



# Workforce Investment Act Program Year 2012

Annual Report



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**Bobby Jindal**, Governor  
**Curt Eysink**, Executive Director

## Office of the Executive Director

October 1, 2013

It is my pleasure to present the 2013 Workforce Investment Act Annual Report for Louisiana, which covers our efforts and activities from July 1, 2012, through June 30, 2013.

Before the plan year's first quarter ended, Hurricane Isaac swept through Louisiana, damaging homes and businesses from Mississippi to Texas, interrupting the livelihoods of hundreds of thousands of families. The Louisiana Workforce Commission worked without power and communications to carry out our emergency task of providing meals to hundreds of thousands of people displaced by the storm and to emergency responders mobilized to help them.

We quickly resumed day-to-day services to employers and job seekers and pressed forward with ongoing upgrades and improvements. In early 2013, we successfully rolled out a crucial upgrade and integration of our web-based customer services system called HiRE.

In March, we empaneled a special committee to find a way for Louisiana to deliver more than 86,000 additional construction craft workers by 2016, and by June we had an in-depth plan in hand, and strategic partners in place ready to work together.

This annual report provides a snapshot of significant improvement in performance as we worked with our partners to overcome adversity to provide more and better service to the employers and people of Louisiana.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Eysink".

Curt Eysink  
Executive Director

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## I: State News

### Industrial construction boom: a model response

The Louisiana Workforce Commission led an unprecedented collaboration to assess, plan for and mobilize partners to address booming demand for qualified workers in the skilled construction trades. Petrochemical plant operators and natural gas conversion operators have announced more than \$60 billion in investments that are to be made in the next few years in Louisiana. It will result in numerous brand new and significantly expanded and upgraded plants and many new permanent jobs.

But long before then, industrial construction contractors will be busy from Mississippi to Texas building and expanding those plants. Recognizing demand for their work would soon far exceed their existing supply of labor, a group of industrial construction executives asked the LWC for help to increase the number of individuals entering the construction trades. The Workforce Investment Council empanelled a committee to do just that in March 2013.

Guided by input from major employers, other state agencies, professional trade associations and bolstered by special labor market studies and additional analysis provided by LSU, the committee issued its report in June.

The report, "Building Louisiana's Craft Workforce" (<http://www.laworks.net/Downloads/PR/WIC/CraftWorkforceDevelopmentPlan20130617.pdf>), estimates Louisiana will need 86,000 additional skilled construction trade workers by 2013. The report provides specific forecasts by trade, as well as demand by region, and Louisiana's capacity to train people for those jobs. The report also includes a detailed plan for how the state will expand its capacity to quickly train more workers. It also maps out the state will ramp up the number of workers entering the trades, and how we'll ensure enough are advancing to higher-skilled, better-paying positions to continue to meet employer needs as they grow and evolve.

The collaboration already has been successful. Within two months of the report's adoption by the WIC, Louisiana community and technical colleges had already enrolled more than 500 students in compressed, industry-based construction training that will net them wages of \$15-\$20 an hour within about three months of the start of their training.

Driven by plant owners and construction contractors and fully supported by the state departments of education and economic development, as well as the Louisiana Community and Technical College System and the State Board of Regents, the plan has received national recognition as a best practice from the Construction Users Roundtable, the industry's trade association.

### Louisiana Star Jobs

In Plan Year 2012 we made significant upgrades and improvements to our job search career exploration tool, Louisiana Star Jobs. What sets ours apart from anything else in the marketplace is that we rank careers based on their value to a job seeker using a combination of how well they pay, an occupation's short- and long-term prospects and the number of recent job openings. The best-value jobs get five stars and the lowest value jobs get just one star.

The app shows Louisiana data for each occupation, including average wages and wages for entry- and experienced-level workers, the education or training required as well as direct links to local training providers who offer the appropriate courses or credentials. And perhaps most important of all, Louisiana Star Jobs will take users directly to online applications for posted job openings. The tool is already proving to be effective at aligning the state's workforce supply and demand as job seekers naturally gravitate towards high-star jobs.

We introduced the tool on our web site in late 2012 and launched a mobile version in early 2013. We continue to see more people using Louisiana Star Jobs, including our state agency partners. The state Board of Regents, for instance, has adjusted its funding formula for post-secondary

institutions to provide incentive funding for degree programs that prepare students for four- and five-star jobs in Louisiana.

### **Integration of Services**

In Program Year 2012, the LWC continued to integrate services and systems whose traditional “silo” structure had grown increasingly inefficient and ineffective for our customers. We continued to make progress integrating programs that help unemployment insurance claimants, employers and job seekers, including:

**Re-Employment:** Re-employment services grew in scope as the LWC aligned two important objectives: putting more jobseekers receiving unemployment benefits (UI) to work while helping employers meet their growing demand for qualified workers.

