



Workforce Investment Act Program Year 2013

Annual Report

Letter to The Governor

October 31, 2014

I'm pleased to present the 2013 Workforce Investment Act Annual Report for Louisiana, which covers the efforts and activities of the Louisiana Workforce Commission from July 1, 2013, through June 30, 2014.

The year was dominated by record-breaking employment, continued successful integration within the agency and implementation of solutions-focused plans and new tools that further strengthen alignment of Louisiana's workforce development system with the needs of business and industry.

Changes and improvements our staff began putting in place six years ago now define the agency. Driven by workforce demand, the LWC has become a vital hub in Louisiana's workforce development system. In 2013-14 we continued to make internal improvements, and also did more than ever to guide and inform all of our workforce partners in K-12 education, community and technical colleges, universities and economic development.

This annual report provides an update of changes, improvements and performance that has helped to prepare Louisiana workers, educators and workforce partners for historic employment growth that began in 2013-14 and which is forecast to continue pace at least through 2022.



Curt Eysink
Executive Director



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I: State News

Louisiana's private sector job boom

In January 2014, Louisiana began to routinely break monthly employment records for total nonfarm employment, private sector employment and the civilian labor force. With the recession and the economic interruptions of the Deepwater Horizon oil spill and Hurricane Isaac moving further into the past, private employers continued to add jobs at a healthy pace during the program year. As of June 2014, private employers had an unbroken streak of over-the-year job gains of) almost four years.

Jobs were added in most sectors and throughout most of the state. Seasonally adjusted preliminary statewide data from the federal Bureau of Labor Statistics for June 2014 provide a vivid picture of growing employment and the growing civilian labor force in Louisiana:

Sector	June 2014	June 2013	OTY change
Total nonfarm employment	1,973,600	1,951,500	22,100
Total private employment	1,638,500	1,609,600	28,900
Mining and logging	53,200	54,200	-1,000
Construction	136,000	131,100	4,900
Manufacturing	145,300	144,000	1,300
Trade, transportation, and utilities	389,300	382,000	7,300
Information	24,100	27,800	-3,700
Financial activities	95,700	95,100	600
Professional and business services	212,400	205,500	6,900
Education and health services	295,400	290,600	4,800
Leisure and hospitality	220,900	213,700	7,200
Other services	66,200	65,600	600
Government	335,100	341,900	-6,800

Of Louisiana's eight metropolitan statistical areas, the latest BLS data show that only Alexandria lost jobs in the 12 months ending June 30, 2014:

Metro area	June 2014	June 2013	OTY change
Alexandria	62,600	62,600	0
Baton Rouge	394,600	384,300	10,300
Houma	101,500	99,200	2,300
Lafayette	162,800	159,500	3,300
Lake Charles	95,400	92,000	3,400
Monroe	79,100	77,900	1,200
New Orleans	554,700	544,800	9,900
Shreveport	172,600	171,400	1,200

Louisiana's civilian labor force also grew in 2013-14. In June 2014, the civilian labor force was 2,106,539, up from 2,101,912 a year earlier. The number of people employed totaled 2,001,417 in June 2014, an increase of 34,652. During the same period, the number of unemployed dropped by 29,530.

A growing and strengthening civilian labor force is exactly what Louisiana needs for the historic growth forecast for the next few years. Through 2015, Louisiana is forecast to have 103,680 job openings per year, 51.4 percent of which will be new jobs. Through 2022, the state is expected to have 76,000 jobs vacancies per year, 26,490 of which will be new annually.

LWC implementing plans to prepare, strengthen the workforce development system

Making 2013-14's employment and labor force growth all the more significant is the fact that the historic industrial expansion forecast for Louisiana has only just begun. Petrochemical plant operators have announced expansions valued at between \$80 billion and \$100 billion. These investments will require more than 80,000 additional skilled construction craft workers through 2016 alone, and the vast majority of the work has not yet begun.

Although Louisiana's construction industry added 4,900 jobs during the 12 months that ended June 30, 2014, the future rate of job growth is expected to accelerate.

In 2013-14, the LWC began implementing the state's plan to train and prepare additional skilled construction craft workers. The Louisiana Workforce Investment Council, guided by employers and working closely with other state agencies, professional trade associations, labor unions and the state's education systems, produced a study that defined construction employment demand and the plan to meet it. The report, *Building Louisiana's Craft Workforce* is available at <http://www.laworks.net/Downloads/PR/WIC/CraftWorkforceDevelopmentPlan20130617.pdf>. It is the blueprint for how Louisiana's workforce development partners would expand training capacity and recruit more workers for construction careers. The report drew heavily on the LWC's improved and more robust employment forecasts.

Important legal changes

The Louisiana Legislature also took high-impact steps in 2013-14 that will boost the number of Louisiana's qualified workers, not only in construction trades but in all high-demand occupations.

Jump Start: A plan that encourages high schools to prepare students for high-demand occupations, Jump Start aligns high schools with Louisiana employment demand, expands career and technical education opportunities, provides for dual-enrollment by high school students, and shifts to the WIC the authority to approve Industry Based Credentials the state supports.

WISE Fund: The Workforce Innovation for a Stronger Economy Fund provides \$40 million in funding to higher education to prepare more students for occupations in the highest demand in Louisiana. It also requires a 20 percent match by private employers to strengthen workforce alignment and boosts education and training capacity for top-rate occupations.

National recognition: The national organization Construction Users Roundtable recognized the successful collaboration in Louisiana among workforce development partners and industry to increase training capacity and boost the number of people entering construction craft professions.

Agency performance improvements and integration milestones

In 2014-15, the LWC continued to improve its innovative web-based system of services for all job seekers and unemployment benefits claimants.

The centerpiece is the web-based system of services called HiRE, an acronym for Helping Individuals Reach Employment. The second phase of HiRE will launch in 2015, adding another layer of services to the web-based system. For less than \$8 million, Louisiana will be the first state in the nation to implement a completely new and modern unemployment insurance system that is fully integrated on the same platform with the workforce development system.

Other important performance milestones include:

OWD Reorganization: The Office of Workforce Development restructured to place industry coordinators in the field to work more closely with employers throughout the state, developing customized workforce solutions. The reorganization means OWD is already structured to excel under the Workforce Innovation and Opportunity Act.

LRS achieves all federal performance measures: For the first time, Louisiana Rehabilitation Services met or exceeded all performance requirements by the U.S. Department of Education. Because of prudent management of resources, LRS is able to expand services to many more Louisiana residents, including those with less significant barriers to employment.

Unemployment benefits claims shorter, trust fund stronger: In April 2012, the LWC introduced its Re-employment Program which provides more frequent and intensive services to unemployed workers. Since April 2012, the program has shortened the average duration of unemployment claims by four to five weeks, saving \$20 million to \$30 million in the state's unemployment insurance trust fund. The trust fund finished the year with \$40 million more than the LWC had forecast, and was ranked as one of the top 10 strongest in the nation.

Workers Compensation savings: Since adopting medical treatment guidelines to hasten and improve consistency of treatment of workers injured at work, the Office of Workers' Compensation Administration has saved the state's employers tens of millions of dollars in legal and court costs that had concerned the state's workers' comp system. Disputes over treatment that formerly took about a year to resolve now take just days, ensuring prompt, consistent treatment for workers based on national best practices. The average rate Louisiana employers pay for workers' comp insurance was cut 5.1 percent over the year, and since 2008, overall costs have dropped 27.7 percent.

II: Performance Accountability

Waivers

In Program Year 2013, the LWC requested an extension of eleven waivers to make best use of the state resources. United States Department of Labor (USDOL), Employment and Training Administration (ETA) granted extensions of each of these waiver requests. These waivers have provided flexibility to state and local areas and allowed them to enhance their ability to improve the statewide workforce system. Louisiana requested and received the following waivers:

1. Waiver of the funds transfer limitation at WIA Section 133(b)(4) to permit states to approve local area requests to transfer up to 50 percent of local area formula allocation funds between the WIA Adult and Dislocated Worker programs. State policy for transfer of funds between adult and dislocated worker programs.

This waiver helped to align Louisiana Workforce Development strategies to meet the needs of customers and provide flexibility in structuring the workforce development system. LWIAs were better able to respond to workforce needs by designing programs to meet the needs of the job seeker and employers. During PY 2012, **six of Louisiana eighteen (18) WIBs transferred \$900,000** in Adult funds to Dislocated Worker programs.

2. Waiver of the required 50% employer match for customized training at WIA Section 101(8) (C) to permit a match based on a sliding scale as follows: (a) no less than 10% match for employers with 50 or fewer employees, and (b) no less than 25% match for employers with 51 – 100 employees. For employers with more than 100 employees, the current statutory requirements continue to apply.

The waiver eliminated the current 50 percent employer contribution requirement for customized training and substituted a sliding-scale contribution based on the employer size, affording more customized training opportunities for smaller businesses or businesses with smaller training budgets. Specific goals achieved were: 1) improved the ability of Louisiana to respond to changes in employer and industry needs; 2) increased employer/board collaboration to address industry needs and worker training; 3) allowed the smaller employer to grow and expand; 4) provided the employer with a trained workforce; and 5) provided greater flexibility in designing and implementing WIA programs.

3. Waiver of WIA Section 101(31) (B) to permit LWIAs to reimburse the employer for on-the-job training on a graduated scale based on the size of the business. The following reimbursement amounts will be permitted: (a) up to 90% for employers with 50 or fewer employees, and (b) up to 75% for employers with more than 50 but fewer than 250 employees. For employees with 250 or more employees, the current statutory requirements will continue to apply

Allowing businesses and industries to apply the sliding scale to determine the match amount helped increase employer participation in WIA Employer Based Training programs at the local level. LWIAs' participation rates increased the number of skilled job seekers receiving training and finding employment in high-skill, high wage occupational areas. Employers benefited by having a labor pool with the marketable skills they require. In addition, Louisiana was able to integrate various funding streams to provide employers with an integrated, seamless approach to workforce development.

4. Waiver of the current performance measures at WIA Section 136(b) in order to implement the common performance measures.

The waiver facilitated system integration and helped streamline the performance reporting. It provided clear and understandable information to stakeholders, improved service coordination and information sharing; simplified and streamlined the performance measurement system. It also enabled local areas to better focus on delivery of customer services rather than costly administrative duties.

5. Waiver of the prohibition on the use of Individual Training Accounts (ITAs) for older and out of school youth. In addition allow youth participants 16 to 17 years of age to use Individual Training Accounts (WIA Section 123, WIA Section 134(d)(4), 20 CFR 661.305(a)(3), 20 CFR 664.510).

Louisiana Older Youth, Out-of-School Youth, and youth 16 to 17 years of age benefited from the services from certified training providers by allowing the LWIBs to use the Eligible Training Provider List for Older Youth, Out-of-School Youth and youth participants 16 to 17 years of age, with streamlining services and increasing flexibility as a result. This waiver allowed a greater number of participants to receive training in a faster and more efficient manner, while providing a positive, individualized option for youth, which is not included in the traditional program. In the past program year, **11 LWIBs** used the waiver to put **121 Older Youth, Out of School and youth participants 16 to 17 years of age** into training.

6. Waiver provisions at WIA Section 122(c) regarding the requirements for eligible training provider subsequent eligibility based on performance data and allow the state to use the initial eligibility determination at WIA Section 122(b) if needed.

This waiver allowed Louisiana to maintain a robust list of providers and provide a range of customer choice. Local areas reported that it allowed staff time to devote to other projects and not focus solely on the eligibility process by relieving the administrative burden. It was also reported that more training providers and courses remained available for customers, which allowed them to offer significant training as well as provide customers with an increase in choices of training providers.

Statewide Performance Adult, Dislocated Worker and Youth

Workforce Investment Act Program Performance Measures

Pursuant to the Workforce Investment Act, Louisiana negotiated with USDOL the expected levels of performance for each of the prescribed measures. As result of a waiver granted to the state for Program Year 2013, Louisiana only reports performance outcomes relating to the nine Common Measures. Federal guidelines describe Common Measures as the key measures of success in achieving the legislative goals of WIA. The definitions of Common Measures can be located in the Appendix A.

Data collected on the Common Measures is collected from HiRE (Helping Individuals Reach Employment), Unemployment Insurance Wages Records, and from the Wage Record Interchange System (WRIS). The HiRE system gathers exit information on participants and covers real time data elements referenced above.

Program Year 2013 Workforce Investment Act Program Performance

	Negotiated Goal PY 2013	Actual Performance	% of Goal Attained
Adult			
Entered Employment Rate	60%	63.4%	106%
Job Retention Rate	81%	81.8%	101%
Average Earnings Rate	\$14,800	\$13,332.40	90%
Dislocated Workers			
99%	68%	67.4%	7,300
102%	85%	86.4%	-3,700
77%	\$18,200	\$13,950.76	600
Youth Common Measures			
Placement in Education or Employment	65%	67.9%	105%
Attainment of Degree or Certificate	65%	69.8%	107%
Literacy and Numeracy Gains	60%	57.3%	96%

Adult Program

Out of the three measures established, the state exceeded the Entered Employment Rate, Employment Retention Rate and met the Average Earnings. Through LWC's Integrated Service Delivery Model and the utilization of the waiver allowing the transfer of funding from the Dislocated Worker program to the Adult program, the Local Workforce Investment Areas (LWIAs) have been able to continue providing services to a large number of individuals. The number of individuals that received staff assisted services in PY 2013 was 262,072.

Dislocated Worker Program

The state exceeded the Entered Employment Rate, met the Average Earnings but, unfortunately, failed to meet the Employment Retention Rate measure. The number of dislocated workers served decreased 374 participants from 4,133 to 3659.

Youth Common Measures

In PY 2013, Louisiana exceeded two out of the three youth common measures. The state exceeded in the Placement in Employment or Education, and the Attainment of a Degree or Certificate and met the Literacy and Numeracy Gains.

Over the past six program years, the state has placed priority and focus on the WIA Youth program to ensure that program service delivery is in alignment with the National Youth Strategic Vision placing emphasis on servicing out-of-school and at-risk youth through the workforce investment system.

Louisiana requires that at least 50 percent of all youth participants served under WIA be out-of-school youth. In PY 2013, there were 2,066 youth participants served in the youth programs throughout Louisiana.

Participants in the Workforce Investments Activities

Three-Year Progress of the Workforce Investment Act Program

The chart below illustrates Louisiana's historical results, indicating the state's commitment of continuous improvement through the Integrated Services Delivery model that consistently provides services to individuals while maintaining quality outcomes. Over a three-year period, there has been a modest increase in program outcomes.

