



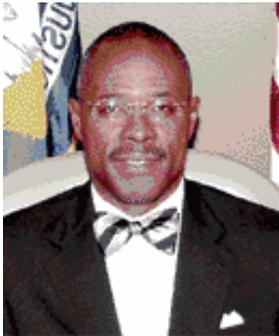
LOUISIANA WORKS
DEPARTMENT OF LABOR

Workforce Investment Act



Program Year 2003
Annual Report

www.LAWORKS.net



It is my pleasure to present the 2003 Workforce Investment Act (WIA) Annual Report, which includes the period of July 1, 2003 to June 30, 2004. This report is designed to reflect some of the major accomplishments achieved through the Louisiana Workforce system with statewide and local area performance summaries.

In the fourth year of WIA, we have moved forward in the process of aligning our workforce and economic development efforts and closing the poverty gap through linking employer needs to the skills of workers. Through the shared vision of our local officials, local workforce boards, businesses and the Governor's State Workforce Commission, Louisiana is streamlining the delivery of services, reducing duplication and isolated delivery programs, and providing the resources needed locally to initiate change. As a result of this continued improvement of our service delivery, Louisiana is developing a high quality, employer-driven proactive one-stop delivery system.

LDOL's website, <http://LAWORKS.net> and its Virtual One-stop office helps make customer focused integrated service delivery a reality. This 24/7 electronic system enables employers and jobseekers to match jobs and resumes, and file quarterly wage reports and unemployment claims on-line. In addition, it offers other employer and job seeker services, labor market information, and skill development opportunities.

We are proud of Louisiana's accomplishments in building a 21st century workforce development system, realizing that a highly skilled and well-prepared workforce is vital to our state's economic growth and development. Louisiana's fourth year of WIA continues to present both successes and future challenges. We remain committed to the goal of meeting the workforce preparation needs of Louisiana employers and workers.

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Cordially,

John Warner Smith



“The mission of the Louisiana Department of Labor is to help build a stronger, more competitive Louisiana economy. We accomplish this by building a well-trained quality workforce, supporting the human capital needs of Louisiana businesses, providing economic security for unemployed and injured workers and promoting a safe workplace.”

-John Warner Smith, Secretary, Louisiana Department of Labor

"In today's rapidly changing business environment, workforce training and education are the foundation of economic development, and Louisiana's greatest natural resource is her people. The Louisiana Workforce Commission brings together education, government and industry partners to transform workforce development into a system that is flexible, cost effective and responsive to business. This will result in greater opportunities for our citizens and increased productivity for Louisiana businesses."

- Tom Cox; Chair, Louisiana Workforce Commission -

A REVIEW OF MAJOR ACCOMPLISHMENTS

- Louisiana was awarded an incentive award for meeting/exceeding all of its collective performance standards for the Workforce Investment Act Title I program, Adult Education and Family Literacy Act and Carl Perkins Vocational and Technical Education Act. As a result, Louisiana received a \$1,082,170 incentive award based on Program Year 2002 performance. Through the Workforce Commission, the agency partnerships are using this incentive award to foster a High Skill, High Wage, High Demand initiative.
- LDOL implemented the IWTP Small Business Training Program designed to benefit businesses with fifty or fewer employees by assisting in the skill development of existing employees through individual, standardized (off the shelf) training. Employers are reimbursed for tuition and required textbooks and manuals once the training has been completed and proper documentation has been submitted to the Louisiana Department of Labor (LDOL). Training costs cannot exceed \$3000 per trainee per state fiscal year. Funding is provided through the Workforce Development Training Account, at 2.3% of Incumbent Worker Training Program (IWTP) funds.
- Following recommendations from an interagency workgroup on assessment, the State Workforce Commission implemented the Louisiana Work Ready! Certificate, based on

the ACT WorkKeys assessments, as a credential to support workforce education/development based on industry standards.

Louisiana launched Strategies to Empower People (STEP) pooling the specialized talents from the Department of Social Services, Department of Labor, Adult Education, Louisiana Community and Technical College system and the Workforce Commission to assisting both welfare applicants and recipients move from welfare dependency to self-sufficiency.

The Louisiana Workforce Commission (WFC) continues to focus on the development and integration of industry-based certifications (IBC) in all workforce development activities. This is helping to bring business, economic development and education/training partners together.

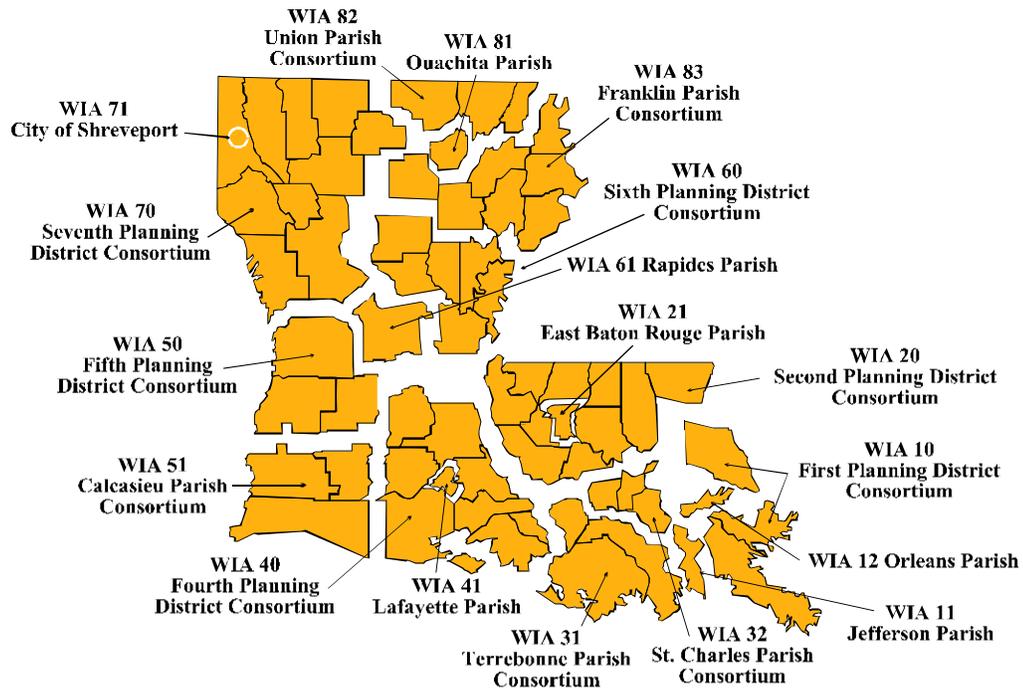
LOUISIANA WORKFORCE COMMISSION PRIORITIES

- Work with business associations, industry consortia, and training delivery systems to focus state's workforce resources on industry-based certifications/credentials.
- Increase collaboration between workforce development agencies and boards to address the state's urgent workforce and economic issues, especially the skills shortages – both quality and supply and demand.
- Work with local WIBs and training delivery systems to address their region's discrepancies between supply of publicly funded programs and the demand.
- Continue developing, refining, and communicating to citizens the capabilities of the state's online occupational information system.
- Develop and streamline the budget process, including coordinating performance standards for programs.
- Promote the value of career and technical training, including industry-based certification, through targeted marketing efforts and outreach to the public, business community and our workforce development partners.



SYSTEM STRUCTURE AND REGIONAL PROFILES

WIAs are divided into eight regional labor market areas utilized by all employment and training programs. This allows for better coordination and integration of services. The State Workforce Investment Board has developed regional performance standards for each area as well as evaluation of each region’s progress in developing coordination mechanisms. LDOL has also developed a regional service delivery approach for the Wagner Peyser program. Each region has a regional manager responsible for coordinating services within the region and working with the one-stop system. These regional managers ensure that all LDOL funded programs from placement services and labor market information, to incumbent worker training and rapid response activities are seamless in service delivery.

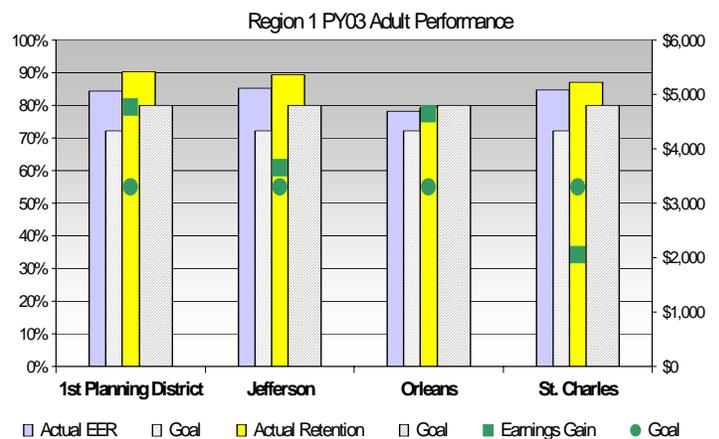
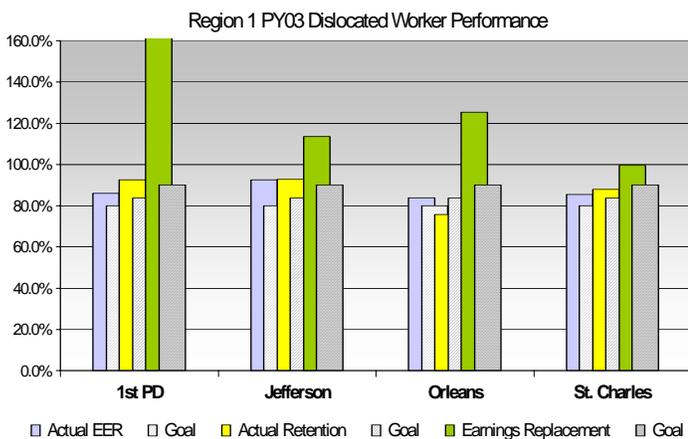


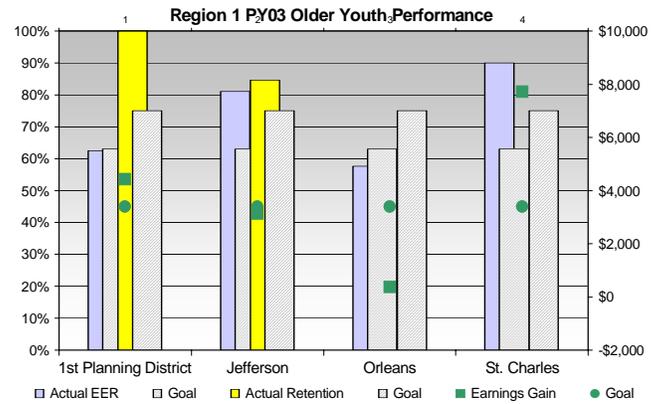
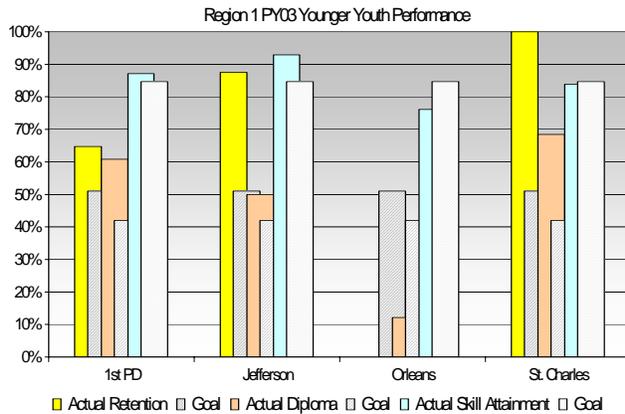
REGIONAL LABOR MARKET AREA (RLMA) ONE includes four LWIAs encompassing the eight parishes in the New Orleans regional area: The 1st Planning District Consortium including St. Tammany, St. Bernard and Plaquemine parishes, Jefferson Parish LWIA, Orleans Parish LWIA, and the St. Charles Consortium consisting of St. Charles, St. James and St. John parishes.

