf@bellsouth.net)      Website: [www.blfhf.org](http://www.blfhf.org)

### **Families Helping Families of Acadiana, Inc.**

*Region IV – serving parishes of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, and Vermillion*

100 Benman Road, Lafayette, Louisiana 70506

337-984-3458 or 1-855-984-3458      Fax: 337-984-3468

Email: [info@fhfacadiana.org](mailto:info@fhfacadiana.org)      Website: <http://www.fhfacadiana.org/>

### **Families Helping Families of Southwest Louisiana, Inc.**

*Region V – serving parishes of Allen, Beauregard, Calcasieu, Cameron, and Jeff Davis*

2927 Hodges Street, Lake Charles, Louisiana 70601

337-436-2570 or 1-800-894-6558      Fax: 337-436-2578

Email: [info@fhfswla.org](mailto:info@fhfswla.org)      Website: [www.fhfswla.org](http://www.fhfswla.org)



**Families Helping Families at the Crossroads of La., Inc.**

*Region VI – serving parishes of Avoyelles, Concordia, Catahoula, Grant, LaSalle, Rapides, Vernon and Winn*

2840 Military Hwy., Suite A, Pineville, Louisiana 71360

318-641-7373 or 1-800-259-7200      Fax: 318-640-4299

Email: [fhfxroads@gmail.com](mailto:fhfxroads@gmail.com)      Website: [www.familieshelpingfamilies.net](http://www.familieshelpingfamilies.net)

**Families Helping Families of Region VII, Inc.**

*Region VII – serving parishes of Bienville, Bossier, Caddo, Claiborne, Desoto, Red River, Natchitoches, Sabine, and Webster*

2620 Centenary Blvd., Bldg. 2, Ste. 250, Shreveport, LA 71104

318-226-4541 or 1-877-226-4541      Fax: 318-425-8295

Email: [info@fhfregion7.com](mailto:info@fhfregion7.com)      Website: [www.fhfregion7.com](http://www.fhfregion7.com)

**Families Helping Families of Northeast Louisiana, Inc.**

*Region VIII – serving parishes of Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll*

5200 Northeast Road, Monroe, Louisiana 71203

318-361-0487 or 1-888-300-1320      Fax: 318-361-0417

Email: [info@fhfnela.org](mailto:info@fhfnela.org)      Website: [www.fhfnela.org](http://www.fhfnela.org)

**Northshore Families Helping Families, Inc.**

*Region IX – serving parishes of Livingston, St. Helena, St. Tammany, Tangipahoa, Washington*

204 West 21st Avenue, Covington, Louisiana 70433

985-875-0511 or 1-800-383-8700      Fax: 985-875-9979

Email: [info@fhfnorthshore.org](mailto:info@fhfnorthshore.org)      Website: [www.fhfnorthshore.org](http://www.fhfnorthshore.org)

**Families Helping Families of Greater New Orleans, Inc.**

*Region X – serving Jefferson Parish*

700 Hickory Avenue, Harahan, Louisiana 70123

504-888-9111 or 1-800-766-7736      Fax: 504-353-2350

Email: [info@fhfjefferson.org](mailto:info@fhfjefferson.org)      Website: <http://www.fhfofgno.org/>