	Program Year 2012	Program Year 2012	Program Year 2013
Adult			
Participants	259,099	218,399	262,072
Entered Employment Rate	57.5%	61.5%	63.4%
Job Retention Rate	76.4%	80.8%	81.8%
Average Earnings	\$13,464	\$13,493.10	\$13,332.40
Dislocated Workers			
Participants	3,102	4,133	3,659
Entered Employment or Education	63.8%	69.6%	67.4%
Job Retention Rate	81.1%	86.3%	86.4%
Average Earnings	\$16,429	\$16,554.80	\$13,950.76
Youth			
Participants	2,896	2,359	2,066
Placement in Employment or Education	62.1%	68.3%	67.9%
Attainment of Degree or Certificate	57.1%	62.3%	69.8%
Literacy and Numeracy Gains	53.5%	65.9%	57.3%

NOTE: Results are based on U.S. Department of Labor Common Measures definitions.

PY 2013 WIA Financial Statement — Operating Results

Fund Source	Available	Expenditures as of 6/30/13	Percent Expended	Balance Remaining
Local Adult Funds	\$10,074,940.00	\$4,083,200.27	41%	\$5,991,738.27
C/O Funds	\$5,185,075.73	\$5,185,075.73	100%	\$0.00
TOTAL	\$15,260,015.73	\$9,268,277.00	61%	\$5,991,738.73
Local Dislocated Worker Funds	\$7,037,155.00	2,052,670.61	29%	\$3,159,232.61
C/O Funds	\$3,877,922.39	\$3,877,922.39	100%	\$0.00
TOTAL	\$10,915,037.39	\$5,930,593.00	54%	\$4,984,444.39
Local Youth Funds	\$10,836,484.00	\$4,259,531.97	39%	\$6,576,952.03
C/O Funds	\$7,311,955.03	\$7,311,955.03	100%	\$0.00
TOTAL	\$18,148,439.03	\$11,571,487.00	64%	\$6,576,952.03
Rapid Response Funds	\$2,513,254.00	\$0.00	0%	\$2,513,254.00
C/O Funds	\$1,599,176.66	\$1,492,724.00	93%	\$106,452.66
TOTAL	\$4,112,430.66	\$1,492,724.00	36%	\$2,619,706.66
Statewide Activity Funds	\$1,764,757.70	\$1,122,308.44	64%	\$642,449.26
C/O Funds	\$543,892.56	\$543,892.56	100%	\$0.00
TOTAL	\$2,308,650.26	\$1,666,201.00	72%	\$642,449.26
TOTALS	\$50,744,573.07	\$29,929,282.00	59%	\$20,815,291.07

Cost of Workforce Investment Activities

For the purposes of this cost comparison, funding stream expenditures were divided by the number of total participants served in the program year to derive a cost per participant. Using this method, the cost per participant by funding stream for the program year is estimated as follows: Adults, \$33; Dislocated Workers, \$2,485; and Youth, \$4,983. As compared to program costs for PY 2011, Adult Programs decreased by \$10.00, Dislocated Worker Program costs increased by \$1,233, and Youth Program costs increased by \$79.

Program	Total Participants Served	Total Expenditures	Cost per Participant
Adult Programs (<i>Does not include Self-Service</i>)	262,072	\$8,578,472.00	\$33
Dislocated Worker Program	3,659	\$9,092,622.00	\$2,485
Youth Program	2,066	\$10,294,499.00	\$4,983

III: Louisiana Workforce Commission Initiatives

Workforce Intelligence (Labor Market Information)

Workforce Data Quality Initiative

In December 2010, the Louisiana Workforce Commission's Office of Occupational Information Services partnered with LSU's Department of Economic Development to secure a three-year grant to create a longitudinal data system across multiple state agencies including the Department of Education and the Board of Regents. The purpose of the longitudinal data system is to improve the state's ability to monitor, plan, and research labor market conditions and workforce developments. In its second year of implementation, the LWC, with the help of an inter-agency group of representatives from partner state agencies, was able to secure a necessary Memorandum of Understanding on data sharing and reporting. Additionally, with its LSU partners, the Labor Market Information team completed the project that will allow connecting workforce and education databases. Reports outlined in the design plan will provide the first longitudinal study detailing the flow of school and training completers and exiters into the workforce system.

Louisiana's Top Rated Occupations – Louisiana Star Jobs Website and Mobile App

The Research and Statistics unit, in partnership with LSU's Department of Economic Development and under the direction of the state Workforce Investment Council, developed a new methodology to identify Top Demand occupations in the state. This methodology builds on the rigorous foundation of long-term occupational forecast that has been enhanced in recent years to better inform the state about workforce demands of Louisiana's employers. While the current system adequately identifies those jobs with the top long-term demand according to the occupational forecast, a broader measure of the quality of the opportunities in various occupations was developed to incorporate additional job characteristics, including typical wage rates, average annual job openings, current openings for the jobs and short-term projected growth.

To allow a diverse audience across the state to apply which occupations are in top demand to their own plans, the LWC has developed a seamless workflow for users to connect to top rated careers choices. Information on training for selected careers and current job openings for these occupations are part of this new showcase of top rated occupations, with options for users to filter searches by highest rated occupations, education levels and wages.

The LWC under the direction of the Workforce Investment Council has identified education levels for occupations specific to Louisiana. These modifications to the education level for specific occupations was presented to the Occupational Forecasting Conference and adopted by the WIC as required by Louisiana's industry partners.

Technical Assistance and Training

During PY 2013, the Labor Market Information unit trained more than 250 local and regional office staff on labor market tools available to better understand occupational demand and labor supply. Strategies on connecting the right employers to job seekers were showcased in hands-on training sessions across the state.

The LMI unit developed sector based regional strategies as part of this initiative.

Economic Publications

The Labor Market Information unit published two statewide publications that were presented to the Governor's office and the Local Workforce Investment Boards. The publications were also made available on the web. These publications are described below.

The Louisiana Workforce Information Review 2012-13

A compilation of all labor market data series produced from 2012 through 2013, the report provides an in-depth analysis of Louisiana's diverse workforce. It features a time series analysis of the civilian labor force, employment, unemployment, and unemployment rates; covered and nonfarm industry employment; mass layoff statistics; and occupational employment statistics. It also examines current employment needs gathered through a job vacancy survey while identifying occupations in high demand.

The Louisiana Labor Force Diversity Data Book 2013

The publication is intended to serve as a tool to provide strategic labor force and population demographic information. Data are also relevant in applying for grants using the latest population and labor force demographics. The 2013 population for the latest census was incorporated in the publication while the 2010 census labor force by race and gender are still the latest data for parts of the publication.

Regional Sector Profiles

In PY 2013, the Research & Statistics developed 24 regional sector profiles identifying the economic driver industries and their impacts on the region. The publications were part of the blueprint for the Business Service delivery model for a demand-driven alignment of available labor force supply.

Louisiana Licensing Guide

This publication is designed to help students, counselors, program planners, entrepreneurs, and anyone contemplating careers in Louisiana. This document provides information necessary to obtain a business license or occupational license in Louisiana. The LMI unit also identified the number of licenses and Star ratings issued for each occupation.

Job Vacancy Survey

In the fourth quarter of PY 2013, a wage analysis of vacant jobs and a job vacancy survey were conducted to provide data from employers on their hiring issues.

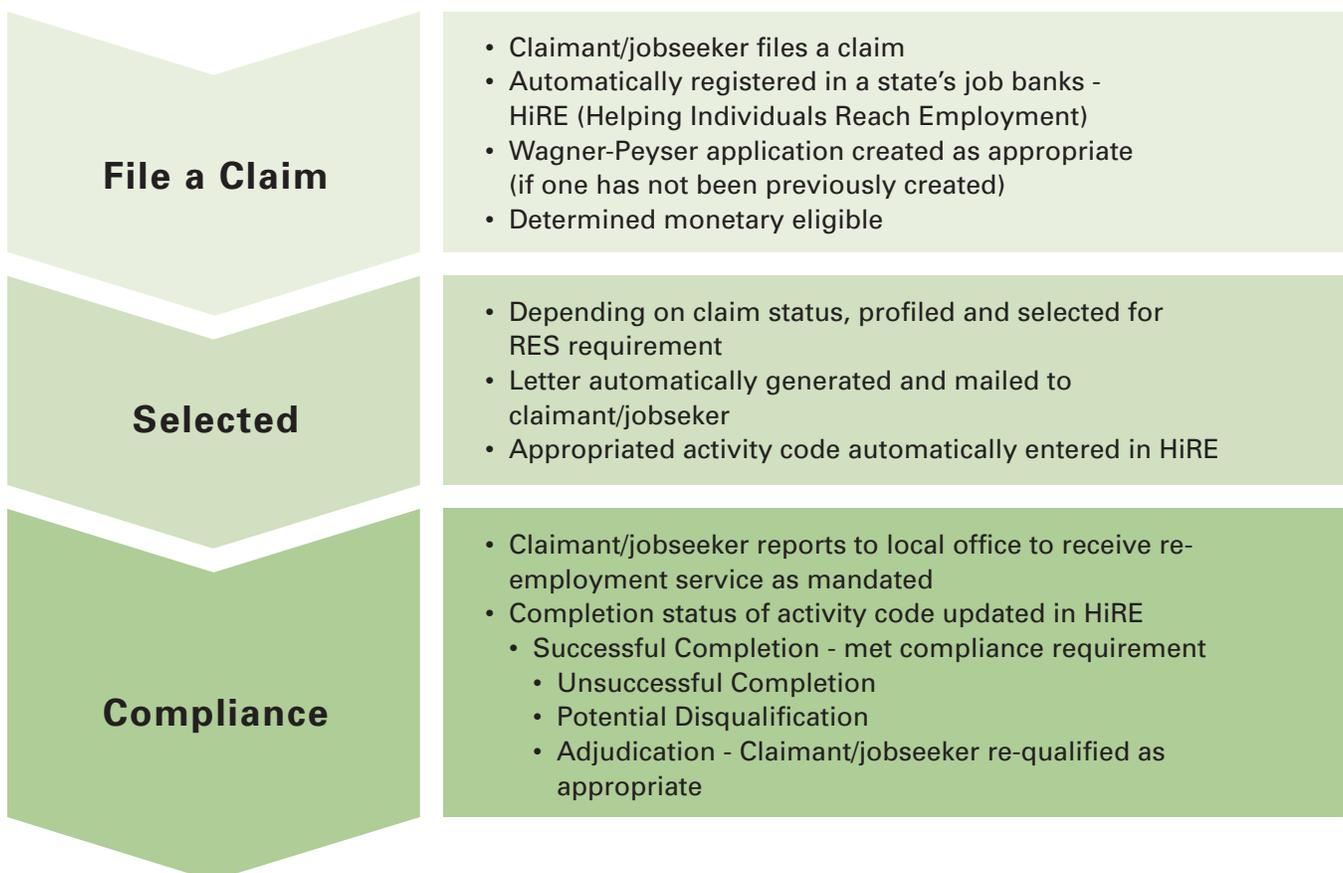
Summary findings from the Job Vacancy Survey

- There were an estimated 63,972 job vacancies in Louisiana at a given point-in-time in the second quarter of 2014, resulting in a vacancy rate of 3.3 percent. This year's results show that the number of vacancies has roughly tripled in comparison to the most recent 2011 survey. The considerably stronger 2014 economy explains the significant increase in the number of vacancies from the 2011 survey.
- The three NAICS super sectors with the most job vacancies included Trade, Transportation & Utilities, Leisure & Hospitality and Education & Health Services.
- The three SOC major career groups with the most vacancies reported were Food Preparation & Serving Related occupations, Sales & Related occupations and Transportation and Material Moving occupations.
- The Lake Charles region had the highest vacancy rate during the survey period followed by the Lafayette and the New Orleans regions.

Re-employment Services

The Louisiana Workforce Commission (LWC) offers a comprehensive and integrated re-employment service delivery system, ensuring all job seekers receive an enhanced level of service. These services focus on an all-inclusive strategic plan to most effectively serve job seekers become rapidly re-employed while providing business customers with a job-ready labor force. The state ensures the claimant's re-employment needs are met while reducing the average claim duration, and preventing improper UI payments, thus protecting the solvency of the Louisiana Trust Fund.

LWC has shifted from a coordinated program service delivery model to a singular, integrated service delivery workflow system which focuses on combined WIA/WP programs with Specialized Services within integrated statewide Business and Career Solutions Centers (one-stop centers). This integrated service delivery model yields a more defined customer-driven set of services providing options for direct entry into the labor market, access to training opportunities to build skills to advance within the labor market, and additional services to assist individuals in becoming self-sufficient. A standardized set of services and a service delivery process have been established for job seekers, businesses, and those needing specialized services. The re-employment services initiative exemplifies true integration, which has been established through the Agency Initiative Management strategy. This initiative builds stronger links among the Office of Workforce Development (OWD), Office of Regulatory Services (ORS – Unemployment Insurance [UI] department) and Office of Information Systems (OIS - Information Technology [IT] department), working together to provide a full array of services to our customer base. LWC has an automated and structured system for notifying claimants/job seekers, providing required services, recording completion or lack of completion of services, reviewing outcomes, and determining successful completions and, disqualification and requalification determinations. This streamlined and coordinated approach includes three interrelated steps:



The re-employment of UI beneficiaries and the reduction of erroneous payments are high priorities for Louisiana. In PY 2013, Louisiana continued to provide re-employment services through a service delivery system. The system combines several initiatives aimed at providing re-employment services at different intervals of a claimant/job seeker's claim series, yielding a continuum of service. It combines several RES service points, which support specific programs including: Worker Profiling and Re-employment Services (WPRS), federal and state, and Re-employment and Eligibility Assessment in Louisiana (REAL) - federal. Claimants/job seekers can potentially receive services through multiple service points triggered by the number of weeks in a monetarily eligible claim series and/or number of paid benefits issued. Each service point has mandated requirements that must be met to maintain monetary eligibility status for the job seeker/claimant. Unmet service requirements may result in denial of UI benefits and will follow adjudication services.

In 2013, LWC received \$458,999 in funds to continue the REAL program statewide. These federal funds have assisted Louisiana in continuing to provide re-employment services for job seekers/claimants.

LWC has initiated a progressive and proactive engagement with UI claimants that begin as early as their second week of claim. This proactive engagement has yielded positive gains for the agency in terms of reducing initial claims, weekly-continued claims and average duration. As a result, the average weekly benefit amount of claimants has increased over the same period.

The Effect of LWC's Re-employment Initiatives on UI Measures					
Year	Average Weekly Initial Claims	Average Weekly Continued Claims	Average Weekly Benefit Amount	Average Duration in weeks	Average Weekly Benefits Paid (Continued Claims*AWBA)
2012	3,409	34,901	\$199.27	16.9	\$6,954,722.27
2013	2,712	25,529	\$207.44	15.3	\$5,295,735.76

The effect on the trust fund has been significant as well. Through re-employment initiatives, LWC has been able to save an average of approximately \$1.66 million per week in benefits paid from 2012 to 2013, resulting in an overall savings of \$86 million.