The annual average employment for RLMA 1 during 2002 was 596,416, a decrease of 1.9 percent from 2001. Employment increased in St. Bernard, St. Charles, St. James, St. John the Baptist, and St. Tammany parishes. Employment decreased in three remaining parishes in RLMA 1 from 2001 to 2002. Health care and social assistance was the leading industry in RLMA 1 with 13.1 percent of total employment. Total wages increased by 2.2 percent, resulting in an annual average weekly wage of \$623.21. St. Charles parish had the highest annual average weekly wage of \$823.38. There were 36,321 reporting businesses in RLMA 1.

Each of the LWIAs is emphasizing High Skill, High Wage, High Demand initiative in their program design and implementation. The New Orleans' JOB! Program launched two separate initiatives this year that will provide New Orleans workers with easier access to nationally recognized industry certifications. JOB! has initially targeted national certification for two industries that serve the bedrock of the New Orleans economy: Retail and Customer Service and Hospitality. Café Reconcile is the High Growth Training initiative's representative agent for the hospitality industry. As such, Café Reconcile is working with the Louisiana Restaurant Association, JOB! and the Louisiana Technical College Sidney Collier Campus to develop a curriculum that will help out-of-school youth earn a nationally recognized food service certification. Upon completion of the program certified graduates are better able to compete in the job market and are better positioned to advance in pay scale.

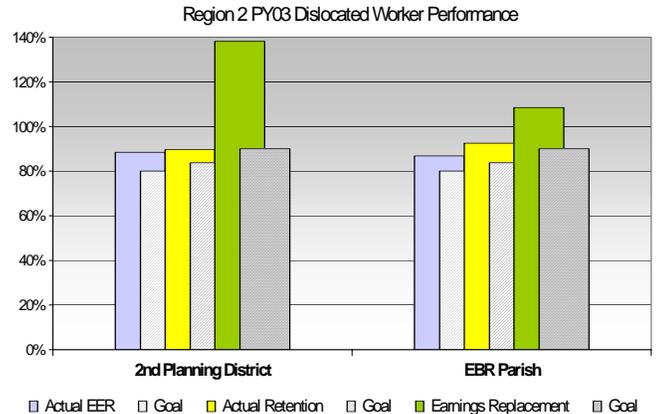
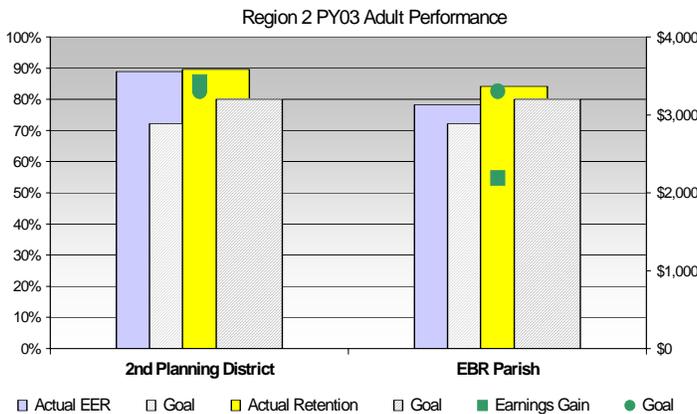
The Jefferson Parish LWIA identified specific skill gaps in the area and worked with employers and training providers to assist customers meet these needs both with entry-level jobs and moves up the career ladder. Working with a homeless shelter, they assisted a mother with two young children build her basic skills and job readiness skills. While the Department of Social Services assisted her with food stamps and TANF funding, she then enrolled in a nursing assistant program. By helping her identify a high demand career ladder, she was quickly able to gain employment and move out of the homeless shelter. Their employer assistance program helped an employer develop an entry-level production functions training program. One-third of the program completers received promotions to various advanced production positions within the plant at higher salaries. This ensured that new employees had the skills needed to enter the workforce and the opportunity to move up the career ladder and build higher wages and skills.

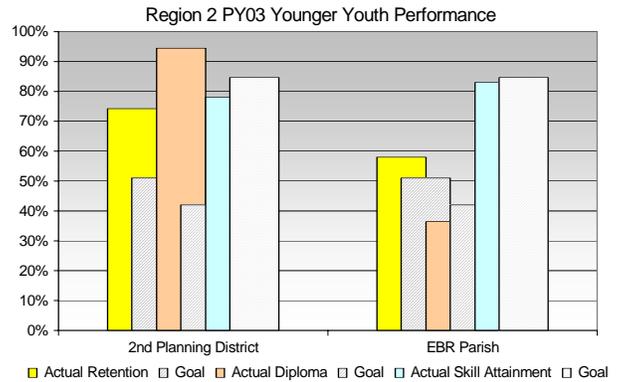
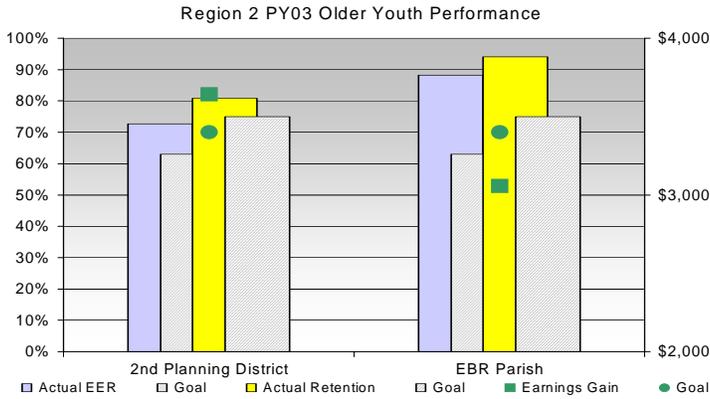




REGIONAL LABOR MARKET AREA (RLMA) TWO includes two LWIAs encompassing eleven parishes: The 2nd Planning District Consortium including Washington, St. Helena, East and West Feliciana, Tangipahoa, Ascension, West Baton Rouge, Iberville, Livingston, and Pointe Coupee, and the East Baton Rouge parish LWIA.

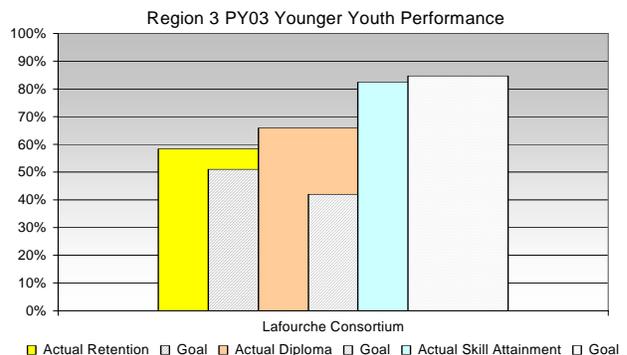
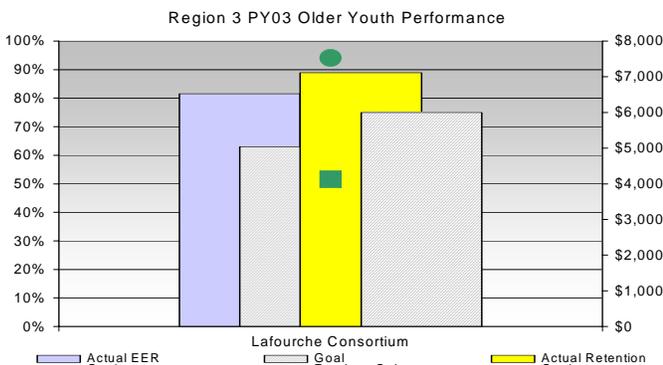
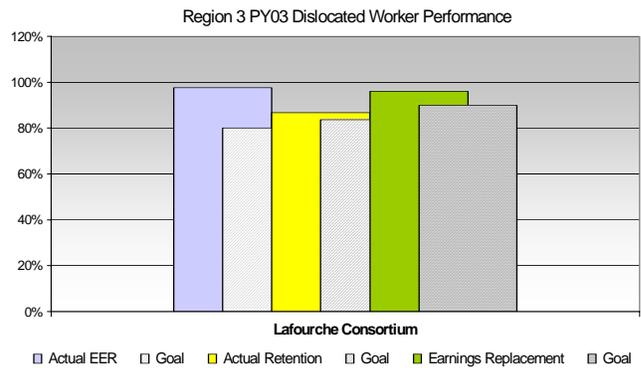
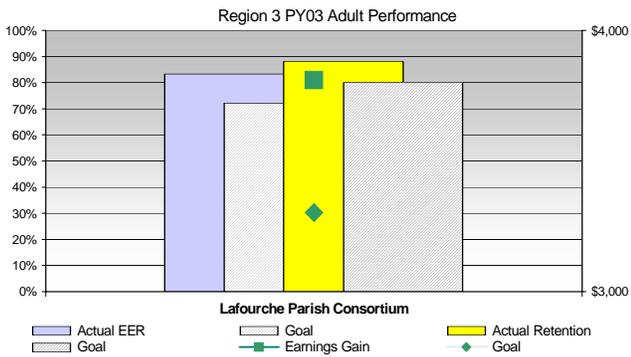
The annual average employment for RLMA 2 during 2002 was 375,252 a decrease of 0.8 percent from 2001. Employment increased in East Feliciana, Iberville, Livingston, Pointe Coupee, Tangipahoa, and West Feliciana parishes. Employment decreased in the remaining five parishes in RLMA 2 from 2001 to 2002. Retail trade was the leading industry in RLMA 2 with 12.3 percent of total employment. East Baton Rouge comprised 63.7 percent of total employment in RLMA 2. Total wages increased by 2.5 percent, resulting in an annual average weekly wage of \$587.70. Iberville parish had the highest annual average weekly wage of \$754.23. There were 21,593 reporting businesses in RLMA 2.





REGIONAL LABOR MARKET AREA (RLMA) THREE includes the Lafouche LWIA encompassing three parishes: Lafourche, Terrebonne and Assumption.

The annual average employment for RLMA 3 during 2002 was 86,637, an increase of 2.0 percent from 2001. Employment increased in all three parishes. Retail trade was the leading industry in RLMA 3 with 12.6 percent of total employment. Terrebonne parish comprised 56.7 percent of total employment in RLMA 3. Total wages increased by 3.9 percent, resulting in an annual average weekly wage of \$593.36. Assumption parish had the highest annual average weekly wage of \$619.37. There were 5,228 reporting businesses in RLMA 3.

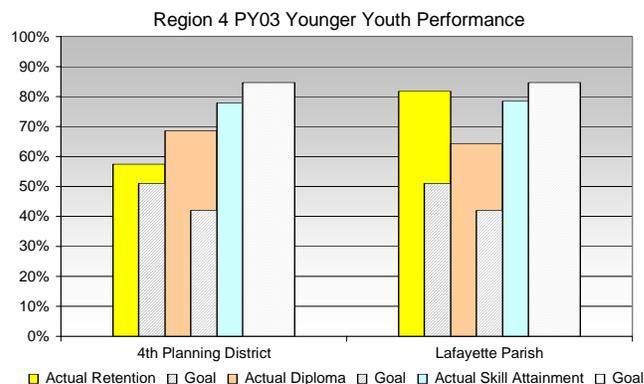
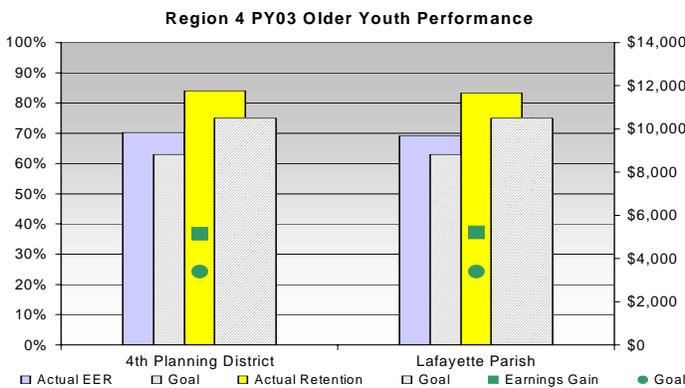
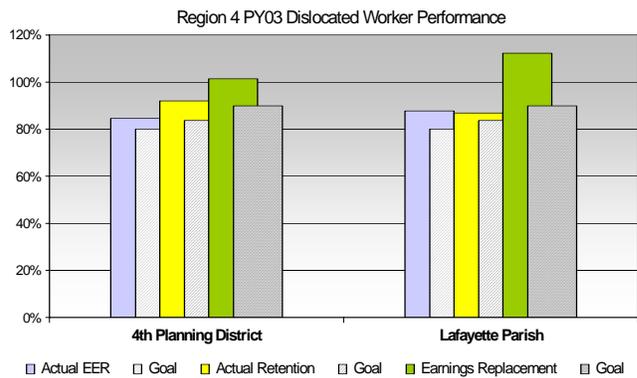
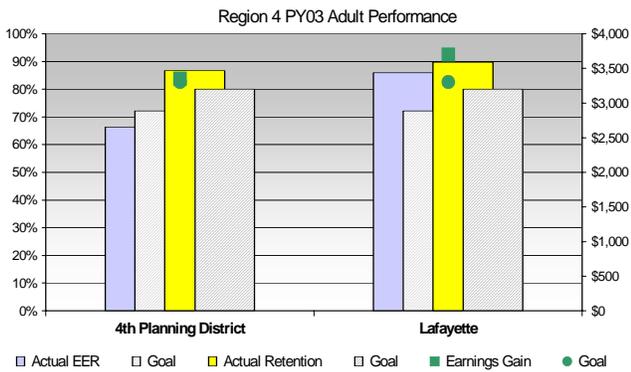




REGIONAL LABOR MARKET AREA (RLMA) FOUR includes two LWIAs encompassing eight parishes: The 4th Planning District Consortium including Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary and Vermilion parishes, and the Lafayette parish LWIA.

The annual average employment for RLMA 4 during 2002 was 242,137, a decrease of 0.9 percent from 2001. Employment increased in Evangeline, Lafayette, and St. Landry parishes. Employment decreased in all remaining parishes in RLMA 4 from 2001 to 2002. Retail trade was the leading industry in RLMA 4 with 13.5 percent of total employment. Lafayette comprised 49.3 percent of total employment in RLMA 4. Total wages increased by 1.1 percent, resulting in an annual average weekly wage of \$576.20. St. Mary parish had the highest annual average weekly wage of \$633.43. There were 16,117 reporting businesses in RLMA 4.

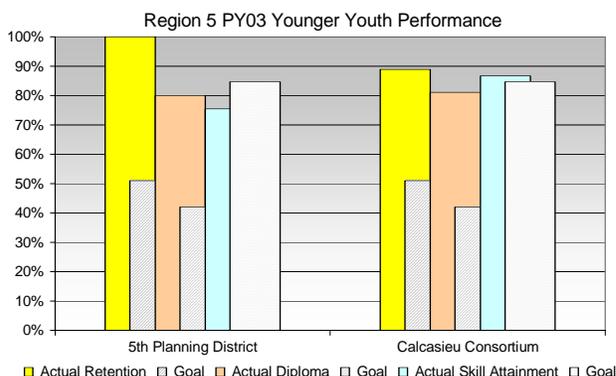
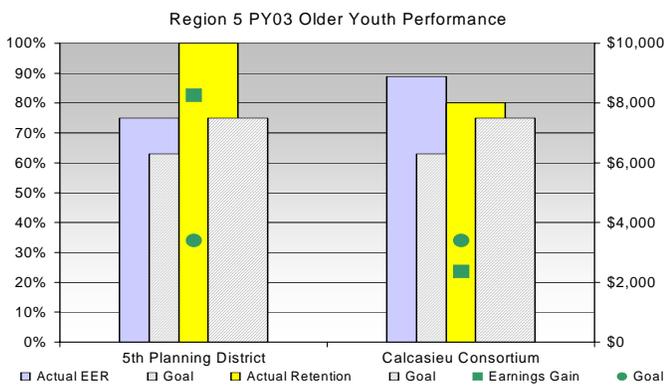
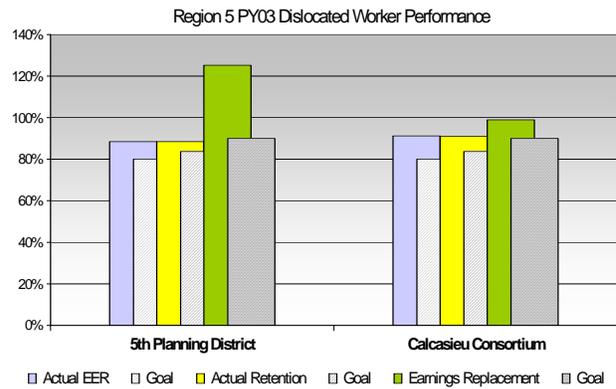
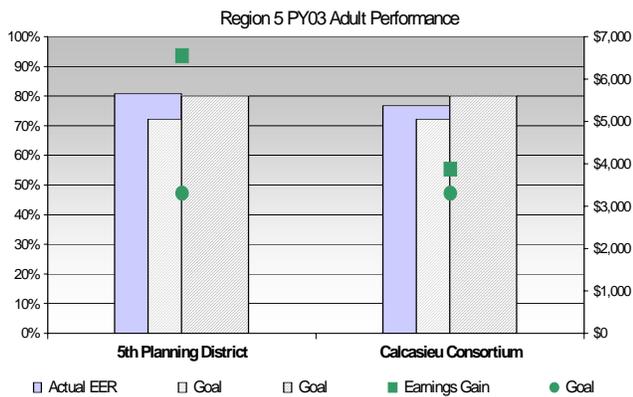
The Lafayette LWIA demonstrated how a single approach can both help avoid a plant closure and assist workers build the high skills needed in today's economy. A local printing company, with 30 years experience, realized it needed to modernize equipment to accommodate the increasing demands of a new generation. One of their long time employees lacked the skills needed to operate the new equipment. They were faced with the dilemma experienced by many small businesses, a mismatch between their employee's skill set and their need for new technology. The LWIA assisted the company develop an OJT Career Upgrade training plan that both prevented the employee from being laid off due to his lack of skill knowledge and provided him with the additional skills needed in today's economy. The company became a more productive operation and the employee received both new skills and an increase in pay leading to high growth, high skill and high wages.