Disability Employment Initiative

PURPOSE: To improve coordination and collaboration among employment training and asset development programs implemented at state and local levels, including the Ticket to Work Program, and build effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes.

The U.S. Department of Labor (DOL) has awarded more than \$63 million to twenty-three states under the Disability Employment Initiative (DEI) to improve education, training, and employment opportunities and outcomes of youth and adults who are unemployed, underemployed, and/or receiving Social Security disability benefits. The DEI is jointly funded and administered by U.S. DOL's Employment and Training Administration (ETA) and the Office of Disability Employment Policy (ODEP).

DEI Projects build upon the Disability Program Navigator initiative by hiring staff with expertise in disability and workforce development to serve as Disability Resource Coordinators (DRCs). DEI Projects will also support extensive partnerships, collaboration and service coordination across multiple workforce, generic, and disability systems in each state. These involve state vocational rehabilitation agencies, mental health and developmental disability agencies, Medicaid Infrastructure Grant-supported activities, independent living centers, business leadership networks, and other community-based and nonprofit organizations.

Overview Strategic Service Delivery

- DOL has entered into three-year cooperative agreements with twenty-three states to implement strategic approaches for exemplary employment services to individuals with disabilities in the public workforce system: Funded in 2010 – Alaska, Arkansas, Delaware, Illinois, Kansas, Maine, New Jersey, New York and Virginia. Funded in 2011 – California, Hawaii, Ohio, South Dakota, Tennessee, Washington and Wisconsin. Funded in 2012 – Florida, Indiana, Iowa, Louisiana, Massachusetts, Minnesota, and Rhode Island.
- DEI Projects focus on either adults or youth in order to develop and refine replicable models.
- DRCs are hired at the local workforce investment area level to implement the DEI strategic approach.
- Expanding the workforce investment system's capacity to serve as Employment Networks for beneficiaries under the Social Security Administration's Ticket to Work program.
- An independent evaluation will be conducted using quantitative and qualitative data from grantees.

Strategic Service Delivery

DEI Projects are implementing two or more strategic components as critical elements of their service delivery approach to serve the youth or adult population:

- **Integrated Resource Teams** coordinate services and leverage funding to meet the needs of a job seeker with a disability.
- **Blending and Braiding Funds / Leveraging Resources** from multiple sources to contribute to education, training and/or employment goals.
- **Customized Employment** individualizes the relationship between job seekers and businesses to meet the needs of both.
- **Self-Employment** is an alternative for individuals seeking flexibility in a new or better career.
- **Guideposts for Success** are key educational and career development interventions for all youth, including those with disabilities.
- **Asset Development Strategies** represent various approaches to enhance long-term economic self-sufficiency.
- **Partnerships and Collaboration** impact the ability of adults and youth with disabilities to participate in education, training and employment opportunities.

Accomplishments from July 1, 2013 to June 30, 2014

The Louisiana Disability Employment Initiative (LADEI) developed a Louisiana Rehabilitation Services (LRS)/ DEI Taskforce, with a goal to collaborate and implement best practices between LRS and DEI on improving educational and employment services to individuals with disabilities.

In honor of National Disability Employment Awareness Month, the LADEI coordinated the 2013 Diversity Works Job Fairs in Lake Charles, Shreveport, and Monroe. More than **75 participating businesses** received Disability Awareness Training, with more than **400 job seekers** in attendance. Job seekers were also provided with Benefits Planning sessions to inform them on how to stay in control of Social Security benefits while enriching their lives through employment.

The LADEI became an Employment Network under the Social Security's Ticket to Work Program and assigned **82 tickets**.

The LADEI held a "Mock Job Fair" for Ticket to Work clients, providing them with an opportunity to practice interview and presentation skills and prepare for participation in the Diversity Works Job Fair. More than 10 employers and 25 job seekers participated in the event.

The LADEI have ongoing partnerships with the following Agencies, Organizations, Employers, and Non-Profits in regards to establishing and strengthening collaborations to better service individuals with disabilities: Economic Development, Mayor's Commission on Disability, Louisiana State University, Southern University, Bossier Parish Community College, Louisiana Rehabilitation Services, Goodwill Industries, Catholic Charities, and Social Security Administration.

The LADEI won the Outreach Challenge on the number of outreach activities and the number of individuals reached in the MyFreeTaxes Initiative and ranked 5th out of the 14 states that participated in the Initiative. The MyFreeTaxes Partnership provides free state and federal tax preparation and filing assistance for qualified individuals and is powered by the Walmart Foundation in cooperation with Goodwill Industries International, National Disability Institute, and United Way. The MyFreeTaxes Partnership's online and in-person tax preparation and filing services have helped millions of families claim nearly \$8 billion in tax credits and refunds since 2009. Tax filing software is provided through MyFreeTaxes.com and powered by H&R Block.

The LADEI provided more than ten trainings to over one hundred Business and Career Solutions staff on Disability Sensitivity & Etiquette.

The LADEI Team developed Resource Manuals for the Business and Career Solutions Staff which provides information on services available to individuals with disabilities statewide.

HiRE Initiative

The need to update LWC's aging legacy operating system coupled with the agency's focus on putting people to work led the LWC to launch HiRE (Helping Individuals Reach Employment). LWC is transitioning its mainframe system to a vendor-hosted, web-based processing system, using the agency's existing web-based job services platform as the foundation for the new system.

In 2013, the LWC orchestrated the most successful launch in the LWC history with HiRE Phase 1, which integrated the agency's re-employment exchange, work registration, work search and job referral systems with the unemployment insurance claims application and weekly certification systems. With re-employment as the LWC's primary initiative, implementation and integration of OWD employment strategies and unemployment application gave customers immediate results in their job search when filing for unemployment benefits.

HiRE has improved both the user experience as well as the picture of Louisiana's unemployment. Claimants now log into the same system to look for a job as well as file for weekly benefits. Unemployment benefits are viewed not as an end service, but rather as an auxiliary service for those in transition between jobs. A survey of individual users of HiRE within the first year of its launch returned nearly 70 percent of respondents giving the website an "A" or "B" grade in meeting their needs. In tandem, the average duration of unemployment claims has shortened, going from 20.6 weeks in 2012 to 13.6 weeks in 2014.

Phase 2 of HiRE is currently in development and will continue the modernization of the legacy UI processing system, bringing the unemployment benefits and appeals operations into the web-based processing system along with an estimated 61 million data points of hundreds of thousands of past and current unemployment claims. Focus of the transition has been on ensuring accurate processing, extensive testing, and thorough training. HiRE Phase 2 is currently projected to launch in 2015. The third and final phase of HiRE will modernize the unemployment tax operations and bring it into the web-based system. Business requirement development for HiRE Phase 3 is expected to begin in late 2015. The same project management firm that managed the Phase 1 launch and is directing Phase 2 efforts was selected through competitive bid process in 2014 to manage the conversion process for Phase 3.

Veterans Initiative

Due to the anticipated drawdown on war efforts combined with the anticipated reduction in forces for our military population, the Veterans Program is anticipating a greater demand for employment and job training opportunities by the affected military populations.

Eligible Veterans at all Business Career and Solutions Centers in the state continue to receive Priority of Service. During the year, the Regional Veteran Program Managers completed Priority of Service training for both grant-funded staff and other Business Career and Solutions Center staff in two of the all regions in the state. Development of a web-based initial and recurring Priority of Service training module is in progress to become required annual training for all staff.

Louisiana drives priority of service in referring veterans and other eligible persons to employment opportunities through a standardized review process. Field leadership receives results of this process quarterly for action when necessary.

The program manager continues to collect and publish reports based on staff reporting devices from each Disabled Veteran Outreach Program (DVOP) Specialist and Local Veterans Employment Representative (LVER) regarding initial contact and assessment of veterans registered in Wagner-Peyser, Job Order reviews for Veteran Candidate Searches, Jobs Veteran State Grant (JVSG) Customer Service Surveys and Employer and Supportive Agency Initial Contacts.

In PY 13, the Veterans Program experienced a shift increasing DVOP positions were and decreasing LVER positions. This improved the efficiency of the Veterans Program as more veterans were served through greater outreach efforts from newly created DVOP positions. The significant change in balance between DVOP and LVER staffing (when these performance measures were negotiated) accounts for the LVER Recently Separated Veterans Entered Employment rate decreasing slightly. What is not evident, however, is that the population of veterans used to calculate (numerator/denominator) DVOP Disabled Veterans Employment Rate (54%) has nearly doubled. Therefore, LVC is maintaining a good success rate for a much larger population of veterans that is anticipated to grow. DVOP Disabled Veteran Entered Employment rate was higher than our negotiated rate by 9%.

Louisiana is providing Case Management for VR&E referrals in accordance with directives. The DVOP assigned to Plaquemines CSC coordinates and monitors case assignments as part of the Memorandum of Agreement with the VA. The state began coordination efforts with the VA to add another VR&E coordinator whose geographical location will improve services to veterans exiting VR&E-sponsored training.

Successful activities of the Veterans Program include:

- LVER Minchew: This quarter created a training product to provide the JVSG staff with more information on the Trauma Informed Care for Women Veterans Experiencing Homelessness in cooperation with DOL/Women's Bureau Regional Administrator, Ms. Paulette Norvel-Lewis. She provided training at our statewide conference that was open to all attendees, highlighting the need for sensitivity toward and provided tools for serving women veterans. LVER Minchew is expanding this initial session into a more in-depth training product, which will be available to all front-line staff in the field through a computer based training program. LVER Minchew is also partner on the Natchitoches Veteran Park and Memorial committee working to create a memorial for Natchitoches Parish veterans killed in the line of duty. Plans are progressing and the memorial is near completion. LVER Minchew is involved in three military service organizations nationally.
- DVOP Adkins, St Tammany CSC: Partnered with the St Tammany BSR to develop OJT / Apprenticeships with businesses who are interested in hiring recently-trained veterans. Her outreach focus has been geared towards businesses in industries where veterans have been trained. She successfully placed a Washington Parish veteran with St. Tammany Parish Hospital, where he is participating in a non-paid internship while completing his degree. He will utilize WIA funding to continue the internship upon completion. So far, the placement has been going well and both parties feel he would be a good fit for long-term employment. In addition, DVOP Adkins has collaborated with the Business Service Representative and the Local Economic Development Representative on many employer outreach activities. Together, they all visit new employers in the area in an effort to promote veterans first while informing the employer about valuable incentives. This continues to be an extremely successful practice that will be a model for statewide development. Not only is this a convenient delivery method for employer services, but also a way to maintain a constant flow of referrals from a very valuable source of new local businesses. Finally, DVOP Adkins collaborated with the St. Tammany Parish Library to personally teach classes several times a month for those lacking computer skills. As a result, a number of veterans attend and library staff has become more involved in identifying and referring individuals to seek DVOP services.
- DVOP Parker, Fort Polk: Assisted a transitioning veteran with a poor employment outlook due to his disability. During her assessment, DVOP Parker discovered the veteran entered the military immediately after graduating from college with a work history of work-study positions. She was able to secure a position for the veteran after contacting a former work-study employer. In addition, DVOP Parker helped a female veteran who was very close to being homeless by securing a furnished "retired living apartment" for the veteran and referring the veteran for VR&E for an evaluation.

Business Engagement Initiative

The Louisiana Workforce Commission (LWC) is committed to putting people to work by continuously improving Louisiana's demand-driven system to respond quickly to immediate and long-term needs of employers through connecting job seekers to employers seeking candidates with the skills and credentials in demand occupations.

In PY 2013, LWC implemented an industry sector partnership initiative to define the delivery of regional/local business services to businesses in Louisiana. In implementing sector industry partnership by regions, Business Service teams/B&CSC developed an in-depth expertise on specific industries. Convening employers, who are the primary customers, and when appropriate, partners and other resources, allowed comprehensive dialogue between employers and employment and training service providers, resulting in collaborative problem-solving.

LWC/LWIBs are providing an environment to engage industry leadership on a broad range of workforce issues that facilitate the identification of resources well beyond WIA-funded programs. Many workforce issues outside the reach of WIA eligibility and funding require innovative partner collaboration in support of employer-sponsored training.

The LWC's utilization of a strategy sector/industry partnership exists throughout the service delivery system in the state. The industry approach is inherently demand-driven through the local engagement of employers to provide direct information on jobs in-demand, skill sets required, training program requirements and candidate assessment. It is in the best interest of employers and job seekers to implement a demand-driven system based on an industry sector strategy in response to 1) current employer demand; 2) the need for the workforce system to adapt to a changed labor market environment; and 3) Louisiana's goal of continuous improvement.

As part of the implementation of the sector initiative, LWC and LWIBs partner to develop regional business service teams (state merit and local staff) with a structure that consists of:

- Regional Industry Coordinators
- Business Consultants
- Recruitment and Placement Staff

A Business Service Team's responsibility is to engage industry, become an expert in understanding industry needs/issues, and develop/implement solutions to the needs of business.

To determine the success of Business Engagement, LWC has developed and implemented performance metrics for LWIBs for PY 2014. The Business Service Metrics are as follow:

1. Overall Market Penetration
2. Targeted Market Penetration
3. Employer-Based Training
4. Demand Occupations Job Vacancies with Staff Referral
5. Time Ratio with a Successful Staff Referrals
6. Ratio of Staff Referrals Resulting in Placement to Self-Referrals Resulting in Placement
7. Captured Spider Jobs
8. Repeat Customers

The ultimate goal for Business Engagement, utilizing the industry sector partnership mentioned above, is to make Louisiana the best state in which to work and grow a business. Achievement of targeted performance in the key performance indicators should result in effective and successful business engagement.

IV: Statewide Activities

National Emergency Grants (NEG)

National Emergency Grants are discretionary awards by USDOL that are intended to temporarily expand the service capacity of Workforce Investment Act Dislocated Worker training and employment programs at the state and local levels by providing funding assistance in response to large, unexpected economic events which cause significant job losses. NEGs generally provide resources to states and local workforce investment boards to quickly re-employ laid-off workers by offering training to increase occupational skills.

NEGs are typically awarded for mass layoffs, plant closures, and declared emergencies that are determined eligible for public assistance by the Federal Emergency Management Agency (FEMA). In PY 2013, Louisiana continued to serve individuals impacted by General Motors Assembly Plant closure in Shreveport, Hurricane Isaac which devastated Southeastern Louisiana, and the Urban and Rural NEG which assisted those displaced by multiple company closures and long-term unemployment through hurricanes impacting Louisiana.