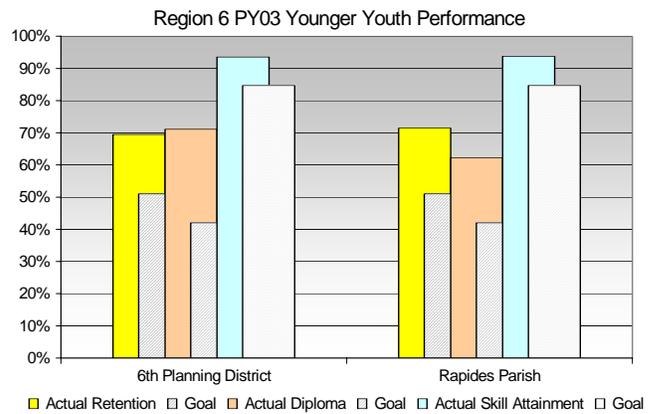
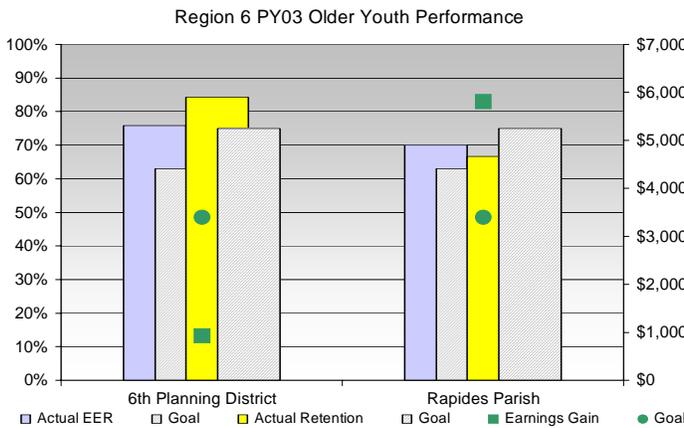
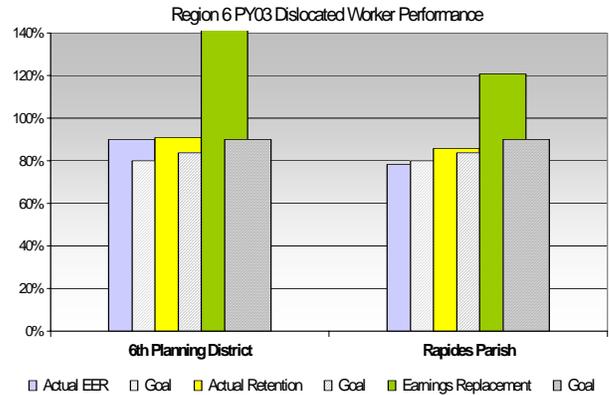
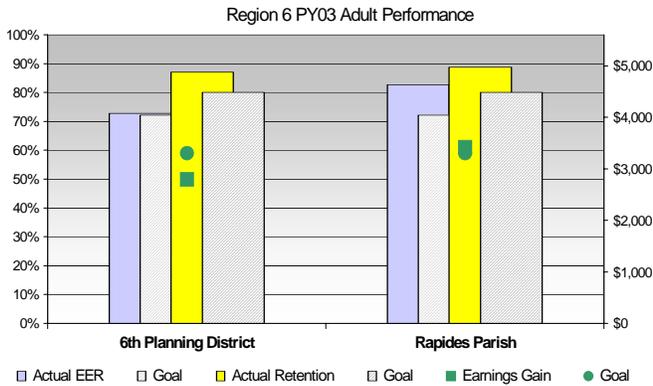
REGIONAL LABOR MARKET AREA (RLMA) FIVE includes two LWIAs encompassing six parishes: The Calcasieu Consortium including Calcasieu, Jefferson Davis, and Cameron parishes, and the 5th Planning District Consortium including Allen, Beauregard, and Vernon parishes.

The annual average employment for RLMA 5 during 2002 was 110,418 a decrease of 0.5 percent from 2001. Employment increased in Jefferson Davis and Allen parishes. Employment decreased in all remaining parishes in RLMA 5 from 2001 to 2002. Health care and social assistance were the leading industry in RLMA 5 with 12.7 percent of total employment. Calcasieu comprised 74.7 percent of total employment in RLMA 5. Total wages increased by 1.1 percent, resulting in an annual average weekly wage of \$557.49. Cameron parish had the highest annual average weekly wage of \$622.84. There were 6,568 reporting businesses in RLMA 5.



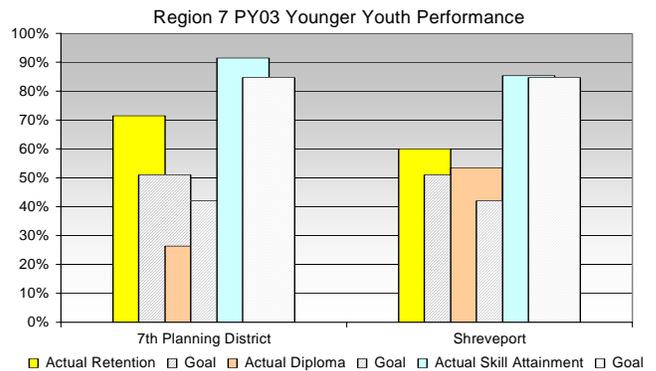
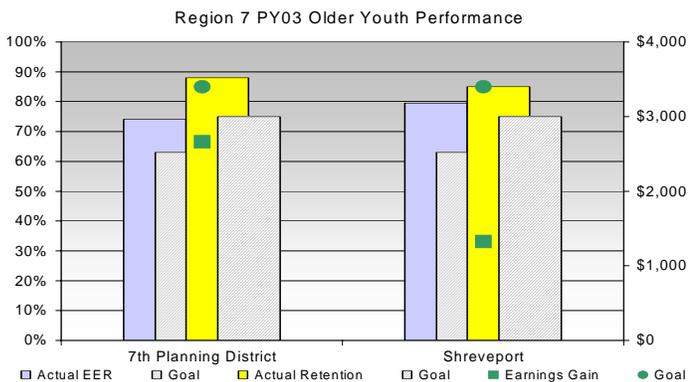
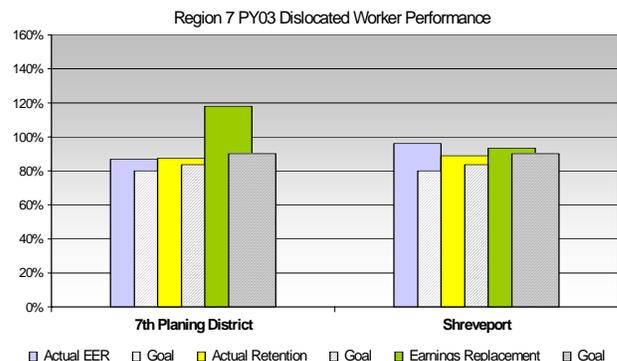
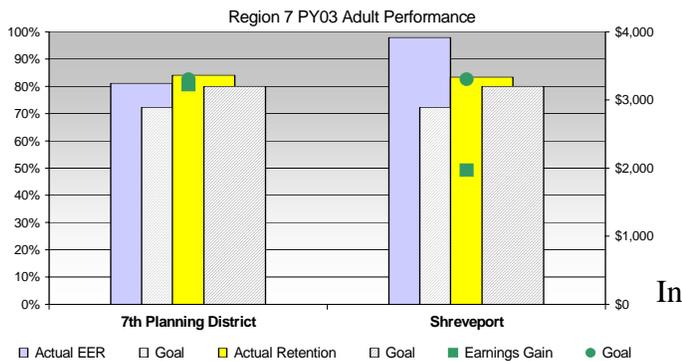
REGIONAL LABOR MARKET AREA (RLMA) SIX includes two LWIAs encompassing seven parishes: The 6th Planning District Consortium including Avoyelles, Catahoula, Concordia, Grant, LsSalle, and Winn parishes and the Rapides Parish LWIA.

The annual average employment for RLMA 6 during 2002 was 98,104 a decrease of 0.1 percent from 2001. Employment increased in Grant, Rapides and Vernon parishes. Employment decreased in all remaining parishes in RLMA 6 from 2001 to 2002. Health care and social assistance was the leading industry in RLMA 6 with 20.3 percent of total employment. Rapides comprised 56.3 percent of total employment in RLMA 6. Total wages increased by 4.0 percent, resulting in an annual average weekly wage of \$485.50. Rapides parish had the highest annual average weekly wage of \$525.00. There were 6,514 reporting businesses in RLMA 6. .



REGIONAL LABOR MARKET AREA (RLMA) SEVEN includes two LWIAs encompassing ten parishes: The 7th Planning District Consortium including Bienville, Caddo, Claiborne, DeSoto, Lincoln, Natchitoches, Red River, Sabine and Webster parishes, and the City of Shreveport LWIA.

The annual average employment for RLMA 7 during 2002 was 219,075, a decrease of 2.2 percent from 2001. Employment increased in Bienville, Claiborne, DeSoto, and Red River parishes. Employment decreased in all remaining parishes in RLMA 7 from 2001 to 2002. Health care and social assistance was the leading industry in RLMA 7 with 17.2 percent of total employment. Caddo comprised 53.7 percent of total employment in RLMA 7. Total wages increased by 1.1 percent, resulting in an annual average weekly wage of \$536.57. Caddo parish had the highest annual average weekly wage of \$583.89. There were 13,757 reporting businesses in RLMA 7.

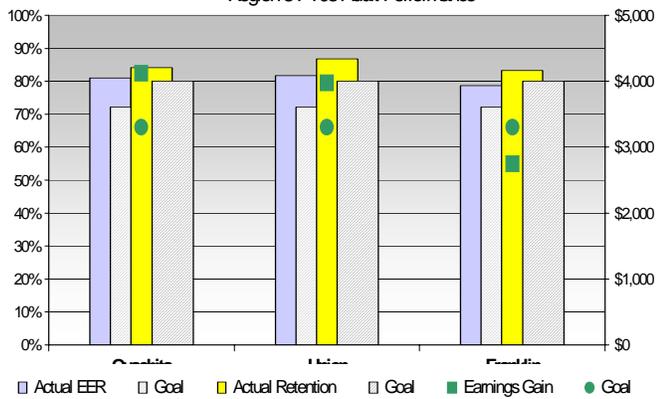


In a rural area, assisting individuals achieve high skill, high wage jobs is often a challenge. Two participants in north Louisiana typify this. Licensed Practical Nursing is an extremely high demand job, particularly in rural areas. A young single mother with a one year old son traveled 50 miles each way every day to attend training, while working part-time in a department store. But with the additional assistance from the WIA, she was able to complete training and enter the workforce at \$13.00 an hour near her home. A mother of two teenagers was forced to reenter the job market when her husband was disabled. While caring for her family she traveled 25 miles each way to LPN training, where she maintained a 3.4 GPA. After completing training she also was able to find employment near her home earning \$12.25 an hour.

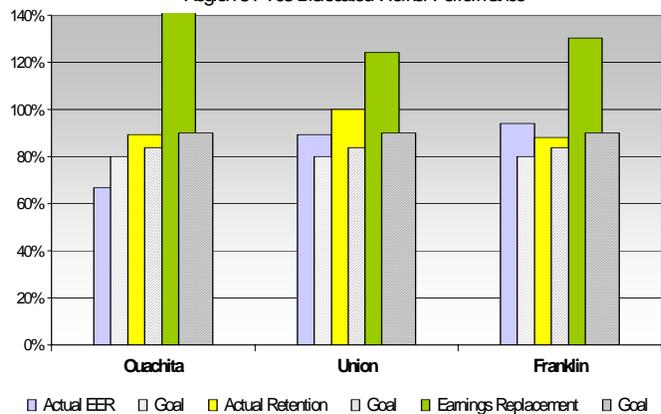
REGIONAL LABOR MARKET AREA (RLMA) EIGHT includes three LWIA encompassing eleven parishes: The Franklin Consortium including Caldwell, East Carroll, Franklin, Jackson, Madison, and Tensas parishes, the Union Consortium including Union, West Carroll and Morehouse parishes, and the Ouachita Parish LWIA.