LWC provided assistance to new dislocated workers through the states three NEGs during the 2013 program year which included a no-cost extension of the Urban and Rural NEG through December 2013 and a second incremental funding for Hurricane Isaac allowing services through August 2013. The state's NEGs allowed for continued long-term and short-term training, and temporary employment opportunities for eligible participants.

The General Motors plant closure in August 2012, a trade-impacted dislocating event, continues to affect laid-off workers in the automotive industry in Louisiana. This Dual Enrollment NEG assists affected dislocated workers with employment, training, and supportive services. As outlined in the January 30, 2014 Presidential Memorandum on Job-Driven Training for Workers, the labor force needs more opportunities to acquire skills needed for in-demand jobs and careers to support the nation's growing economy. Strategies identified in this report have led to the creation of the Job-Driven National Emergency Grant (JD NED) announced in April 2014. LWC submitted and was awarded funding in the amount of \$6,175,000 in June 2014 to provide services to 1,200 dislocated workers in five regions in the southern corridor of the state. This grant will provide funds to LWC to serve more dislocated workers through identified strategies in the Presidential Memorandum at the local level; promote the implementation of new and/or expanding local and regional partnerships; provide training opportunities that are closely targeted to specific occupations and industries through work-based training models, and provide employers with skilled workers to fill in-demand jobs. The funding period is from July 1, 2014 to September 30, 2016.

Rapid Response

Rapid Response is a federal strategy designed to avert potential layoffs and provide readjustment services to workers impacted by plant closures and mass layoffs. Readjustment services are also provided as a result of natural disasters resulting in mass dislocation. The goal of Rapid Response is to enable dislocated workers to transition into new employment as quickly as possible, reducing the length of time that workers would normally be unemployed.

In PY 2013, there was activity in private and governmental sectors. Layoffs occurred in all regions of the state with a slight majority of the workers being state employees.

In PY 2012, the Rapid Response field unit worked with **84** employers impacting **7,923** workers. In PY 2013 there was a slight decrease to **62** employers and **7,475** impacted workers.

PY 2013 layoff and Rapid Response Summary

Sector	Employers	Events	Impacted	Attended Orientation	Additional Services	Total Served	WARNs Filed
State	11	9	3954	213	33	264	0
Federal	2	1	29	6	1	6	0
Local	1	1	57	4	2	4	0
Private	48	35	3435	2094	272	3590	26
Total	62	46	7475	2317	308	3864	26

- Events – the total number of layoff events. One employer may have had multiple layoffs.
- Impacted – the total number of workers affected by the layoff or closure.
- Attended orientation – the number of unique individuals that attended an orientation session to receive information about HiRE, UI, services available to dislocated workers, etc.
- Additional Services – the total number of activities provided by the Rapid Response unit, including orientations, Worker Transition Centers, and Workshops.
- Total Served – the total of all attendees at all services. One worker may have attended an orientation and additional services. Every service the worker attended is counted.
- WARNs – indicate if there was a WARN notice filed. The others were either not required to file a WARN or did not file a WARN and Rapid Response learned of the layoff through other sources.

Rapid Response Success Story

From: Broussard, Diane [mailto:Diane_Broussard@schumachergroup.com]
 Sent: Tuesday, May 06, 2014 3:48 PM
 To: Kelly Ebey; Bryan Moore
 Cc: Norris, Heather; Benoit, Kindrick
Subject: Excellent service to our people

Dear Kelly and Bryan,
 I just wanted to take a moment to personally let you know how satisfied we have been with the services of the Rapid Response Team over the last several months. Monica Taylor initially came to our site in May 2013 to address a group of individuals who were being laid off. I found her presentation very informative, but most importantly, her delivery was sincere and upbeat.

When we had another group of affected employees, Monica again came, with more team members, and conducted orientations, résumé workshops, and helped prepare our employees for a job fair we had arranged. Watching her interaction with them, it was clear that her guidance was well received. I witnessed a renewed sense of confidence and optimism within the group.

Although I did not meet each one of them individually, I understand that the following people were part of the team who assisted Schumacher Group employees: Brenda Williams, Keith Lucas, Marcelle Pradier, Missy Grimmett

Again, my thanks on behalf of our employees and our company for providing these valuable services.

Thanks,

Diane Broussard
 VP of Human Resources
 diane_broussard@schumachergroup.com | O 337.521.2572 | F 337.371.4516
 schumachergroup.com

Incumbent Worker Training Program (IWTP)

The Incumbent Worker Training Program is a partnership among the LWC, business and industry, and training providers. The IWTP is designed to benefit business and industry by assisting in the skill development of existing employees, increasing employee productivity and company growth.

The program is funded by a social charge assessed on employers as part of their Unemployment Insurance tax contributions. Funds are dedicated solely for training to benefit incumbent workers of an industry or businesses operating in Louisiana for whom the businesses incur a state unemployment tax liability. To be eligible, businesses must have been operating in Louisiana for not less than three years and current on the payment of their state unemployment taxes. The existence of IWTP does not preclude the use of WIA funds for customized training, but augments and enhances this option. Businesses are encouraged to work with local Workforce Investment Boards to craft grant proposals that work in concert with any proposed IWTP grants. The IWTP application specifically asks for information about any pending or current publicly funded training the company may be receiving, preventing duplication of efforts from diverse funding streams and promoting synergy of training initiatives.

IWTP, which includes customized training contracts and the Small Business Employee Training Program, awarded a total of \$26,057,541 to companies in fiscal year **2012–2013**. A total of **46,324** Louisiana workers from **806** companies were trained; **24,307** jobs were retained; and **1,083** jobs were created. For those workers who received a pay increase after training, the average was **13** percent.

Work Opportunity Tax Credit (WOTC)

Through the Work Opportunity Tax Credit program, employers are given an incentive to hire individuals who would otherwise be overlooked in the normal hiring process. Employers receive federal tax credits for employing veterans, ex-felons, vocational rehabilitation referrals or individuals currently receiving or who have recently received public assistance, resulting in a win-win for both employee and employer.

State of Louisiana WOTC

FY	Applications Received	Certifications Issued
2012	57,811	41,400
2013*	73,536	19,759
2014*	33,843	12,446 (as of 8/15/2014)

*Entire program is in a "hiatus" status beginning 1/01/2013. Funding has been approved but target groups have not been re-authorized No applications submitted for 2013 hires can be processed. Awaiting U. S. Congress to re-authorize target groups.

With submission of minimal paperwork and supporting documents, LWC certifies that the employer is eligible to receive between \$1,200 and \$9,600 in tax credits. This tax incentive is for new hires only and is designed for long-term employment. The employee has to work for 120 days for the employer to even use a portion of this tax credit, and it takes the employer almost two years to fully benefit from this program.

LWC is in the final stages of developing a complete online system for employers to submit applications. The benefits will result in:

- A reduction of costs for both LWC and the employer;
- An increase timeliness of certification determinations.
- An expansion of outreach efforts, including:
 1. Increase of utilization of the tax credits by small businesses
 2. Promotion of the application process

Registered Apprenticeship

The LWC Apprenticeship Division serves **46 apprenticeship programs** that provide employment and training to approximately **3,900 registered apprentices** across Louisiana. The focus remains on maintaining the overall program and continuing to provide high quality technical assistance to existing program sponsors.

Final revisions of Louisiana apprenticeship laws and administrative rules that bring the agency into federal compliance with CFR 29 Part 29 have been completed, and LWC expects an official letter from the federal Office of Apprenticeship confirming full recognition as a state apprenticeship agency shortly.

The Louisiana Registered Apprenticeship (RA) Tax Credit continues to be utilized by employers across the state at approximately the same level as previous years.

The focus on registered apprenticeship has increased on the national level, including the White House, which held the first ever White House Summit on American Apprenticeship. As a result of federal initiatives, the program is slowly gaining traction on the state level as well. It is anticipated that the Job-Driven National Emergency Grant, awarded to Louisiana as of July 1, 2014, will provide funding in certain regions of the state to encourage the integration of registered apprenticeship and our workforce system.

Success Story:



Bollinger Shipyards is very proud of their most recent graduate, Lovelyn Robertson, who started the Bollinger apprenticeship program in September 2009 and graduated on September 26, 2013. A dinner was held to present Lovelyn with her diploma. Bollinger's EVP and Chief Operating Officer Ben Bordelon and the Louisiana Workforce Commission's Director of Apprenticeship Heather Stefan were in attendance to award Lovelyn the apprenticeship certificate of completion.

"Working in a different field of work, a nursing home, Lovelyn came into my training class with no experience whatsoever in welding or shipfitting, but was very determined to succeed and complete the challenges of the Adult Apprenticeship Program here at BLN." -Emmet Boudreaux, Welding Instructor

"We are so very proud of Lovelyn, and I can say that she represents what we look for in employees. For a woman to take the opportunity to come in here without any shipyard experience and to go through the 4-year program in what many would consider a man's world shows the commitment and dedication she has put into her trade while working herself up to top pay is truly inspiring. She has chosen this path to better the life of her children as well as herself, and we are very happy that she did so. We have an outstanding employee who continues to have a positive impact on the life of her family, on her community and on the continued success of Bollinger shipyards."

-Scott Theriot, VP and General Manager

For registered apprentices like Lovelyn, apprenticeship is an “earn while you learn” strategy that is right for the times economically and educationally. Registered Apprenticeship is a proven model, combining post-secondary level academic and technical instruction with paid on-the-job training. Apprentices earn while they learn, working as a regular employee, contributing to companies’ output and mastering skills while being trained by their co-workers. After four years of work, job-based training and classes, Bollinger apprentices get a nationally-recognized occupational credential that documents their expertise. When training is complete, apprentices often have higher earnings than some college graduates. Registered Apprenticeship offers a valuable, nationally recognized post-secondary credential, a secure start on a pathway to a rewarding career, and a learning model of hands-on instruction, complemented by applied classroom education, addressing the needs, desires and learning styles of 21st Century students.

Louisiana Rehabilitation Services

The mission of Louisiana Rehabilitation Services (LRS) is to assist persons with disabilities in Louisiana to obtain or maintain employment and/or independence in the community by working with business and other community services. There are four programs under the umbrella of LRS:

Vocational Rehabilitation (VR) Program

Vocational Rehabilitation provides a planned sequence of individualized services designed to assist persons with disabilities reach a vocational goal of employment. It is a comprehensive career development process that begins with a partnership between a Vocational Rehabilitation counselor and the individual with a disability. The individual and counselor work together to develop an employment plan specific to the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual with a disability. The plan identifies the VR services the individual will require in order to achieve their employment goal. These are comprehensive services that go far beyond those found in typical job training programs, and include such services as assessment, guidance and counseling, work readiness and placement, vocational and other training, prosthetics and orthotics, transportation, interpreters and readers, rehabilitation engineering and assistive technology, and many others.

Employment – In Louisiana Fiscal Year (SFY) 2014, 2,220 individuals with disabilities obtained successful employment as a result of the VR program. The average hourly earnings of individuals who obtained employment were \$11.60, with average annual earnings of \$20,463.

LRS, in partnership with the Medicaid Purchase Plan Advisory Council and the WorkPay\$ Coalition, continued to participate in the planning and implementation of the Louisiana Job Fairs for people with disabilities. The LWC's Disability Program Navigators led the 2014 statewide job fairs held in five cities throughout Louisiana.

LRS continues efforts to assist SSI and SSDI beneficiaries to meet employment goals. LRS continues to collaborate with Disability Employment Initiative, Work Pay\$, as well as other state agencies and stakeholders to ensure Ticket-to-Work is successful in Louisiana. LRS maintains a statewide 1-800 ticket hotline number for individuals interested in learning more about their ticket and how VR would be able to assist them. In SFY 2014, LRS received \$1,121,413.67 from the Social Security Administration's reimbursement program.

LRS is an active participant in the VR Business Network that provided job leads to VR consumers from all over the country including CVS, Walmart, Convergys, Walgreens, Manpower Inc., McDonald's, Lowe's, and others. As information is received from the VR Business Network, the LRS program coordinator distributes it to LRS counselors throughout the state.

LRS continues efforts to assist SSI and SSDI beneficiaries to meet employment goals. Those efforts include LRS' collaboration with Disability Employment Initiative, Work Pay\$, as well as other state agencies and stakeholders to ensure Ticket-to-Work is successful in Louisiana. LRS maintains a statewide 1-800 ticket hotline number for those interested in learning more about their ticket and how VR would be able to assist them. In SFY 2014, LRS received \$1,121,413.67 from the Social Security Administration's reimbursement program.

Workforce Development – VR is an integral component of workforce development and is actively involved with Louisiana's eighteen Workforce Investment Areas. LRS is represented on each of the boards and VR staff has a presence in all Business and Career Solutions Centers. LRS' Program Coordinator for Rehabilitation Technology provides consultation to the Business and Career Solutions Centers. In addition, the agency's Rehabilitation Employment Development Specialists (REDS) serve as liaisons for

centers within their region and provide services to VR participants including job seeking techniques and employment development. The agency also has a new position, the Employment Development Program Coordinator, which will work closely with the WIBs.

Transition – The primary focus is to provide services to assist students with disabilities as they transition to adult life and move beyond high school to other settings, such as further training and employment. In SFY 2014, LRS renewed/revised existing local cooperative agreements with the 64 parishes, three special school systems, charter schools, and the Recovery School District in the New Orleans area, supported local interagency core teams, and participated in cross-agency training and outreach efforts. LRS continues its support of innovative models and practices related to transition. The VR Program has designated one transition counselor in six of the eight regions. However, since most regions are large and include many rural parishes, general caseload rehabilitation counselors are also assigned to work with transition students. To enhance services to students with disabilities, LRS had implemented Third Party Cooperative Arrangements with Local Education Agencies, Bossier Community College, and Jefferson Parish Human Service Authority to enhance Transition Services to students with disabilities to improve employment outcomes.

Rehabilitation Engineering/Assistive Technology – LRS contracts with the Louisiana Tech University, Center for Rehabilitation Engineering, Science and Technology to provide highly specialized engineering and technology solutions to individuals with disabilities. With Louisiana Tech providing the matching funds necessary for the program costs, their services are available to LRS counselors and consumers at no cost. Last fiscal year, 253 individuals received direct assistive technology evaluation and assessment services. Services include computer assessment, activities-of-daily-living evaluations, home and job-modification evaluations, adaptive driving and transportation evaluations, educational technology assessments, vehicle modification evaluations, and assessments for seating and wheeled mobility systems.

In an innovative effort to leverage funding sources, the agency was successful in an initiative that allows the state's Second Injury Fund Board (SIF) to allocate up to one percent of the board's annual budget to Louisiana Rehabilitation Services to be used to help people with disabilities obtain or maintain jobs. The allocation is eligible for a 4-to-1 match of federal funds.

Between July 1, 2013 and August 31, 2014, 1,096 customers were served by the program with 796 successfully employed or returned-to-work during the period. In that time, \$2,196,779 was spent, with an average cost per customer of \$2,004. At the end of the fiscal period, there were 228 open cases forecasted for successful closure. Types of services provided included assistive technology, orthotics/prosthetics, physical restoration, assessment, transportation, education/training, supported employment and/or job development/placement.

LRS also continues its relationship with the Louisiana Assistive Technology Network (LATAN) on an expanded program, funded by the Rehabilitation Services Administration to provide statewide demonstration-learning, lending, and purchasing assistance of assistive technology. LATAN is now providing a device-rental service in order for LRS consumers to have a more realistic trial use of an assistive technology device before requesting the VR program to purchase the device. LRS refers consumers to the LATAN finance/loan program to assist them with certain purchases. During the past year, the Program Coordinator for Rehabilitation Engineering and Assistive Technology has been meeting with the Department of Transportation Development professional staff and attending the Regional and Metropolitan Planning Organization (RPO/MPO) meetings to facilitate the Louisiana Workforce Commission and Louisiana Rehabilitation Service, Office of Workforce Development's role in providing accessible/affordable transportation services to our job seekers and workers with disabilities.

Randolph-Sheppard Business Enterprise Program

The purpose of the Randolph-Sheppard program is to provide employment opportunities for qualified blind persons by establishing and maintaining Business Enterprise Facilities. The program currently operates 79 facilities throughout the state, employing 358 individuals. In 2014, average vendor earnings were \$30,672.

Independent Living Part B Program

The Independent Living (IL) Part B program provides services to individuals with disabilities to enhance their ability to function more independently within their family and community. The program is administered by LRS through contracts with Independent Living Centers located across the state. IL Part B funding is used by the IL centers to provide 4 core services: information and referral, independent living skills training, peer counseling, and individual and system advocacy. Funds can also be used to provide personal care attendant services and assistive technology, if available. More than 3,400 individuals received independent living services at an average cost of \$101 per consumer during SFY 2014.

Independent Living Older Blind Program

The Independent Living Older Blind (ILOB) program provides services to individuals who are 55 years of age or older, who have a significant visual impairment, and for whom employment is not currently an option. The primary goal of this program is to enhance the quality of their lives by providing services that are geared toward maintaining the highest level of independence possible for that individual. The program is administered by LRS through contracts with three rehabilitation centers that serve individuals in a defined geographical region of the state, and that have experience in provision of services to individuals who are blind.

ILOB funding is used by the four contractors to provide individualized and small group instruction, and provision of assistive technology devices that are geared toward improving independence. Services can include orientation and mobility training; provision of low vision evaluations and handheld and electronic magnifiers; and training in performing activities of daily living. More than 4,500 individuals received independent living services at an average cost of \$97 per consumer during SFY 2014.

Success Story



A Better Bottom Line: Employing People with Disabilities Myron Wright – Thibodaux Region

The fresh age of 16 produces thoughts of endless possibilities and wonder. In 2002, life for Myron Wright was just how anyone would hope it would be: the 16-year-old Thibodaux, LA, resident had supportive loved ones, was making great grades, and playing varsity football. That is, until November 8, 2002, a day Myron will never forget. While playing the game of football that he loves so much, he was hit in such a way that left him unable to move his body. With friends on the field and fans in the stands, he was rushed to the hospital for immediate medical attention. After surgery and much time in inpatient rehab, Myron was left with a significant physical disability - quadriplegia. From the beginning

of his new life, he knew and made it clear to others that he was going to continue with his goals and not let his physical limitations stand in his way.

Myron started working with LRS in 2003. He graduated from Thibodaux High School in 2005 and from Nicholls State University with a Bachelor of Science in Business Management in 2010. He was

considering opening his own sports apparel store, and attended training on starting his own business in 2011 through UNO EXCEL. After careful consideration and realizing the expenses of running his own business, he decided to apply for and obtained employment with the Spine Center at Thibodaux Regional Medical Center. He uses his position as a data entry clerk and motivational speaker with the hospital to reach out to teens and others who have experienced spinal cord injuries, and raises awareness of the possibilities available to others who may be faced with similar challenges to keep their morale high and never give up.

Myron's energy and desire to keep living life on his terms has not been limited to education and career goals. His eyes are always open for more spinal cord injury treatment options and he continues to work to get his body strong so that he can gain independence. In 2007, he founded the Myron Wright Foundation to raise money for participation in the Project Walk rehabilitation program in California. His foundation is responsible for uniting the community and raising money through many events with his initiative, creativity, and resourcefulness. Since 2010, he has been able to participate in three rounds of rehab at Project Walk.

Presently, Myron continues to work toward higher goals. He enjoys his job at the Spine Center, feels welcomed into their work family and is preparing to begin his Master's in Business Administration.

Myron was this year's recipient for the 2013 Man of the Year Award for the Lafourche Committee on Disability Issues. He was also recognized at the GOLD Award Ceremony held by the Governor's Office of Disability Affairs in Baton Rouge on November 6, 2013. Myron was the winner of the Ken Vince Memorial Award.

Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance is a federally funded program that was established by The Trade Act of 1974, as amended, made available to eligible workers who have been totally or partially separated from their jobs due to the impact of international trade. Affected workers may qualify to receive an array of re-employment benefits and services, including job training, job search and relocation allowances, as well as TRA (income support while in full-time training) and RTAA (a wage supplement for specific re-employed trade-affected workers who are 50 years of age and older).

Louisiana statewide TAA activity for program year 2013 included adding two petitions filed and one certified petition, bringing the total of participants served to 800 dislocated workers. The new certification covered 30 subcontracting firms in construction and welding.

Between July 2013 and June 2014, the TAA training program served 194 of the 800 participants. There were 76 participants who successfully completed TAA training during Program year 2013 and earned credentials, including Bachelors, Associates, and Technical diplomas and certifications. Currently, 30 of the 76 recently graduated participants have reported being gainfully employed. The industries trained for and employed in include medical, education, network security, electronics technology, accounting, criminal justice, welding, construction, HVAC, heavy equipment operations and repair.

The TAA program is anticipated to continue increasing participation of trade impacted, dislocated workers both in training and job placement.

Foreign Labor

The Foreign Labor Programs Unit manages all H-2A Agricultural Temporary Foreign Labor and H-2B Non-Agricultural Temporary Foreign Labor applications submitted to USDOL by Louisiana employers who wish to hire temporary foreign workers on a seasonal, intermittent, peak period of labor demand, or a one-time basis (e.g., special projects or events such as disaster recovery). Employers seek foreign workers when they have difficulty hiring U.S. workers to complete the job. Through these programs, the jobs must first be offered to U.S. workers. If all the job openings cannot be filled with U.S. workers, the remaining jobs may be filled with temporary foreign workers.

More than 500 crawfish, rice and other grains, alligators and turtles, citrus, corn, nursery crop, soybeans, strawberries, vegetable, and other farmers and their employees are impacted by the H-2A program annually. In PY 2013, 532 farmers were certified by USDOL for the H-2A program, with 6,588 foreign workers employed through the program. This was 405 fewer workers than 2012. Weather-related conditions and reduced acreage for certain crops in 2013 accounts for much of the reduction. Louisiana ranked fourth in the U.S. for the number of foreign workers employed through the program. More than 150 food processing, recreation, landscaping, tree farming, construction, and other employers and their employees are impacted by the H-2B program annually. 157 employers were certified by USDOL for the H-2B program in PY 2013, with 4,171 workers employed through the program, 596 workers fewer than 2012. Weather-related conditions in 2013 accounts for much of the reduction. Louisiana ranked third in the U.S. for the number of foreign workers employed through the program.

Foreign Labor Program	Certified Farmers/ Employers	Numbers of Workers
H-2A	532 Farmers	6,588
H-2B	157 Employers	4,171

Both programs are beneficial to the economy of the state, providing a viable workforce for employers during periods of critical need. Employees receive a good paying job under prevailing wages determined by USDOL, and H-2A workers are ensured of adequate housing provided by the agricultural employer via USDOL and OSHA rules and regulations.

Louisiana Job Employment and Training Program (LaJET)

The Louisiana Workforce Commission (LWC) collaborates with the Department of Children and Family Services (DCFS) to achieve the goal of Job Readiness by providing the Louisiana Job Employment and Training Program (LaJET). The program is designed to enable participants to become self-sufficient by providing intense job readiness activities and job search training with employee contacts that help participants obtain and retain employment. Currently, LaJET is available in five parishes; Orleans, Caddo, Rapides, Lafayette, and Ouachita.

The targeted population consists of all Supplemental Nutrition Assistance Program (SNAP) recipients who are mandatory work registrants. Upon evaluation, participants who are job ready, participants with significant employment barriers, and/or participants needing minimal support will be provided intense or expanded services within the Job Readiness Component. The types and levels of services provided depend on barriers, availability, and funding. Expanded services may include in-house programs, educational training with a service provider, pre-employment training, and case management services.

The LaJET program has served many Louisiana residents since its implementation and has encouraged some of its participants to do the same.

Human Interest Story:

“I was receiving Food Stamps in 1989 and had to attend the LaJET Program. When I came to the program I felt that I knew how to get a job, and I did not see a reason for coming. I was just having a difficult time. When I got to LaJET and listened to the instructors, they motivated me so much that I decided I wanted to work in the LaJET office one day. The instructor told me that I would need to enhance my typing skills and would have to take a test. She helped me to enroll in the JTPA Secretarial School, and she checked with me from time to time to see if I was still in school. I finished the school and graduated top of the class and came back to thank her for all the encouragement that she gave me. There was not an opening at the time that I finished but the instructor told me to keep trying. I was so motivated and encourage by the instructor that I kept on trying. The Lord opened the door for me to come to work with the LaJET program. I wanted to work with LaJET so I could share my experience with others. I have been here over 20 years and still love working with our participants.” – Theda Edwards, LaJET Assistant Facilitator, Rapides Parish

In **Program Year 2013, 1,004 participants** became employed after completing the LaJET program.

Labor Programs

Labor Programs successfully reached out and provided educational services for numerous businesses regarding laws governing Minor Labor, Private Employment Service and Medical Payment. LWC conducted 35 workshops for employers and conducted 60 new business educational visits. LWC University developed an online training course to train more than 2,000 new and existing issuing officers to distribute Employment Certificates for minors to work.

Area of Worker Protection	Education Services For Employers
Minor Labor Laws	5593
Private Employment Service (license and Regulate)	11
Medical Exam and Drug Testing Payment	3

V: Local and Regional Initiatives and Success Stories

Initiatives

Region I WIB Partnership (LWIAs 10, 11, 12 and 14)

Regional Approach for Account Management of Ochsner – Largest Employer in the State

Ochsner Health Systems is the largest employer in the state of Louisiana, with 39 facilities across 7 parishes and one county in Mississippi, employing more than 12,000 workers. They hire an average of 3,000 workers each year and review 150,000 applications each year. The region reached out to them and has developed a comprehensive, streamlined method for posting and pre-screening for their most in-demand positions. The process includes a single-point of contact and communications coordination throughout the region and beyond. Within the first 60 days, we improved their application to hire conversion from 2% to more than 55%.

Regional Craft Trade Consortium

In response to the impending construction boom expected in the region, the region's WIBs began holding construction industry stakeholder meetings in 2013 and 2014, assessing real-time needs and identifying training capacity of partner training providers and apprenticeships. As a result of these efforts, the region is in the process of developing a single point-of-entry online application that will provide the industry employers with a readily accessible pool of job candidates. This online application is under development with LWC and will be launched in the latter part of 2014.

Regional Website

LWC identified a general need for a regional online presence as a supplement to the Craft Trades Consortium. The purpose of the site would be to serve as a repository for all regional initiatives. The site was scheduled for development and to go live in July/August of 2014. On August 23, 2014, www.regiononetworks.net went live.

Region II

Regional Collaboration

LWIAs 20 and 21 have collaborated to create a Regional Business Services Team. This team consists of staff that performs Business Services related functions and duties: Local Business Services and Recruitment and Placement Representatives, our Regional Business Services Consultant and Industry Coordinator. Our team works closely with employers, economic development entities, Chambers of Commerce and training providers throughout our region to pool resources and respond to the workforce needs of our regional employers. Services provided by members of the team include assistance with job fairs and recruiting events, posting job vacancies, and explaining and offering programs such as On-the-Job Training, Incumbent Worker Training, and Labor Market Information. Our Business Team meets quarterly to discuss activities that will impact employers and job seekers in our region, such as new companies arriving, companies expanding, hiring needs, and planned layoffs.

Region III

Maritime and Oil and Gas Manufacturing Initiative

After engaging maritime and oil and gas manufacturers, trade groups, the local WIB and economic development entities, LWC determined that Region 3 (Houma) was facing a critical shortage of skilled workers, specifically in welders, structural fitters, pipefitters, electricians and machinists. The estimated rate of pay for these jobs was \$15 per hour, and labor market data indicated that the demand for skilled workers in these industries is projected to continue growing through at least the year 2022.

Region 3 Louisiana Workforce Commission personnel conducted meetings with education officials, economic development and trade groups, and the larger employers impacted by shortages of skilled workers. All agreed that a large part of the solution had to include attracting the local population to these occupations.

Because of the feedback received from these organizations, Region 3 began a grassroots campaign of educating the community and specific target groups about the benefits of careers in these demand occupations. Target groups included students in grades 8 through 12, parents of these students, and underemployed individuals.

For the last 4 months, LWC personnel assigned to Region 3 have been conducting labor market presentations to members of the community through various faith-based groups, schools, and community and government organizations. Region 3 personnel continually seek new venues to give presentations, which include education and training requirements of the skills jobs, information about vendors who provide the training, and a comparison of wages of Region 3 skills jobs to other occupations in that require no skills. The presentations also include industrial representatives from Bollinger and Edison Chouest, who paint a realistic picture about a working in these demand fields and explain the multiple occupational benefits. LWC continually critiques the productions values used in the presentations and make changes as needed.

Region IV

During PY 2013, Region IV collaborated on multiple initiatives engaging both employers and job seekers.

WIBs #40 and #41 partnered with LEDA to design regional brochures for Business Services and Career Services. The brochures include all contact and location information for all Business and Career Solutions Centers throughout the Region as well as links to social media and websites for each LWIA. The Business Services brochure contains the various employer services including Human Resource Support, Business Development and Expansion, and Business Savings. The Career Services brochure also informs job seekers about how to access Employment Opportunities, Career Development and Training Opportunities. These brochures have been distributed at Job Fairs and Employer Seminars and Trainings.