The annual average employment for RLMA 8 during 2002 was 114,805 a decrease of 0.3 percent from 2001. Employment increased in Caldwell, Jackson, Ouachita, Tensas and Union parishes. Employment decreased in all remaining parishes in RLMA 8 from 2001 to 2002. Health care and social assistance was the leading industry in RLMA 8 with 17.1 percent of total employment. Ouachita comprised 62.8 percent of total employment in RLMA 8. Total wages increased by 3.9 percent, resulting in an annual average weekly wage of \$494.13. Jackson parish had the highest annual average weekly wage of \$537.63. There were 7,833 reporting businesses in RLMA 8.

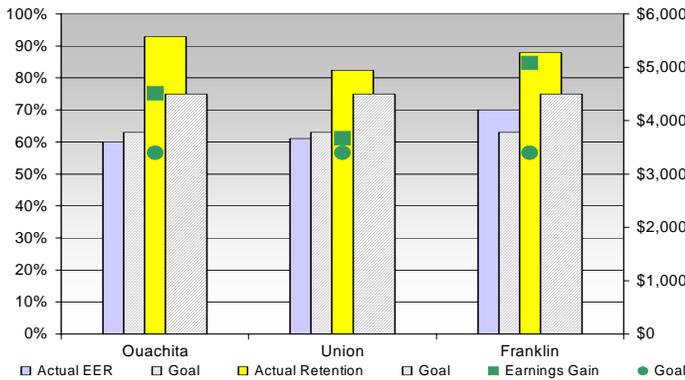
Region 8 PY03 Adult Performance



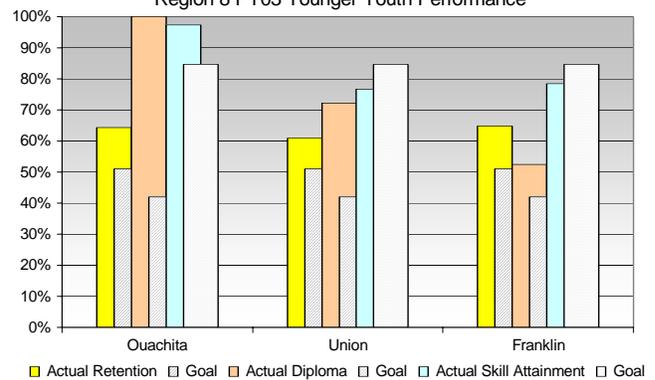
Region 8 PY03 Dislocated Worker Performance



Region 8 PY03 Older Youth Performance



Region 8 PY03 Younger Youth Performance



CLOSING THE GAP

Based on current labor market information and employment projections, it is clear that in order to grow our economy the state needs to develop a highly skilled workforce. Data continues to show an urgent need for innovative, coordinated workforce education and training opportunities for Louisiana's hardest to serve citizens. There is a skills gap between the knowledge and skills our workers possess and the skills our employers require to meet current market needs and grow their businesses. There is a mismatch or 'workforce gap' between ways our young people prepare or don't prepare for employment and the jobs that will be available as 21.7 percent lack a high school diploma as compared to 1.6 percent nationally. In addition, employers are saying that worker foundation skills and work ethics are a large part of their need that is lacking.

The LWIAs awarded incentive grants this year are demonstrating how they will build knowledge and programs to assist participants learn skills needed for employment in high demand occupations with self sufficient wages. Each area is building collaboratives with partner programs including community and/or local faith based organizations, educational agencies and/or other one-stop partners to build career ladders and increase workplace literacy. These programs are targeting the needs of individuals with a variety of education and training needs and are the hardest to serve. This includes individuals who do not meet the Work Ready Certificate minimum requirements or whose WorkKeys levels do not yet enable them to gain employment or enter high skill training in jobs that lead to self-sufficiency. It also includes youth having difficulty meeting high stakes testing or career planning to enter the job market with the skills needed in tomorrow's economy

The Interagency Collaborative, with representatives from Board of Regents, State Departments of Education, Labor, Social Services, Corrections, Civil Service, Louisiana Community and Technical College System, and the WFC continues the initiative, begun in PY2002, to implement the Louisiana Work Ready! Certificate. This certificate serves as a credential that validates basic skill level attainment and workplace readiness. This certificate is a portable credential that signifies to an employer that the individual has achieved acceptable levels in the foundation skills necessary for success in the workplace. WorkKeys assessments, in terms of basic skills, provide a common language and common metric for employers, employees, and educators. Business, industry, and government can use the WorkKeys skill assessments and job profiles to assess basic skill level competence of potential employees and incumbent workers and measure progress in the core areas of Applied Math, Reading for Information, and Locating Information. There are three levels of certificates. A Gold Certificate is awarded to individuals who score at or above 5 in each of the three core areas. A Silver Certificate demonstrates proficiency at a level 4 in each of the three core areas and a Bronze Certificate shows proficiency at a level 3 in each of the three core areas.

WorkKeys assessments are now available at all of the One-Stop Centers in Louisiana. In addition, LDOL's, on-line Virtual One-Stop system allows individuals who have taken the

assessment to search for jobs, training providers and labor market information based on their test scores.

The Rapid Response program continues to be the first responder to assist individuals affected by layoffs or plant closures. During PY03, the Louisiana Rapid Response Program provided services in response to 217 layoffs affecting a total of 11,278 workers. On-site Rapid Response services were offered to all employers who submitted WARN notices in addition to employers not subject to the WARN Act in cases in which the Rapid Response Unit became aware of non-subject layoffs. Services included on-site job search workshops provided by the Rapid Response subcontractor, Louisiana Human Resources Development Institute, in addition to implementation of fully equipped and manned on-site Workforce Transition Center (WTC) for any employer interested in providing this service.

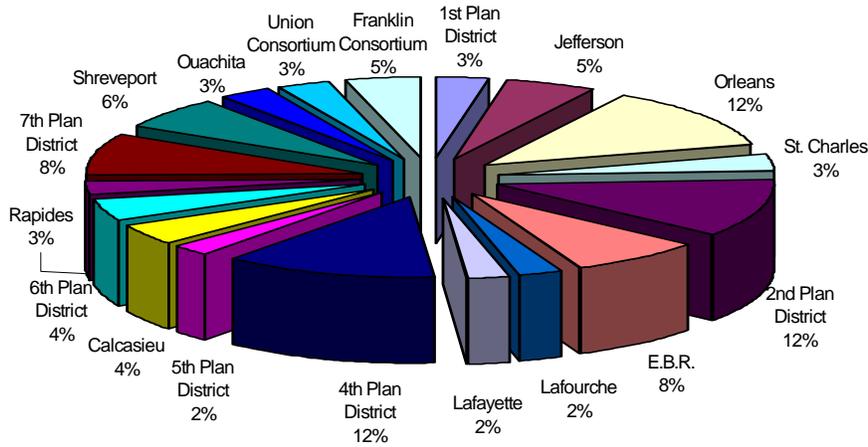
Ten full-time Regional Rapid Response Coordinators were assigned to the regional area throughout the state to improve and provide additional services through the Rapid Response Program. Further development of the program will include a greater focus on layoff aversion including better assessment of worker skills through the use of WorkKeys, identification of job vacancies and improved methods for matching workers affected by mass layoffs to new job openings in the local areas.

The state continues to expand the Incumbent Worker Training Program (IWTP) initiatives to better assist employers to upgrade the skill levels of current employees. This is resulting in individuals moving up the career ladder and, by linking with the one-stops, ushering individuals into the workforce or preventing layoffs/plant closures. The new Small Business Employee Training Program is providing opportunities for eligible small business (50 or less employees) owners to request training for individuals in standardized curriculums. The total cost per participant is limited to \$3000 and training must be completed during the state fiscal year in which it was begun. This program addresses the concerns of small business owners who had less than 15 employees to train and found it too difficult to form consortiums to make customized training cost effective.

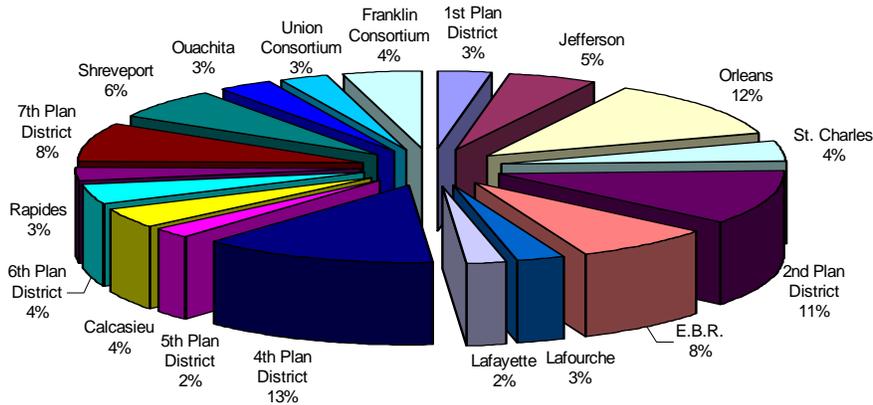


COST EFFECTIVENESS AND STATE EVALUATION

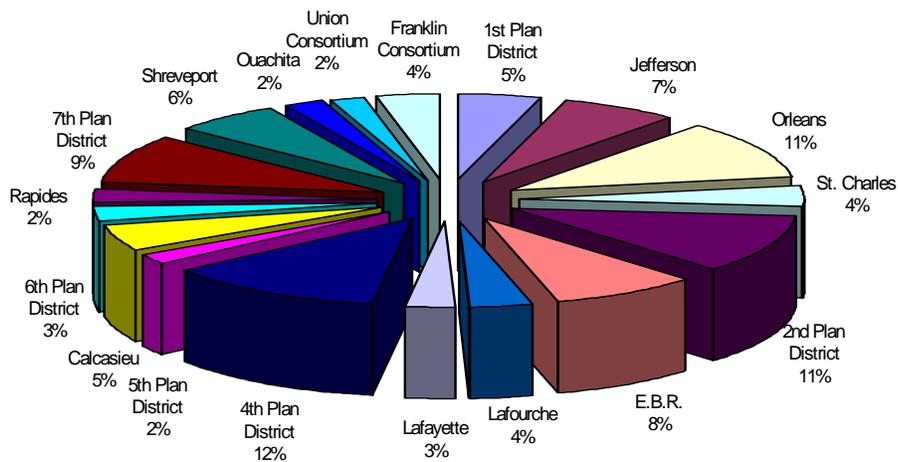
PY03 Youth Allocations



PY03 Adult Allocations



PY 03 Dislocated Worker Allocations



The WIA Title I system in Louisiana served 9,750 adults during program year 2003 at an average cost of \$2,094. A total of 3,618 dislocated workers were served at an average cost of \$4,318. Overall, the youth program served 9,042 participants at an average cost of \$2,448. The state is conducting program evaluations of the first complete cohort of WIA enrolled and served participants. Based on our evaluation to date, costs of activities in Table N and the resulting retention rates and earnings change performance measures, the Title I program is successfully meeting the needs of our participants to begin moving toward self-sufficiency. However, we realize we still have to overcome some barriers before the state can fully implement a one-stop system effectively coordinating workforce development partner resources to meet the serious workforce gap issues in Louisiana.