WIBs #40 and #41 established a **Regional Newsletter** geared for businesses in Region IV. The newsletter contains imperative information that is beneficial to employers. Types of articles that have appeared in the newsletter include local job fairs, veteran services, grant opportunities available for employers as well as relevant changes affecting partners within our workforce network (i.e. High School Equivalency Diploma, HiSED, which has replaced the General Equivalency Diploma, GED). Feedback from employers showed great interest and appreciation in this regional initiative, including this comment from Lenny Lemoine of The Lemoine Company, LLC: ***“Very well done, Thanks for sending.”***

WIBs #40 and #41 coordinated a joint training for staff which included program eligibility and updates as well as EEO and Ethics Training. This training will take place annually to ensure all staff are well trained

and up to date on any changes. LWC staff is invited to present on various topics. A roundtable discussion with opportunities for Q&A has also been beneficial to our staff.

Annually, Region IV holds a Business Seminar to inform employers of relevant changes in the workforce as well as changes in legislation that would affect businesses. In 2013, the Region IV Business Seminar was one of the highest rated seminars to date, with more than **95 employers** in attendance. **Robert Roux**, Attorney for the Louisiana Workforce Commission, gave a presentation on Labor Laws and was **rated overall 96%**.

Region V

MOU with the Southwest Louisiana Economic Development Alliance/Chamber:

Staff from LWIA 50 and 51 are members of the Education and Workforce Development Committee. This committee has developed a MOU for the purpose of establishing a formalized partnership in order to write for grants or other funding sources that are consistent with the goal of the committee which is to “facilitate partnerships among Business/Industry, Government, Education and the Community to position the region for strong personal and economic growth.” Primary partners in this MOU include: WIB Chairs from LWIA 50 and 51; WIB Directors from LWIA 50 and 51; Post-Secondary School – Sowela; K-12 Education – Calcasieu Parish School Board; Apprenticeship – Plumbers/Pipefitters Local 106; College and University – McNeese State University; Business Organization – SWLA Economic Development Alliance; Business – Sasol; Faith-Based Organization – Diocese of Lake Charles; Community-Based Organization – United Way. In addition to the primary partners are support partners, who are all part of the SWLA Economic Alliance. Each organization will provide a letter signed by the legal signatory stipulating services that the agency provides that will be beneficial to the agency seeking the funding. Businesses will also be asked to provide opportunities for OJT/Customized Training, employment, and classroom training. This MOU will be renewed annually.

Southwest Louisiana Workforce Guide:

This guide was a true collaboration of local service providers, workforce development personnel, the local academic community, and other community leaders. A road map for job seekers to get from point “A” to point “B” on their workforce journey, this resource guide is a six-step process in helping individuals toward the right path. The guide includes information to help individuals choose a career, get the training and certifications required, prepare a résumé, acquire basic life skills and ultimately obtain a job that will enable self-sufficiency. The purpose of this guide is to increase the pool of qualified candidates for training and development. Target stakeholder groups that presents the most significant challenge are underemployed and/or undereducated individuals not currently active in the workforce. No mechanism existed in this area to direct these individuals to a workforce path, so to aid in this challenge and to address this population, the workforce guide was developed.

Resource Guide Orientations have been conducted to provide job seekers information relating to the guide and the step-by-step process for obtaining a job in support of industry and or training/certifications required to obtain employment which will lead to self-sufficiency. These orientations were held throughout the five-parish region.

Applicants interested in learning more about the resources in this guide are referred to the Calcasieu Business and Career Solutions Center as well as the five-parish library system.

Rollout and implementation of the Resource Guide have been well-received, with more than **6,700 individual** electronic downloads, **5,000 hard copies** distributed and **150 mentors trained** throughout the region. The Resource Guide Steering Committee is currently exploring opportunities to provide craft training scholarships to this target population.

Region VI

Cenla Work Ready Network expanding in Region 6

In our continuing efforts to align workforce development needs with employer workforce needs in PY 2013, we continued to provide WorkKeys® assessments for employers to job seekers. With the collaboration of The Orchard Foundation, a nonprofit local education fund resource established as a resource for Central Louisiana, the Central Louisiana Technical Community College, and the Rapides Business and Career Solutions Center, more than **9,580** people in the central Louisiana region have achieved a National Career Readiness Certification (NCCR). Two parishes in the region, Rapides & Avoyelles, have been certified as Work Ready by ACT®. Rapides exceeded its goal of 80 participating employers with **82** participants, and Avoyelles exceeded their goal of 37 participating employers with **43** participants. The Orchard Foundation has been collaborating with the school districts in central Louisiana in a nine-parish area to assist graduating high school students in achieving their NCCR, a portable, evidence-based credential that measure essential workplace skills and is a reliable predictor of workplace success. Seven additional parishes in central Louisiana have applied for application into the Cenla Work Ready Network!

Reducing the Number without a High School Diploma

The Louisiana Workforce Commission extended a grant in the latter part of PY 13 to all the regions in Louisiana in an effort to identify eligible individuals who had not achieved a high school diploma and 1) offer them soft skills assessments, Tests of Adult Basic Education and job-ready assessment to determine their abilities and appropriate program and/or career pathways, and 2) collect necessary data to refer them to the Louisiana Community and Technical College System – Adult Basic Education program. Collaboratively, through a Memorandum of Understanding with the Central Louisiana Technical Community College (CLTCC), LWIA 61 decided to leverage its resources with CLTCC to create regional outreach via highway billboards, reusable billboards in bus stop shelters, and radio and television commercials. LWIA 61 paid to have the three television commercials broadcasting throughout the region until the end of June, and CLTCC would pay to have them continue to run in late summer / early fall, further extending the impact of the grant. All the outreach provided information about the importance of individuals achieving certification and through personal testimony, emphasized the achievement’s life-changing impact. As of the end of PY 2013, we were able to refer **493** eligible individuals.

Youthbuild Initiative

In July of 2013, the Rapides Parish Police Jury via the Rapides Business and Career Solutions Center was awarded a \$651,845 Youthbuild grant from USDOL. As we have completed the first year of a three-year grant, the results have been outstanding. We accepted 18 participants into the program and finished the first year with 16 participants. All 18 of the youth completed their OSHA-10 class and received their certification. Of the 16 remaining participants, 15 completed the NCCER – Construction training and gained their NCCER – Construction certification – a 94% success rate! Of the original 18 participants, 3 already had their GED, but were basic skills deficient. After remediation, all three were re-administered the Tests of Adult Basic Education, and all 3 achieved their competencies. A total of 89% of the youth increased at least one grade level in math, language arts, and / or reading, and 3 youth went on to complete their HiSET certification. One youth was successfully enrolled in post-secondary education in the fall of 2014, two are planning to enroll in post-secondary education in the spring of 2015, three of the 16 are successfully employed, and we are continuing to work with the remaining participants in achieving their HiSET and gain employment.

Industry Partnership

The LWIB was contacted by several Timber Harvesting Business Owners concerning the shortage of skilled workers in the Winn Parish Area. After the WIB completed an employer survey throughout the Parish to determine if more loggers in the area were having the same issues, we learned it was a problem. Several meetings took place with Logger's Association, Business owners, CLTCC, Kisatchie National Forest Representative and many others.

After months of planning & working with CLTCC & Timber Harvesters, a training date was set. The staff from the local Business & Career Center did the recruitment for the class, even setting up a booth at the yearly Forestry Festival for promotion.

The Timber Harvesting Equipment Operator Training (THEO) was a 16-week class that included 48 hours in a classroom setting and 128 hours in the field. To be accepted in the class, individuals had to have a Work Key Bronze Certificate and pass a drug test.

This has been one of the most successful short-term training programs that WIB 60 has been involved with, resulting in 14 out of 15 enrollees completing and going to work, immediately making up to \$20.00 an hour.

The success of this program reflects on the partnership of the different agencies working together as well as volunteer time and expenses.

Region VII

Business Service Team

The two Local Workforce Areas LWIAs 70 and 71 have identified Business Services as our Region Initiative in Region 7, with a goal of providing better and coordinated Business Services within the region.

Monthly Business Services meetings will be held in alternative locations, one month in LWIA 70 offices in Bossier, and the following month in LWIA 71 offices in Shreveport. During meetings, attendees will share items or events happening in the Region; share business concerns, including issues and challenges; discuss options and solutions to business issues; and will maintain good communication among parties and entities that attend.

Attendees include local WIB Director, Local Area Coordinator, Site Coordinators, Recruitment and Placement Team Leaders, The Regional Industry Coordinator, Business Consultants, Office of Labor Program, Louisiana Rehabilitation Employment Development Specialist (REDS), Field Audit Representative, Louisiana Veteran's Staff (LVER), and Incumbent Workers Training Program Staff (IWTP).

Entities attending will be asked to provide a brief synopsis of their program(s) and pertinent information that needs to be shared.

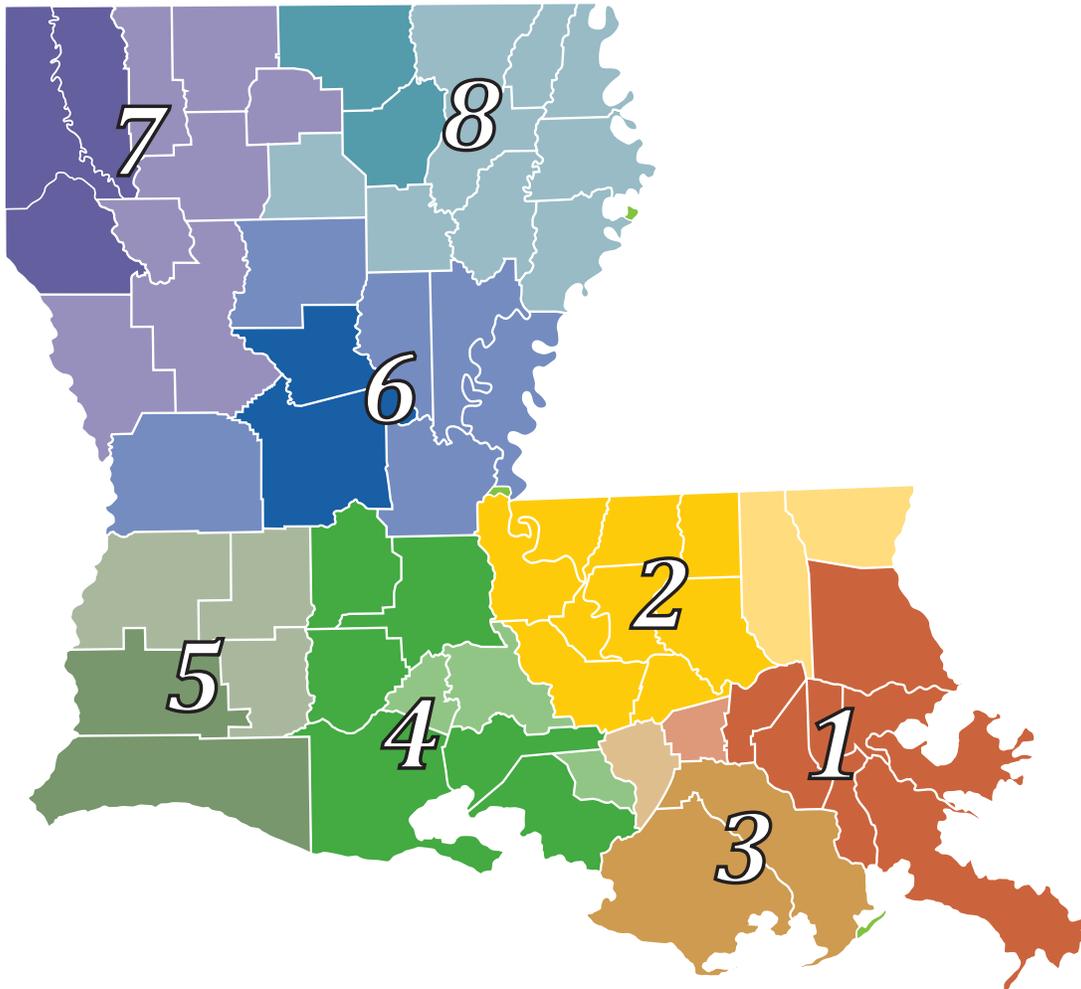
Region VIII

During the PY 2013, Region 8 partner Workforce Investment Boards and their program providers continued to focus on the demand-driven system and our commitment to strengthen employer services throughout our eleven parishes. The Region hosted a Manufacturing/Construction Sector Employer Forum in Monroe on March 27, 2014. This region-wide event, Effects of the Abundance of Craft Trade Jobs in South Louisiana on Northeast Louisiana, featured speakers from the three key areas of Education/ Training, Workforce Development, and Industry Employer. The tremendous workforce expansion in South Louisiana will provide challenges for local employers to maintain their current workforce levels. This successful forum was an opportunity to prepare Region 8 employers for potential workforce shifts and provide resources to assist with future needs.

In addition to this event, local Employer Forums were held in each of the eleven individual parishes in the region. Two were hosted by Ouachita – Monroe and West Monroe. These local forums give our team the opportunity to promote all services provided through the Business and Career Solution Centers, as well as promote employer based training / OJT as a regional initiative to address the lack of skilled labors in our service delivery area.

WIA Success Stories Around the State

The best way to show the effectiveness of the Workforce Investment Act is through stories that show the success of WIA-funded programs in Louisiana. Here are eight stories — one from each region of Louisiana — that demonstrate how local workforce development officials are creating successes.



Region 1 (New Orleans)

Halie was a 20-year-old single mother with no occupational skills when she came to our Center. Her only prior work experience was working for a local restaurant as a waitress. She applied for a grant to help with school expenses in January of 2012. Halie was attending Nunez Community College in the Process Technician Program. She qualified for WIA funding, demonstrated a need for assistance and was approved for a training scholarship. Her tentative completion date was July 2013, but after a personal setback, she completed in December of 2013. In March 2014, she attended a job fair hosted by our Center for Guardian Compliance and was hired to work as a process technician with Guardian. Halie is still working with the company earning approximately \$30,000+ a year, and her supervisor states that she is the best employee he has working for him.

Dislocated Worker Success Story

This participant was a dislocated worker, trying her best to find a comparable job with similar benefits and salary after her layoff. She worked in the security guard industry as a juvenile mediator, but the company was slowly laying off and other similar jobs were also being phased out.

With the job market in this field looking very bleak, the participant looked into obtaining training while job searching. She showed interest in being a radiologist, and after assessments and testing, decided to enroll at Delgado Community College as an ultrasound technician. She completed her courses at the top of her class, impressing the Delgado instructors with her knowledge and ability. Eventually, the participant was offered an instructor position at Delgado as an option instead of going to work at another facility.

The participant is now employed as a radiologist at West Jefferson Hospital doing what she loves, while also working as an instructor at Delgado Community College. She is earning an excellent wage with benefits and can support herself and her child without additional assistance.

Region 2 (Baton Rouge)

Adult Success Story:

Joseph Kelly completed the Site Safety Training at BRCC and is currently employed at ICC-IMTT, in St. Rose, LA, as a full-time Construction Site Safety Supervisor. He has been employed since June 21, 2014, earning \$26.00 an hour. His job duties include audits and investigations. Mr. Kelly stated that he loves his job. He has gone from being a laborer to being the one in charge! He thanks WIA and everyone here for providing him this opportunity.

Youth Services Success Story:

Patricia Guillen participated in our MAPS (Making a Positive Step) program in 2013-2014. Ms. Guillen earned her high school diploma and enrolled in post-secondary education at Baton Rouge Community College this fall. As a result of her outstanding performance in MAPS, Ms. Guillen has signed an internship agreement with EmployBR and is eligible to work up to five years if she remains in school. Ms. Guillen has proven to be an outstanding young lady and EmployBR welcomes her to our staff.

Region 3 (Houma)

Erica Richardson

On December 14, 2011, Erica Richardson applied for assistance to achieve her career goals. An unemployed 28-year-old single parent going through a marital separation, she was dependent upon Food Stamps and Section 8 housing assistance to make ends meet for herself and her five children. Erica wanted to become a registered nurse, but without the proper training was unable to obtain employment with a salary high enough to support herself and her family. After determining her eligibility for Workforce Investment Act funding and reviewing her career goals and options, Erica was enrolled into Occupational Skills Training for the nursing curriculum at Nicholls State University on January 18, 2012. While single-handedly maintaining her household and raising her children, Erica maintained an overall grade point average of higher than 3.0 throughout her entire training. She received a Bachelor of Science in Nursing on December 14, 2013 and received a license from the Louisiana State Board of Nursing on December 30, 2013. Erica is currently working as a registered nurse at Thibodaux Regional Hospital earning \$21.15 per hour. Through hard work and determination, she has become a productive, self-sufficient member of the workforce and is no longer dependent upon public assistance.

Region 4 (Lafayette)

Employer: PETCO

Petco Animal Supplies scheduled and held Job Fairs on July 30 and 31, 2013 at the Lafayette Business & Career Solutions Center in preparation for the Grand Opening of their new store located at 605 Settlers Trace Boulevard. While all centers in Louisiana conduct in-house job fairs, this one is actually quite special with a unique twist.

Approximately three years ago, this center assisted an individual in obtaining employment at the Petco store on Louisiana Avenue in Lafayette. Through hard work, that individual moved up the ranks and eventually became Assistant Manager. The current Manager of the Louisiana Avenue store was moving to the new store so a managerial position became vacant at the Louisiana Avenue location.

The person the center assisted three years ago was promoted to Manager of the Louisiana Avenue store and was in a position to hire individuals who sought employment through the aide of the Lafayette Business and Career Solutions Center like he once did. For this particular event, the entire staff assisted with promoting the Job Fair and recruiting qualified applicants. Flyers were placed throughout the center promoting the upcoming Job Fair and a continuous advertisement ran on Facebook and the electronic board located at the entrance to the Center.

Many individuals ended up applying for various jobs with Petco, and the General Manager, Mr. Randall Martin, was very pleased with the number and quality of applicants he was able to interview through the efforts of the staff at the Lafayette Business and Career Solutions Center. During the course of the two-day Job Fair, Mr. Martin and his staff hired 14 individuals as new Petco employees.

Mr. Martin then was set up with a conference room in the Center to accommodate an orientation and training session for his new hires on August 20, 2013. Through the combined efforts of the Lafayette Business and Career Solutions Center and the employer, 14 job-seeking individuals were able to secure permanent employment with an excellent company and promising future.

Region 4 (Lafayette) cont'd

Employer: Acadiana Works Inc.

Acadiana Works Inc. (AWI), the one-stop operator for LWIA #40, was successful in marketing the on-the-job training program to Cameron in Ville Platte. The types of jobs included machinists, welders, assemblers, drafter, maintenance handler, facility maintenance supervisor, project coordinator, project dock controller, production planner, shipper/receiver, and maintenance technician. A total of 29 OJT participants were employed by Cameron due to their company expansion.

Region 5 (Lake Charles)

Happy Lewis

Happy is a resident of Calcasieu Parish and the proud parent of one son. Happy attended McNeese State University in the two-year Nursing Curricula and become a participant of the WIA Adult Program on January 18, 2011. At the time of enrollment into the WIA program, Happy was employed part-time as a babysitter earning \$100.00 per week and receiving \$200.00 per month in food stamps.

While in training, WIA assisted Happy with books, childcare, meals, uniforms and supplies. In the month of March 2012, Happy gave birth to a premature baby boy and had to exit training because of complications with her baby. Her baby was transferred to the Children's Hospital in New Orleans, LA. Happy is planning to return to school and complete training.

During the time of Happy's absence from training, she continued communicating with the WIA counselor, updating her on the progress of her son. Happy exemplified extraordinary faith during her baby's illness. Through prayer and with Happy's knowledge of medical terminology, she persevered and he's doing well.

In January 2013, Happy returned to school, graduating in December 2013 with an Associate's Degree in Nursing. After completing training, she secured full time employment at West Calcasieu Cameron Hospital as a Registered Nurse with a starting pay of \$18.35 per hour. Happy is now self-sufficient.

Mr. Shawn Woods

Mr. Shawn Woods came into the Beauregard Business & Career Solutions Center to comply with his week eight re-employment workshop and receive assistance with unemployment benefits. Shawn had been laid off from his job with Walsh Construction Co. in July 2013. After serving in the United States Army for three years, he was having difficulty adjusting to civilian life and finding consistent, self-sufficient employment. He was referred to Ms. Joann Bell, Vernon Parish WIA Employment Consultant, who worked closely with Shawn to identify his employment goals and objectives and give him case management tips to help overcome specific employment barriers such as poor work history, and being long-term unemployed with no health insurance. Joann also partnered with our local Veterans Representative in an effort to identify additional employment opportunities for Shawn. He was also provided with labor market information and career guidance, ultimately leading to Shawn's decision to obtain his Class A Commercial Driver License (CDL).

Utilizing LWIA 50's WIA Dislocated Worker program, Shawn was enrolled in Coastal Truck Driving School in March 2014, and received tuition assistance and supportive services for meals and transportation. This additional assistance supported him through his training while his only source of income was his weekly unemployment benefits. Shawn completed the 4-week course in good standing and graduated on March 27, 2014. Three weeks after graduation, Shawn was employed as a Class A CDL Driver with LBM, Inc. on Fort Polk, earning \$16.67 an hour along with health & retirement benefits. Shawn is also being trained to operate heavy equipment, which will give him the opportunity for career advancement. By following the goals and objectives outlined by Joann, Shawn was able to go from being unemployed to working full-time with benefits and upward mobility.

Region 6 (Alexandria)

Andrea Johnson

One day in May 2014, Andrea Johnson, a single mother of an 8 year old, was talking with a fellow nursing student at Northwestern State University about funding when she learned how the Rapides Business and Career Solutions Center had helped her friend. Andrea, struggling to achieve a nursing degree that would ensure her family's future, was coming up on her last semester in nursing school without any funds and was about to become homeless. She said that if it weren't for her daughter, she could have lived in her car. The Rapides Business & Career Solutions Center helped Andrea by providing WIA assistance with tuition, transportation, school fees, and books. A very grateful Andrea graduated on August 8, 2014, and started working at the Tri Parish Rehab Hospital that same month. Another success story!

Region 7 (Shreveport)

Anna Dieter

Anna first came to the WIA Youth Program in November 2010 as a 19-year-old single mother with very few credit hours at Northwestern State University.

With the help of the WIA Youth Program, Anna has participated in the Summer Youth Employment Program to get exposure and gain experience with the Natchitoches Parish Art Guild. She also graduated from Natchitoches State University in December 2013 with her Bachelor of Arts degree, and attended Louisiana College's summer fast track TEACH program. Anna has already been alternatively certified to teach secondary education in Louisiana and was hired by Natchitoches Central High School as of August 2014 to teach Civics and an ACT Prep course.

Next year, Anna will take over teaching art after the incumbent teacher retires in May 2015. She still does commission artwork on the side and is trying to get exposure in various museums in the state for her amazing nature scene art.

Region 8 (Monroe)

A letter from Mark Orgeron

To Whom It May Concern:

I want to say how much I appreciate the help I have gotten from the Ouachita Career Center. The staff is wonderful. They always go out of their way to help me. If I ask for help and if they can help they do.

Since I started coming to the workforce over two years ago my life has changed so much. I have confidence in myself to find employment. The staff helped me to create my résumé and gave me what I needed to always be able to find a job. They helped me get established with Louisiana Rehabilitation Services and helped to change my work search methods. I have the confidence to go out and find new jobs when I need to and I know whenever I need help I can always find help at the center.

What helped me the most was that the staff at the center always showed me respect. They never fail to call me by name and they have never ever looked down on me. The respect they show me made me feel important and helped me want to keep on reaching higher. They never judged me because I live in a halfway house. They treat me as someone who is important and worthy.

I am currently employed at Cormier's and I know that if something ever happens I can count on the staff at the career center to help me find what I need. Without the career center, I would not be where I am today. I am grateful for all the help the staff at the career center provides. I refer all those who need a job to come to the career center for help. They have influenced my life for the better.

Thank You,
Mark Orgeron

Jarvell Gibson

Jarvell Gibson registered in the truck-driving course at Coastal Truck Driving School in April 2013 after taking advantage of the services offered through his local Business and Career Solutions Center in Lake Providence. Enrolled into the Workforce Investment Act Adult program, Jarvell was able to afford the training he needed to gain the skills he so desired. The Workforce Investment Board SDA-83 Inc. (WIB-83), provides WIA funding and the program is operated by Northeast Louisiana Workforce Centers Inc.

After completing the classroom lessons, truck-driving students then attend the hands-on phase of the training with assurance they will get plenty of time behind the wheel and not just behind a desk.

"I wanted to go into the truck driving industry and decided on Coastal because of the reputation of the school." said Jarvell. "I am extremely glad I attended Coastal and am confident that I am well prepared to enter into a career in truck driving."

Jarvell proved to be an excellent student both on the road and in the classroom, rewarding him the honor of graduating at the top of his class.

"Jarvell performed well in every area. He is a well-prepared driver and was a model student. This industry will welcome him with open arms," commented his East Carroll BCSC Career Coordinator, Lekeisha Lucas-Powell.

Jarvell realized he needed training in a high-demand, high-growth field to be able to provide for his wife and children, now and in the future. He decided this training was truck driving and his goals have been realized. Jarvell is now employed with Choice Brands Inc. in Monroe.

VI: Appendix

Appendix A

Definitions of Common Measure

Adult Entered Employment Rate

Of those who are not employed at registration:

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

Adult Employment Retention Rate at 6 Months

Of those who are employed in the first quarter after exit:

Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter

Adult Average Earnings Change in 6 Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

Dislocated Worker Entered Employment Rate

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter.

Dislocated Worker Employment Retention Rate at 6 Months

Of those who are employed in the first quarter after exit:

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Dislocated Worker Earnings Replacement Rate in 6 Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation).

Placement in employment or education

Number of youth who are in employment or enrolled in post-secondary education and/or advanced training/occupational skill training in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter.

Attainment of a Degree or Certificate

Number of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the youth participants who exit during the quarter.

Literacy and Numeracy Gain

The number of youth participants who increase one or more educational functioning levels divided by the number of youth participants who have completed a year in the program (i.e., one year from the date of first youth program service) plus the number of youth participants who exit before completing a year in the youth program.

Appendix B

Tables from ETA 9091 - Program Year 2013

Statewide - pages 47-53

Local Workforce Investment Areas - pages 54 – 71

Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	60.0%	63.4%	34,736
			54,772
Employment Retention Rate	81.0%	81.8%	31,894
			38,983
Average Earnings	\$14,800	\$13,332.40	\$425,050,216
			31,881

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	76.6	415	60.1	2,015	43.8	646	49.9	4,299
		542		3,309		1,475		8,622
Employment Retention Rate	87.4	505	82.1	2,188	73.0	552	80.4	3,110
		578		2,666		756		3,869
Average Earnings	\$11,899.09	5,937,648	\$16,526.60	36,143,666	\$11,839.49	6,535,398	\$14,573.05	45,322,181
		499		2,187		552		3,110

Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	76.0	970	60.1	772
		1,277		1,285
Employment Retention Rate	89.6	1,478	84.0	719
		1,650		856
Average Earnings	\$14,806.43	21,765,453	\$13,075.54	9,388,241
		1,470		718

Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.0	67.4	1,751
			2,599
Employment Retention Rate	85.0	86.4	1,351
			1,563
Average Earnings	\$18,200	\$13,950.76	18,847,471
			1,351

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	66.3	106	48.9	23	55.7	275	68.4
		160		47		494		38
Employment Retention Rate	80.0	80	75.0	15	79.3	172	90.9	20
		100		20		217		22
Average Earnings	\$16,997.74	1,359,819	\$10,999.07	164,986	\$12,575.94	2,163,062	\$14,596.30	291,926
		80		15		172		20

Outcomes for Dislocated Worker Special Populations

Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.0	295	62.5	192
		369		307
Employment Retention Rate	86.5	257	85.0	125
		297		147
Average Earnings	\$15,934.82	4,095,249	\$15,831.15	1,978,894
		257		125

Youth (14 – 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placed in Employment or Education	65.0	67.9	484
			713
Attainment of Degree or Certificate	65.0	69.8	428
			613
Literacy and Numeracy Gains	60.0	57.3	278
			485

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Worker)		Placements in Non-traditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	83.0	33,400	\$1,833.79	73,754,911	0.9	305	\$5,970.75	207,352,160	50.9	494
		40,247		40,220		34,736		34,728		970
Dislocated Worker	87.7	1,231	97.9%	18,537,242	2.6	45	\$6,461.85	11,314,706	41.7	123
		1,404		18,934,614		1,751		1,751		295

Other Reported Information

Participation Levels

Reported information	Total Participants Served	Total Exiters
Total Adults Customers	264,441	212,870
Total Adults (Self-Service only)	186,673	151,582
WIA Adults	262,072	211,220
WIA Dislocated Workers	3,659	2,622
Total Youth (14 – 21)	2,067	860
Out-of-School Youth	1,340	611
In-School Youth	726	249

Cost of Program Activities

Program Activity	Total Spending
Local Adults	\$8,578,472.00
Local Dislocated Worker	\$9,092,622.00
Local Youth	\$10,294,499.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$1,492,127.00
Statewide Required Activities (up to 5%) WIA Section 134(a)(2)(B)	\$1,580,957.00
Statewide Allowable Activities WIA Section 134(a)(3)	
	N/A
Total of All Federal Spending Listed Above	\$31,038,677.00