As part of its ongoing study of the coordination and non-duplication of employment and training programs, the Louisiana Workforce Commission is studying the efficiency and effectiveness of all programs and working with the agencies and LWIAs to ensure the system is meeting the goals of our state's Vision 2020 Plan aligning our workforce and economic development efforts. In addition, they are working with the state's Skills Gap Task Force Report to assess strategies needed to meet the report recommendations.

Cost Effectiveness Analysis

A complete and comprehensive cost-effective analysis is accomplished by using a quantitative method for comparing the costs of alternative means of achieving the same objective or benefit; or by comparing the relative value of various employment, education, and training service strategies within a state. Louisiana is choosing to use a variation of the latter method for determining cost effectiveness.

- **For the WIA Adult Program cost effectiveness can be measured as follows:**

a.
$$\frac{\text{Total Cost of the Program for PY 2003}}{\text{Total Number of Clients Served}} = \text{Cost per Client}$$

$$\frac{\$20,416,450}{9,750} = \$2,094$$

b.
$$\frac{\text{Total Pro-Rated Cost of the Program for PY 2003}}{\text{\# Employed After Exit}} = \text{Cost per Successful Client}$$

$$\frac{\$5,697,760}{3088} = \$1,845$$

c.
$$\frac{\text{Avg. Annualized Earnings Change for those Employed After Exit}}{\text{Total Pro-Rated Cost of the Program for PY 2003}} = \text{Rate of Return}$$

$$\frac{(\$3808 \times 2) \times 2906}{\$5,697,760} = 3.88\%$$

This formula demonstrates that there is a comparable rate of return of 3.88 to 1 in terms of potential earnings change for clients who successfully exit the program with employment compared to the pro-rated expenditures for those participants.



- **For the WIA Dislocated Worker Program cost effectiveness can be measured as follows:**

a.
$$\frac{\text{Total Cost of the Program for PY 2003}}{\text{Total Number of Clients Served}} = \text{Cost Per Client}$$

$$\frac{\$15,623,261}{3618} = \$4,318$$

b.
$$\frac{\text{Total Pro-Rated Cost of the Program for PY 2003}}{\text{\# Employed After Exit}} = \text{Cost per Successful Client}$$

$$\frac{\$4,940,025}{1343} = \$3,678$$

c.
$$\frac{\text{Avg. Annualized Earning Change for those Employed after Exit}}{\text{Total Pro-Rated Cost of the Program for PY 2003}} = \text{Rate of Return}$$

$$\frac{\$12,735,521 \times 2}{\$4,940,025} = 5.16$$

This formula demonstrates that there is a comparable ratio of 5.16 to 1 of earnings potential versus pro-rated dollars spent on clients who successfully exit the program with employment.

- **For the WIA Youth Program cost effectiveness can be measured as follows:**

a.
$$\frac{\text{Total Cost of the Program for PY 2003}}{\text{Total Number of Clients Served}} = \text{Cost per client}$$

$$\frac{\$22,136,426}{9042} = \$2,448$$

b.
$$\frac{\text{Total Cost of the Program for PY 2003}}{\text{Total Number of Positive Youth Outcomes}} = \text{Cost Per Successful Outcome}$$

$$\frac{\$22,136,426}{7180} = \$3,083$$

- c. Cost figures are not currently broken out by Younger Youth or Older Youth Categories. As a result, cost effectiveness is based on total cost per successful youth outcome.



- **For the Statewide Rapid Response Program cost effectiveness can be measured as follows:**

a.
$$\frac{\text{Total Cost of the Program for PY 2003}}{\text{Total Number of Clients Served}} = \text{Cost per client}$$

$$\frac{\$3,224,938}{11,278} = \$286$$

- b. Every client served participated in on-site layoff transition orientation sessions designed to educate them on how to best maximize the employment and training services available through the Louisiana Department of Labor such as: Unemployment Insurance, Job Center Placement Assistance, WIA Job Training Programs and job search workshops

CHALLENGES TO IMPLEMENTATION

The greatest challenge continues to be cost allocation within the one-stop system. The partners understand the system design and are working together to share services and staff. However, sharing costs has been problematic. Agencies cite lack of funding, budget constraints, and federal regulations as impediments to cost sharing. Nationally clear guidance to each mandated partner is needed allowing program funds to be used to support the system. Without this direction, the one-stop system will always remain a USDOL initiative. Hopefully, reauthorization of WIA will assist in this challenge.

Just as cost sharing is an impediment to development of a comprehensive one-stop system, the maze of eligibility requirements and different eligibility thresholds and low-income definitions prevent development of a comprehensive youth system. Programs are often forced to work in silos and duplicate services because other programs offering services beneficial to their clients have different requirements and regulations. Even in systems that share data and information, youth and their parents, if they are in need of services, are still forced to supply the same information to each program because of differing eligibility determination methodologies and reporting requirements. Accepting eligibility across programs and using common definitions would enable the system to break down barriers and provide youth with a seamless support structure as they enter the workforce. Louisiana's greatest problem with youth is a growing skills gap and high dropout rate. The low WIA income eligibility threshold coupled with the small exception window impedes the LWIAs' ability to serve those youth who really need assistance to obtain the marketable basic and workplace skills needed to successfully enter the labor market and move up the career ladder. Further, it also impedes LWIA coordination of funding with other youth programs and full implementation of the State Workforce Commission's youth system vision and guiding principals.

In spite of these challenges, Louisiana continues to make strides in developing an integrated workforce development system. More partners are sharing facilities and functions and developing service strategies across programs. As the One-Stop partners implement the common performance measures, the various systems will be compelled to build integrated processes and better coordinate services. We are able to share data across programs and provide virtual one-stop services 24/7. Individuals have better access to services, are encouraged to seek services in the manner that best meets their needs and to receive services at the point in time necessary to meet their current needs.

Through our Business Service Representatives (BSRs) sales force, businesses have a single point of contact with the system and are connected to services as they are needed. Businesses have the ability to access training for their current workforce through the Incumbent Worker Training Program (IWTP) and to couple it with services from other programs. Our Virtual One-Stop system is building the capability for staff to identify the skill gaps between the skill levels of jobseekers and the required skill levels needed by employers. This will assist workforce development system personnel to begin addressing the mismatches. We have built a common assessment language in the one-stop system that addresses business concerns and presents basic



skill levels in a language businesses understand. By using WorkKeys and industry or regional skill standards and certifications, we can begin to “warranty” the human capital our system produces.

The ultimate success of the implementation of this system will be that by working together, we will have developed the skilled workforce businesses need to stay competitive and create better jobs for the Louisiana workforce.

Workforce Investment Act Performance Measures

Louisiana's Workforce Investment Area Program continues to strive toward continuous improvement in serving the citizens of Louisiana. The chart below illustrates the progress Louisiana has accomplished in meeting this goal.

	Program Year 2001	Program Year 2002	Program Year 2003
Adult			
Entered Employment Rate	71.6%	78.3%	81.2%
Job Retention Rate	79.2%	87.1%	86.9%
Earnings Gain	\$4136	3581%	\$3808
Employment Credential Rate	61.5%	68.5%	65.3%
Dislocated Workers			
Entered Employment Rate	81.4%	85.3%	87.9%
Job Retention Rate	83.4%	89.2%	89.3%
Earnings Replacement Rate	177.1%	115.1%	117.5%
Employment Credential Rate	63.9%	69.7%	67.0%
Older Youth			
Entered Employment Rate	73.4%	75.0%	70.0%
Job Retention Rate	82.0%	85.8%	85.3%
Earnings Gain	\$5487	\$4099	\$3817
Credential Rate	49.5%	49.5%	39.7%
Younger Youth			
Skill Attainment Rate	81.5%	82.7%	82.4%
Diploma/Equivalent Attainment Rate	39.2%	39.7%	50.7%
Retention Rate	56.8%	65.2%	65.8%
Overall Customer Satisfaction			
Participant Satisfaction	79.1%	79.9%	78.8%
Employer Satisfaction	72.5%	74.2%	74.1%

Workforce Investment Act

For Program Year 2003, Louisiana negotiated the following sets of performance measures for each of the three primary funding streams. Additionally, two customer satisfaction measures were negotiated to track both employer and participant satisfaction with the services they received through WIA.

	Negotiated Goal	Actual Performance	% of Goal Attained
Adult			
Entered Employment Rate	72.2%	81.2%	112.5%
Job Retention Rate	80.0%	86.9%	108.6%
Earnings Gain	\$3303	\$3808	115.3%
Employment Credential Rate	62.0%	65.3%	105.3%
Dislocated Workers			
Entered Employment Rate	80.0%	87.9%	109.9%
Job Retention Rate	83.7%	89.3%	106.7%
Earnings Replacement Rate	90.0%	117.9%	130.6%
Employment Credential Rate	64.0%	67.0%	104.7%
Older Youth			
Entered Employment Rate	63.0%	70.0%	111.1%
Job Retention Rate	75.0%	85.3%	113.7%
Earnings Gain	\$3400	\$3817	112.3%
Credential Rate	46.0%	39.7%	86.3%
Younger Youth			
Skill Attainment Rate	84.7%	82.4%	97.3%
Diploma/Equivalent Attainment Rate	42.0%	50.7%	120.7%
Retention Rate	51.0%	65.8%	129.0%
Overall Customer Satisfaction			
Participant Satisfaction	77.0%	78.8%	102.3%
Employer Satisfaction	77.0%	74.1%	96.2%

State Analysis of Local Performance for PY 2003

The State performance for Program Year 2003 demonstrated that Louisiana met or exceeded seventeen (17) federal negotiated performance measures. A further analysis revealed that Louisiana exceeded thirteen of the measures and met four of the measures. An individual summary of each programs follows:

Customer Satisfaction

While the State did not meet the minimum required response rate for the customer satisfaction indicator, the negotiated performance measure index for the employer customer satisfaction was met and the negotiated performance measure index for the participant customer satisfaction was exceeded. The State is working with the contractor for customer satisfaction, the LWIAs and the Labor Exchange program to implement strategies to correct this problem.

Adult Program

The State exceeded all four negotiated performance measures for the Adult Program: the Adult Entered Employment Rate, Retention Rate, Adult Earnings Change Rate and Employment and Credential Rate exceeded the negotiated levels. All measures were met or exceeded for Adults who received training services. In addition, fifteen of the sixteen Adult Special Population levels were met or exceeded.

Dislocated Worker Program

The State exceeded all four negotiated performance measures for the Dislocated Worker Program: the Dislocated Worker Entered Employment Rate, Retention Rate, Earnings Replacement Rate and Employment Credential Rate. All measures were met or exceeded for Dislocated Workers who received training services and for those who only received core and intensive services. Also, fifteen of the sixteen Dislocated Worker Special Population levels were met or exceeded.

Older Youth Program

The State exceeded or met all four negotiated performance measures for the Older Youth Program: the Entered Employment Rate, Job Retention Rate, Average Earnings Change and Credential Rate. In addition, eleven of the sixteen Older Youth Special Population levels were met or exceeded.

Younger Youth Program

The State met or exceeded all three negotiated performance measures for the Younger Youth Program: the Younger Youth Diploma/Equivalent Rate, Skill Attainment Rate and the Retention Rate. Also, eight of the nine Younger Youth Special Population levels were met or exceeded.

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	76	78.8	2,952	5,657	5,657	52.2
Employers	76	74.1	2,713	4,702	4,702	57.7

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.2	81.2	2,000
			2,464
Employment Retention Rate	80	86.9	2,685
			3,088
Earnings Change in Six Month	3,303	3,808	11,064,712
			2,906
Employment and Credential Rate	62	65.3	1,884
			2,886

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	74.9	182	80.8	147	64.2	43	67.4	91
		243		182		67		135
Employment Retention Rate	84.5	207	85.6	167	75	45	80.6	83
		245		195		60		103
Earnings Change in Six Months	4,369	965,629	3,475	618,469	3,217	183,346	2,077	186,893
		221		178		57		90
Employment and Credential Rate	61.4	145	71.7	132	50	33	59.5	25
		236		184		66		42

Table D: 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	83	1,586	74.7	414
		1,910		554
Employment Retention Rate	87.4	2,201	85.1	484
		2,519		569
Earnings Change in Six Months	4,151	9,837,254	2,290	1,227,458
		2,370		536

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80	87.9	1,343
			1,528
Employment Retention Rate	83.7	89.3	1,215
			1,361
Earnings Replacement in Six Months	90	117.5	12,735,521
			10,838,689
Employment and Credential Rate	64	67	791
			1,181

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.9	139	87	20	81.3	61	75	15
		160		23		75		20
Employment Retention Rate	86.2	125	83.3	25	87.3	55	85.7	12
		145		30		63		14
Earnings Replacement Rate	99.8	1,289,775	139.9	280,140	90.5	496,346	389	142,733
		1,292,520		200,243		548,390		36,689
Employment And Credential Rate	67.7	90	47.4	9	48.7	19	53.3	8
		133		19		39		15

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	88.8	1,052	84.8
1,185			343	
Employment Retention Rate	89.2	986	89.8	229
		1,106		255
Earnings Replacement Rate	118.9	10,533,010	111.1	2,202,511
		8,855,406		1,983,283

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	75	85.3	609
			343
Earnings Change in Six Months	3,400	3,817	1,431,522
			375
Credential Rate	46	39.7	281
			708

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	69.7	23	100	5	50	8	68
	33		5		16		244	
Employment Retention Rate	84.2	16	100	4	90	9	80.2	93
		19		4		10		116
Earnings Change in Six Months	4,463	75,865	9,284	37,135	2,438	17,068	1,693	182,822
		17		4		7		108
Credential Rate	45.5	15	57.1	4	23.5	4	29.8	77
		33		7		17		258

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	84.7		82.4
				6,078
Diploma or Equivalent Attainment Rate	42		50.7	712
				1,403
Retention Rate	51		65.8	591
				898

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	82.4	422	76.5	127	69.5	760
		512		166		1,094
Diploma or Equivalent Attainment Rate	35.8	38	54.5	18	23.5	111
		106		33		473
Retention Rate	60.5	49	55	11	52.1	126
		81		20		242

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	87.4	1,761	3,122	5,873,167	9.4	187	3,886	7,318,060	77.8	1,251
		2,014		1,881		2,000		1,883		1,609
Dislocated Workers	89.4	842	108.5	7,905,436	6.5	87	5,289	6,801,808	80.6	848
		942		7,285,005		1,341		1,286		1,052
Older Youth	88.3	182	3,774	694,481	1.9	8	2,649	1,075,492		
		206		184		426		406		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	9,750	2,721
Dislocated Workers	3,618	1,141
Older Youth	2,007	702
Younger Youth	7,035	2,115

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$20,416,450.00
Local Dislocated Workers		\$15,623,261.00
Local Youth		\$22,136,426.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,224,938.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$11,027,456.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$72,428,531.00

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: First Planning District Consortium WDC	Total Participants Served	Adults	269
		Dislocated Workers	156
		Older Youth	54
		Younger Youth	369
	Total Exiters	Adults	133
		Dislocated Workers	102
		Older Youth	17
		Younger Youth	104

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	78.7	
	Employers	76	72.9	
Entered Employment Rate	Adults	72.2	84.3	
	Dislocated Workers	80	86.1	
	Older Youth	63	62.5	
Retention Rate	Adults	80	90.2	
	Dislocated Workers	83.7	92.5	
	Older Youth	75	100	
	Younger Youth	51	64.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	4,772	
	Dislocated Workers	90	162	
	Older Youth (\$)	3,400	4,435	
Credential / Diploma Rate	Adults	62	76.4	
	Dislocated Workers	64	66.3	
	Older Youth	46	36.9	
	Younger Youth	42	60.8	
Skill Attainment Rate	Younger Youth	84.7	87.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Jefferson Parish Workforce Investment Board	Total Participants Served	Adults	436
		Dislocated Workers	324
		Older Youth	117
		Younger Youth	223
	Total Exiters	Adults	121
		Dislocated Workers	63
		Older Youth	55
		Younger Youth	74

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	75.8
	Employers	76	68.6
Entered Employment Rate	Adults	72.2	85.2
	Dislocated Workers	80	92.6
	Older Youth	63	81.1
Retention Rate	Adults	80	89.3
	Dislocated Workers	83.7	92.7
	Older Youth	75	84.6
	Younger Youth	51	87.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,657
	Dislocated Workers	90	113.6
	Older Youth (\$)	3,400	3,136
Credential / Diploma Rate	Adults	62	73
	Dislocated Workers	64	74
	Older Youth	46	82
	Younger Youth	42	50
Skill Attainment Rate	Younger Youth	84.7	92.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		3	14

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Orleans Workforce Investment Board, Inc.	Total Participants Served	Adults	1,938
		Dislocated Workers	438
		Older Youth	204
		Younger Youth	1,046
	Total Exiters	Adults	382
		Dislocated Workers	81
		Older Youth	227
		Younger Youth	516

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	71.8	
	Employers	76	60.6	
Entered Employment Rate	Adults	72.2	78.2	
	Dislocated Workers	80	83.9	
	Older Youth	63	57.7	
Retention Rate	Adults	80	79.3	
	Dislocated Workers	83.7	75.7	
	Older Youth	75	71.4	
	Younger Youth	51	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	4,645	
	Dislocated Workers	90	125.4	
	Older Youth (\$)	3,400	374	
Credential / Diploma Rate	Adults	62	73.4	
	Dislocated Workers	64	72.7	
	Older Youth	46	6	
	Younger Youth	42	12.1	
Skill Attainment Rate	Younger Youth	84.7	76.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	6	6

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Union Parish Consortium - LWIA #82	Total Participants Served	Adults	240
		Dislocated Workers	73
		Older Youth	29
		Younger Youth	123
	Total Exiters	Adults	104
		Dislocated Workers	30
		Older Youth	6
		Younger Youth	63

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	80.4	
	Employers	76	72.6	
Entered Employment Rate	Adults	72.2	81.7	
	Dislocated Workers	80	89.3	
	Older Youth	63	61.1	
Retention Rate	Adults	80	86.8	
	Dislocated Workers	83.7	100	
	Older Youth	75	82.4	
	Younger Youth	51	60.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,974	
	Dislocated Workers	90	124.3	
	Older Youth (\$)	3,400	3,667	
Credential / Diploma Rate	Adults	62	65.8	
	Dislocated Workers	64	75	
	Older Youth	46	52.7	
	Younger Youth	42	72.2	
Skill Attainment Rate	Younger Youth	84.7	76.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: St.Charles Consortium - LWIA #14	Total Participants Served	Adults	326
		Dislocated Workers	158
		Older Youth	46
		Younger Youth	371
	Total Exiters	Adults	102
		Dislocated Workers	67
		Older Youth	22
		Younger Youth	79

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	79.2	
	Employers	76	76.3	
Entered Employment Rate	Adults	72.2	84.8	
	Dislocated Workers	80	85.5	
	Older Youth	63	90	
Retention Rate	Adults	80	87	
	Dislocated Workers	83.7	88	
	Older Youth	75	80	
	Younger Youth	51	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	2,051	
	Dislocated Workers	90	99.5	
	Older Youth (\$)	3,400	7,718	
Credential / Diploma Rate	Adults	62	76.2	
	Dislocated Workers	64	72.5	
	Older Youth	46	61.6	
	Younger Youth	42	68.4	
Skill Attainment Rate	Younger Youth	84.7	83.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Second Planning District Consortium	Total Participants Served	Adults	771
		Dislocated Workers	308
		Older Youth	83
		Younger Youth	712
	Total Exiters	Adults	166
		Dislocated Workers	93
		Older Youth	13
		Younger Youth	131

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	81.2	
	Employers	76	75.9	
Entered Employment Rate	Adults	72.2	88.9	
	Dislocated Workers	80	88.5	
	Older Youth	63	72.7	
Retention Rate	Adults	80	89.6	
	Dislocated Workers	83.7	89.6	
	Older Youth	75	80.8	
	Younger Youth	51	74.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,419	
	Dislocated Workers	90	138.2	
	Older Youth (\$)	3,400	3,641	
Credential / Diploma Rate	Adults	62	78.6	
	Dislocated Workers	64	77.1	
	Older Youth	46	68	
	Younger Youth	42	94.5	
Skill Attainment Rate	Younger Youth	84.7	77.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Franklin Parish Consortium	Total Participants Served	Adults	347
		Dislocated Workers	84
		Older Youth	101
		Younger Youth	324
	Total Exiters	Adults	132
		Dislocated Workers	31
		Older Youth	30
		Younger Youth	189