First Planning District Consortium – LWIA 10

Total Participants Served		Adults 11,434
		Dislocated Workers 855
		Older Youth (19 – 21) 33 Report Total Youth 87
ETA Assigned # 22045	Total Exiters	Adults 9,578
		Dislocated Workers 574
		Older Youth (19 – 21) 14 Report Total Youth 41

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	61.8%
	Dislocated Workers	61.0%	68.5%
Retention Rates	Adults	78.0%	83.3%
	Dislocated Workers	81.0%	75.3%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,300.00	\$15,913.09
	Dislocated Workers	\$18,200.00	\$18,561.71
Placement in Employment or Education	Youth (14 – 21)	65.0%	71.0%
Attainment of Degree or Certificate	Youth (14 – 21)	50.0%	72.7%
Literacy and Numeracy Gains	Youth (14 – 21)	61.0%	100.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Jefferson Parish Department of Employment & Training – LWIA 11

Total Participants Served		Adults 25,518
		Dislocated Workers 391
		Older Youth (19 – 21) 100 Report Total Youth 116
ETA Assigned # 22015	Total Exiters	Adults 19,900
		Dislocated Workers 334
		Older Youth (19 – 21) 108 Report Total Youth 124

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	55.0%	62.2%
	Dislocated Workers	60.0%	70.0%
Retention Rates	Adults	75.0%	81.7%
	Dislocated Workers	81.0%	88.5%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,200.00	\$12,850.86
	Dislocated Workers	\$18,200.00	\$19,021.02
Placement in Employment or Education	Youth (14 – 21)	55.0%	66.7%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	64.8%
Literacy and Numeracy Gains	Youth (14 – 21)	60.0%	67.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Orleans Parish – LWIA 12

Total Participants Served		Adults 21,572
		Dislocated Workers 636
		Older Youth (19 – 21) 108 Report Total Youth 226
ETA Assigned # 22025	Total Exiters	Adults 17,086
		Dislocated Workers 485
		Older Youth (19 – 21) 52 Report Total Youth 111

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	60.7%
	Dislocated Workers	63.0%	66.4%
Retention Rates	Adults	75.0%	78.8%
	Dislocated Workers	82.0%	83.3%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$11,700.00	\$11,292.70
	Dislocated Workers	\$14,700.00	\$10,551.83
Placement in Employment or Education	Youth (14 – 21)	65.0%	59.7%
Attainment of Degree or Certificate	Youth (14 – 21)	55.0%	68.1%
Literacy and Numeracy Gains	Youth (14 – 21)	40.0%	29.1%

Overall Status of Local Performance	Not Met	Met	Exceeded
	2	2	5

St. Charles Parish Consortium – LWIA 14

Total Participants Served		Adults 7,541
		Dislocated Workers 122
		Older Youth (19 – 21) 13 Report Total Youth 43
ETA Assigned # 22090	Total Exiters	Adults 6,108
		Dislocated Workers 99
		Older Youth (19 – 21) 16 Report Total Youth 35

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	64.6%
	Dislocated Workers	68.0%	58.0%
Retention Rates	Adults	77.0%	82.3%
	Dislocated Workers	81.0%	88.2%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,500.00	\$13,960.48
	Dislocated Workers	\$18,200.00	\$14,071.32
Placement in Employment or Education	Youth (14 – 21)	41.0%	96.4%
Attainment of Degree or Certificate	Youth (14 – 21)	40.0%	84.4%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	80.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	6

Second Planning District Consortium - LWIA 20

Total Participants Served		Adults 32,677
		Dislocated Workers 59
		Older Youth (19 – 21) 51 Report Total Youth 122
ETA Assigned # 22050	Total Exiters	Adults 27,110
		Dislocated Workers 67
		Older Youth (19 – 21) 36 Report Total Youth 50

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	59.0%	61.9%
	Dislocated Workers	68.0%	59.0%
Retention Rates	Adults	78.0%	80.9%
	Dislocated Workers	85.0%	97.1%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800.00	\$13,157.05
	Dislocated Workers	\$18,200.00	\$13,764.80
Placement in Employment or Education	Youth (14 – 21)	54.0%	96.3%
Attainment of Degree or Certificate	Youth (14 – 21)	62.0%	89.7%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	94.4%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	6

East Baton Rouge Parish - LWIA 21

Total Participants Served		Adults 23,297
		Dislocated Workers 53
		Older Youth (19 – 21) 91 Report Total Youth 261
ETA Assigned # 22005	Total Exiters	Adults 20,149
		Dislocated Workers 61
		Older Youth (19 – 21) 26 Report Total Youth 85

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	64.2%
	Dislocated Workers	63.0%	72.3%
Retention Rates	Adults	76.0%	83.8%
	Dislocated Workers	81.0%	90.6%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,200.00	\$13,182.10
	Dislocated Workers	\$15,000.00	\$13,432.75
Placement in Employment or Education	Youth (14 – 21)	50.0%	49.4%
Attainment of Degree or Certificate	Youth (14 – 21)	60.0%	43.9%
Literacy and Numeracy Gains	Youth (14 – 21)	53.0%	27.4%

Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	4

Lafourche Parish – LWIA 31

Total Participants Served		Adults 8,614
		Dislocated Workers 48
		Older Youth (19 – 21) 44 Report Total Youth 120
ETA Assigned # 22085	Total Exitters	Adults 6,791
		Dislocated Workers 38
		Older Youth (19 – 21) 18 Report Total Youth 41

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	61.2%
	Dislocated Workers	68.0%	68.6%
Retention Rates	Adults	74.0%	80.1%
	Dislocated Workers	76.0%	85.7%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,400.00	\$12,733.68
	Dislocated Workers	\$14,000.00	\$14,920.79
Placement in Employment or Education	Youth (14 – 21)	65.0%	86.1%
Attainment of Degree or Certificate	Youth (14 – 21)	49.0%	88.2%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	91.7%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Fourth Planning district Consortium – LWIA 40

Total Participants Served		Adults 17,700
		Dislocated Workers 624
		Older Youth (19 – 21) 94 Report Total Youth 162
ETA Assigned # 22060	Total Exiters	Adults 13,698
		Dislocated Workers 455
		Older Youth (19 – 21) 45 Report Total Youth 87

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	66.9%
	Dislocated Workers	65.0%	62.9%
Retention Rates	Adults	77.0%	84.1%
	Dislocated Workers	80.0%	87.8%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,700.00	\$14,341.18
	Dislocated Workers	\$16,200.00	\$13,723.60
Placement in Employment or Education	Youth (14 – 21)	57.0%	76.9%
Attainment of Degree or Certificate	Youth (14 – 21)	57.0%	70.9%
Literacy and Numeracy Gains	Youth (14 – 21)	46.0%	75.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Lafayette Parish – LWIA 41

Total Participants Served		Adults 11,152
		Dislocated Workers 65
		Older Youth (19 – 21) 29 Report Total Youth 119
ETA Assigned # 22020	Total Exiters	Adults 9,222
		Dislocated Workers 50
		Older Youth (19 – 21) 18 Report Total Youth 68

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	65.5%
	Dislocated Workers	68.0%	63.2%
Retention Rates	Adults	77.0%	83.3%
	Dislocated Workers	83.0%	85.3%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$11,400.00	\$12,836.69
	Dislocated Workers	\$16,900.00	\$13,991.48
Placement in Employment or Education	Youth (14 – 21)	53.0%	71.4%
Attainment of Degree or Certificate	Youth (14 – 21)	58.0%	67.5%
Literacy and Numeracy Gains	Youth (14 – 21)	54.0%	87.1%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Fifth Planning District Consortium – LWIA 50

Total Participants Served		Adults 6,346
		Dislocated Workers 42
		Older Youth (19 – 21) 18 Report Total Youth 89
ETA Assigned # 22065	Total Exiters	Adults 5,628
		Dislocated Workers 26
		Older Youth (19 – 21) 4 Report Total Youth 4

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	67.7%
	Dislocated Workers	68.0%	81.5%
Retention Rates	Adults	81.0%	82.2%
	Dislocated Workers	83.0%	85.7%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800.00	\$19,672.86
	Dislocated Workers	\$18,200.00	\$14,722.48
Placement in Employment or Education	Youth (14 – 21)	45.0%	75.0%
Attainment of Degree or Certificate	Youth (14 – 21)	40.0%	66.7%
Literacy and Numeracy Gains	Youth (14 – 21)	40.0%	35.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Calcasieu Parish Consortium – LWIA 51

Total Participants Served		Adults 18,402
		Dislocated Workers 31
		Older Youth (19 – 21) 58 Report Total Youth 89
ETA Assigned # 22010	Total Exiters	Adults 14,358
		Dislocated Workers 29
		Older Youth (19 – 21) 28 Report Total Youth 37

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	68.0%
	Dislocated Workers	66.0%	81.0%
Retention Rates	Adults	81.0%	83.0%
	Dislocated Workers	85.0%	100.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800.00	\$15,662.00
	Dislocated Workers	\$16,500.00	\$16,132.00
Placement in Employment or Education	Youth (14 – 21)	65.0%	65.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	72.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	95.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Sixth Planning District Consortium – LWIA 60

Total Participants Served		Adults 7,441
		Dislocated Workers 99
		Older Youth (19 – 21) 50 Report Total Youth 102
ETA Assigned # 22070	Total Exiters	Adults 4,903
		Dislocated Workers 47
		Older Youth (19 – 21) 10 Report Total Youth 21

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	71.9%
	Dislocated Workers	68.0%	72.5%
Retention Rates	Adults	79.0%	83.1%
	Dislocated Workers	79.0%	96.3%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800.00	\$14,052.70
	Dislocated Workers	\$15,000.00	\$16,137.00
Placement in Employment or Education	Youth (14 – 21)	65.0%	86.7%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	100.0%
Literacy and Numeracy Gains	Youth (14 – 21)	60.0%	42.3%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	7

Rapides Parish – LWIA 61

Total Participants Served		Adults 7,592
		Dislocated Workers 47
		Older Youth (19 – 21) 30 Report Total Youth 55
ETA Assigned # 22035	Total Exiters	Adults 6,340
		Dislocated Workers 41
		Older Youth (19 – 21) 2 Report Total Youth 5

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	67.0%
	Dislocated Workers	56.0%	79.1%
Retention Rates	Adults	77.0%	83.2%
	Dislocated Workers	81.0%	90.6%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,500.00	\$12,872.60
	Dislocated Workers	\$14,900.00	\$13,989.53
Placement in Employment or Education	Youth (14 – 21)	65.0%	100.0%
Attainment of Degree or Certificate	Youth (14 – 21)	63.0%	100.0%
Literacy and Numeracy Gains	Youth (14 – 21)	50.0%	100.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Seventh Planning District Consortium – LWIA 70

Total Participants Served		Adults 23,486
		Dislocated Workers 243
		Older Youth (19 – 21) 67 Report Total Youth 105
ETA Assigned # 22075	Total Exiters	Adults 18,530
		Dislocated Workers 143
		Older Youth (19 – 21) 17 Report Total Youth 31

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	60.4%
	Dislocated Workers	68.0%	74.4%
Retention Rates	Adults	76.0%	79.7%
	Dislocated Workers	84.0%	88.4%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$12,500.00	\$12,041.56
	Dislocated Workers	\$16,600.00	\$15,894.11
Placement in Employment or Education	Youth (14 – 21)	65.0%	58.3%
Attainment of Degree or Certificate	Youth (14 – 21)	55.0%	85.7%
Literacy and Numeracy Gains	Youth (14 – 21)	63.0%	44.4%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	5

City of Shreveport – LWIA 71

Total Participants Served		Adults 15,059
		Dislocated Workers 205
		Older Youth (19 – 21) 28 Report Total Youth 85
ETA Assigned # 22040	Total Exiters	Adults 12,291
		Dislocated Workers 88
		Older Youth (19 – 21) 14 Report Total Youth 43

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	55.0%	60.4%
	Dislocated Workers	64.0%	72.5%
Retention Rates	Adults	76.0%	80.9%
	Dislocated Workers	85.0%	82.1%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$10,500.00	\$10,977.65
	Dislocated Workers	\$13,500.00	\$13,746.05
Placement in Employment or Education	Youth (14 – 21)	59.0%	69.2%
Attainment of Degree or Certificate	Youth (14 – 21)	45.0%	61.5%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	76.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Ouachita Parish – LWIA 81

Total Participants Served		Adults 10,200
		Dislocated Workers 53
		Older Youth (19 – 21) 48 Report Total Youth 207
ETA Assigned # 22030	Total Exiters	Adults 7,760
		Dislocated Workers 21
		Older Youth (19 – 21) 10 Report Total Youth 42

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	58.0%	60.5%
	Dislocated Workers	68.0%	66.7%
Retention Rates	Adults	78.0%	82.1%
	Dislocated Workers	81.0%	84.6%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$12,800.00	\$11,972.71
	Dislocated Workers	\$16,500.00	\$17,389.47
Placement in Employment or Education	Youth (14 – 21)	55.0%	59.4%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	68.4%
Literacy and Numeracy Gains	Youth (14 – 21)	50.0%	100.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Union Parish Consortium – LWIA 82

Total Participants Served		Adults 7,360
		Dislocated Workers 23
		Older Youth (19 – 21) 27 Report Total Youth 38
ETA Assigned # 22100	Total Exiters	Adults 6,166
		Dislocated Workers 14
		Older Youth (19 – 21) 6 Report Total Youth 13

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	65.0%
	Dislocated Workers	68.0%	68.8%
Retention Rates	Adults	77.0%	82.7%
	Dislocated Workers	85.0%	100.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$10,000.00	\$10,666.87
	Dislocated Workers	\$14,400.00	\$17,449.58
Placement in Employment or Education	Youth (14 – 21)	65.0%	61.5%
Attainment of Degree or Certificate	Youth (14 – 21)	57.0%	81.3%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	71.4%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Franklin Parish Consortium – LWIA 83

Total Participants Served		Adults 6,658
		Dislocated Workers 5
		Older Youth (19 – 21) 27 Report Total Youth 40
ETA Assigned # 22095	Total Exiters	Adults 5,590
		Dislocated Workers 1
		Older Youth (19 – 21) 13 Report Total Youth 21

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	58.0%	64.0%
	Dislocated Workers	68.0%	75.0%
Retention Rates	Adults	76.0%	80.2%
	Dislocated Workers	80.0%	100.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,800.00	\$16,379.48
	Dislocated Workers	\$14,300.00	\$12,953.88
Placement in Employment or Education	Youth (14 – 21)	65.0%	66.7%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	54.6%
Literacy and Numeracy Gains	Youth (14 – 21)	62.0%	62.5%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7