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	81.2
	Employers	76	81.8
Entered Employment Rate	Adults	72.2	78.7
	Dislocated Workers	80	94
	Older Youth	63	70
Retention Rate	Adults	80	83.3
	Dislocated Workers	83.7	88.1
	Older Youth	75	87.9
	Younger Youth	51	64.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	2,750
	Dislocated Workers	90	130.4
	Older Youth (\$)	3,400	5,084
Credential / Diploma Rate	Adults	62	56.5
	Dislocated Workers	64	72.1
	Older Youth	46	29.6
	Younger Youth	42	52.4
Skill Attainment Rate	Younger Youth	84.7	78.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	13

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: East Baton Rouge Parish Workforce Investment Board	Total Participants Served	Adults	550
		Dislocated Workers	286
		Older Youth	88
		Younger Youth	518
	Total Exiters	Adults	48
		Dislocated Workers	39
		Older Youth	16
		Younger Youth	77

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	76.7	
	Employers	76	68.9	
Entered Employment Rate	Adults	72.2	78.2	
	Dislocated Workers	80	86.8	
	Older Youth	63	88.2	
Retention Rate	Adults	80	84.1	
	Dislocated Workers	83.7	92.5	
	Older Youth	75	94.1	
	Younger Youth	51	58	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	2,188	
	Dislocated Workers	90	108.4	
	Older Youth (\$)	3,400	3,057	
Credential / Diploma Rate	Adults	62	46.2	
	Dislocated Workers	64	59.8	
	Older Youth	46	38.1	
	Younger Youth	42	36.5	
Skill Attainment Rate	Younger Youth	84.7	83	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Lafayette Consolidated Government Job Training Program	Total Participants Served	Adults	205
		Dislocated Workers	49
		Older Youth	39
		Younger Youth	285
	Total Exiters	Adults	85
		Dislocated Workers	25
		Older Youth	4
		Younger Youth	82

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	78.4
	Employers	76	76.2
Entered Employment Rate	Adults	72.2	74.2
	Dislocated Workers	80	87.7
	Older Youth	63	69.2
Retention Rate	Adults	80	91.6
	Dislocated Workers	83.7	86.9
	Older Youth	75	83.3
	Younger Youth	51	81.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	4,465
	Dislocated Workers	90	112.3
	Older Youth (\$)	3,400	5,209
Credential / Diploma Rate	Adults	62	73.7
	Dislocated Workers	64	78.2
	Older Youth	46	40
	Younger Youth	42	64.3
Skill Attainment Rate	Younger Youth	84.7	78.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met		
	0	2	15

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Lafourche Parish Consortium - LWIA #31	Total Participants Served	Adults	650
		Dislocated Workers	148
		Older Youth	108
		Younger Youth	240
	Total Exiters	Adults	176
		Dislocated Workers	49
		Older Youth	45
		Younger Youth	74

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	79.4
	Employers	76	76.6
Entered Employment Rate	Adults	72.2	83.3
	Dislocated Workers	80	97.6
	Older Youth	63	81.5
Retention Rate	Adults	80	88.1
	Dislocated Workers	83.7	86.8
	Older Youth	75	88.9
	Younger Youth	51	58.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,810
	Dislocated Workers	90	96
	Older Youth (\$)	3,400	4,128
Credential / Diploma Rate	Adults	62	72.8
	Dislocated Workers	64	78.6
	Older Youth	46	63.2
	Younger Youth	42	65.9
Skill Attainment Rate	Younger Youth	84.7	82.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	16

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Fourth Planning District Consortium - Workforce Investment Board LWIA #40	Total Participants Served	Adults	1,469
		Dislocated Workers	618
		Older Youth	538
		Younger Youth	1,235
	Total Exiters	Adults	352
		Dislocated Workers	238
		Older Youth	125
		Younger Youth	281

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	80.2	
	Employers	76	76.7	
Entered Employment Rate	Adults	72.2	75.8	
	Dislocated Workers	80	84.6	
	Older Youth	63	70.2	
Retention Rate	Adults	80	87.5	
	Dislocated Workers	83.7	92	
	Older Youth	75	84	
	Younger Youth	51	57.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,033	4,555	
	Dislocated Workers	90	101.4	
	Older Youth (\$)	3,400	5,144	
Credential / Diploma Rate	Adults	62	61.8	
	Dislocated Workers	64	59.6	
	Older Youth	46	43.6	
	Younger Youth	42	68.6	
Skill Attainment Rate	Younger Youth	84.7	77.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Fifth Planning District Consortium - LWIA #50	Total Participants Served	Adults	186
		Dislocated Workers	105
		Older Youth	34
		Younger Youth	245
	Total Exitters	Adults	23
		Dislocated Workers	7
		Older Youth	6
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	84.2
	Employers	76	82.2
Entered Employment Rate	Adults	72.2	80.8
	Dislocated Workers	80	88.5
	Older Youth	63	75
Retention Rate	Adults	80	87.5
	Dislocated Workers	83.7	88.4
	Older Youth	75	100
	Younger Youth	51	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	6,554
	Dislocated Workers	90	125.2
	Older Youth (\$)	3,400	8,262
Credential / Diploma Rate	Adults	62	75.7
	Dislocated Workers	64	62.5
	Older Youth	46	50
	Younger Youth	42	80
Skill Attainment Rate	Younger Youth	84.7	75.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Calcasieu Parish Consortium LWIA #51	Total Participants Served	Adults	320
		Dislocated Workers	68
		Older Youth	90
		Younger Youth	402
	Total Exiters	Adults	163
		Dislocated Workers	40
		Older Youth	22
		Younger Youth	91

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	85.8	
	Employers	76	76	
Entered Employment Rate	Adults	72.2	76.7	
	Dislocated Workers	80	91.2	
	Older Youth	63	88.9	
Retention Rate	Adults	80	87.1	
	Dislocated Workers	83.7	91.1	
	Older Youth	75	80	
	Younger Youth	51	88.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,874	
	Dislocated Workers	90	98.9	
	Older Youth (\$)	3,400	2,360	
Credential / Diploma Rate	Adults	62	63	
	Dislocated Workers	64	77.3	
	Older Youth	46	30	
	Younger Youth	42	81.1	
Skill Attainment Rate	Younger Youth	84.7	86.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	14

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Sixth Planning District Consortium - LWIA #60	Total Participants Served	Adults	466
		Dislocated Workers	126
		Older Youth	125
		Younger Youth	275
	Total Exiters	Adults	190
		Dislocated Workers	57
		Older Youth	40
		Younger Youth	100

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	78.8
	Employers	76	78.1
Entered Employment Rate	Adults	72.2	72.7
	Dislocated Workers	80	90
	Older Youth	63	75.8
Retention Rate	Adults	80	87
	Dislocated Workers	83.7	90.9
	Older Youth	75	84.2
	Younger Youth	51	69.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	2,792
	Dislocated Workers	90	161.8
	Older Youth (\$)	3,400	929
Credential / Diploma Rate	Adults	62	52.5
	Dislocated Workers	64	66
	Older Youth	46	47.3
	Younger Youth	42	71.1
Skill Attainment Rate	Younger Youth	84.7	93.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Rapides Parish - Workforce Investment Board #61	Total Participants Served	Adults	249
		Dislocated Workers	52
		Older Youth	79
		Younger Youth	194
	Total Exiters	Adults	134
		Dislocated Workers	29
		Older Youth	11
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	78
	Employers	76	74.4
Entered Employment Rate	Adults	72.2	82.7
	Dislocated Workers	80	78.3
	Older Youth	63	70
Retention Rate	Adults	80	88.8
	Dislocated Workers	83.7	85.7
	Older Youth	75	66.7
	Younger Youth	51	71.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,415
	Dislocated Workers	90	120.7
	Older Youth (\$)	3,400	5,807
Credential / Diploma Rate	Adults	62	57.9
	Dislocated Workers	64	42.9
	Older Youth	46	45.4
	Younger Youth	42	62.2
Skill Attainment Rate	Younger Youth	84.7	94.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	5	11

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Seventh Planning District Consortium WIB	Total Participants Served	Adults	612
		Dislocated Workers	381
		Older Youth	149
		Younger Youth	165
	Total Exiters	Adults	203
		Dislocated Workers	129
		Older Youth	34
		Younger Youth	60

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	76.9	
	Employers	76	76.2	
Entered Employment Rate	Adults	72.2	81.1	
	Dislocated Workers	80	86.7	
	Older Youth	63	74.1	
Retention Rate	Adults	80	84	
	Dislocated Workers	83.7	87.3	
	Older Youth	75	88	
	Younger Youth	51	71.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	3,223	
	Dislocated Workers	90	118	
	Older Youth (\$)	3,400	2,662	
Credential / Diploma Rate	Adults	62	45.2	
	Dislocated Workers	64	50.5	
	Older Youth	46	53.2	
	Younger Youth	42	26.3	
Skill Attainment Rate	Younger Youth	84.7	91.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	1	12

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: City of Shreveport - LWIA #71	Total Participants Served	Adults	417
		Dislocated Workers	199
		Older Youth	74
		Younger Youth	118
	Total Exiters	Adults	72
		Dislocated Workers	56
		Older Youth	26
		Younger Youth	63

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	78.2	
	Employers	76	73.5	
Entered Employment Rate	Adults	72.2	97.9	
	Dislocated Workers	80	96	
	Older Youth	63	79.5	
Retention Rate	Adults	80	83.3	
	Dislocated Workers	83.7	88.9	
	Older Youth	75	85	
	Younger Youth	51	60	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	1,971	
	Dislocated Workers	90	93.3	
	Older Youth (\$)	3,400	1,324	
Credential / Diploma Rate	Adults	62	84.9	
	Dislocated Workers	64	80.9	
	Older Youth	46	65.1	
	Younger Youth	42	53.3	
Skill Attainment Rate	Younger Youth	84.7	85.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	14

WIA Annual Report Data

State Name: LA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Ouachita Parish Workforce Investment Board	Total Participants Served	Adults	344
		Dislocated Workers	45
		Older Youth	49
		Younger Youth	187
	Total Exiters	Adults	134
		Dislocated Workers	8
		Older Youth	5
		Younger Youth	32

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	79.6	
	Employers	76	70.9	
Entered Employment Rate	Adults	72.2	81	
	Dislocated Workers	80	66.7	
	Older Youth	63	60	
Retention Rate	Adults	80	84.1	
	Dislocated Workers	83.7	89.4	
	Older Youth	75	92.9	
	Younger Youth	51	64.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,303	4,125	
	Dislocated Workers	90	203.1	
	Older Youth (\$)	3,400	4,516	
Credential / Diploma Rate	Adults	62	87.2	
	Dislocated Workers	64	50	
	Older Youth	46	40	
	Younger Youth	42	100	
Skill Attainment Rate	Younger Youth	84.7	97.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12