Unemployed job seekers can access employment information and an ever-increasing variety of resources at Louisiana’s employment homepage, [www.laworks.net](http://www.laworks.net). We’ve upgraded our self-service system called HiRE and integrated a broad array of services and assessments for all individual job seekers whether they’re unemployed or not. For example, when users register in HiRE they are also registering in our state job bank, which is one of the requirements for receiving unemployment insurance benefits. Thus, all individuals have access to all of our re-employment services, such as creating a résumé or updating an existing résumé, set up a virtual recruiter, and searching for jobs. For individual job seekers who are receiving unemployment insurance benefits, we provide more intensive case management of their claims than ever. Some claimants are required to make a physical visit to their local Business and Career Solutions Center as early as two weeks into their claim, where they receive orientation to the services we provide, face-to-face interaction with our staff and any of a variety of services including career counseling, job search assistance, assessments, skills development, and the opportunity to explore training opportunities. Our progressive and proactive engagement of unemployment insurance claimants is yielding tangible results, such as reducing the number of initial claims and weekly continued claims. The average duration of claims to 16.9 weeks in 2012, from 18.2 weeks in 2011. Louisiana’s unemployment insurance trust fund also has benefited from our re-employment efforts. We’ve saved an average of \$2 million per week in benefits paid for a total savings from 2011 to 2012 of \$106 million. The LWC has partnered with a national non-profit to bolster our recruitment for the building trades to create Build Your Future, Build Louisiana at [www.louisiana.byf.org](http://www.louisiana.byf.org); This is the first state partnership with byf.org. It provides an accessible, widely marketed site for, job seekers to find details about two dozen skilled construction trades, including job descriptions, typical wages in Louisiana and training requirements as well as career paths and direct links to training providers and Louisiana jobs.

**HIRE (Helping Individuals Reach Employment):** The first phase of this cutting-edge integrated online system went live in spring 2013, bringing together many aspects of our unemployment insurance and workforce development operations. All LWC customers now sign up for a HiRE account. When job seekers apply for unemployment benefits, HiRE provides to them information about job openings, how to do job searches and other re-employment services. Employers and training providers also use HiRE accounts to access LWC services. The next upgrade to the HiRE system is scheduled to go live in early 2014. With the upgrade, employers and job seekers will be able to file appeals of unemployment benefits decisions within HiRE.

**JobReady:** The Louisiana JobReady initiative improves job training, credentialing, and marketability of Louisiana’s workforce and drives economic growth for the state. The program provides an avenue for job seekers to align with demand occupations. JobReady allows employers to reliably match the right people with their open jobs. This program, for job seekers, provides skills assessment and certification, as well as an online career tool. Additionally, employers receive a comprehensive and systematic database of available workers to hire from.

Ultimately, this will assist in identifying both the hiring needs of businesses and the available skills of Louisiana's workforce, thus matching the right talent to the right jobs.

### **Hurricane Isaac**

Hurricane Isaac caused substantial damage in more than 20 southern Louisiana parishes, flooding homes and putting people out of work. The LWC went to extra lengths to continue to serve our customers, including deploying mobile units to facilities where power or Internet access was interrupted, and adding staff at our call centers to handle the spike in unemployment insurance claims.

From Sept. 2 to Sept. 21, 2012, the LWC took 19,793 initial claims, or an average of 1,237 claims per day. Of those, 14,219 claimants cited Hurricane Isaac as the reason for separation from their jobs, for an average of 889 claims per day.

As well as providing its routine services, LWC takes on emergency tasks and responsibilities during hurricanes. The LWC leads the state's Mass Feeding Task Force, which coordinates efforts of all organizations involved in feeding efforts including the American Red Cross, Salvation Army, local food banks, FEMA and other volunteer organizations.

For Isaac, the LWC helped provide 139,000 hot meals to shelters, National Guard points-of-distribution and first responders in the hardest-hit areas, as well as 285,000 snacks and meals to Disaster Supplemental Nutrition Assistance Program locations.

## II: Performance Accountability

### Waivers

In Program Year 2012, 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:

<p><i>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.</i></p>	<p>This waiver helped align Louisiana Workforce Development strategies to meet the needs of customers and flexibility in the structuring 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.</p>
<p><i>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.</i></p>	<p>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.</p>
<p><i>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.</i></p>	<p>The waiver for on-the-job training helped small businesses to use the resources available under workforce development initiatives by focusing on employers' and job seekers' needs while minimizing programmatic and bureaucratic barriers. The sliding scale for the employer match helped to create the necessary flexibility for employers to compare their cost benefit ratio of contributing a match amount to the benefits of a skill increase for their employees. Employers benefited by having a labor pool with the marketable skills they required.</p>

<p><i>Waiver of WIA Section 123 requiring competitive procurement for the follow-up, supportive services and guidance and counseling elements and inclusion of these elements in the design framework of youth services.</i></p>	<p>The youth program, under the waiver, provided greater effectiveness, efficiency, and continuity of services, thus saving resources that could be spent on additional services and reducing administrative costs. By including the follow-up, guidance and counseling and support service elements in the design framework, local workforce centers were able to provide greater continuity of services for youth, resulting in higher retention rates. The youth program operates on the premise of long-term participation during which time a strong relationship is likely to be formed.</p>
<p><i>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).</i></p>	<p>Louisiana Older Youth, Out-of-School Youth, and youth 16 – 17 years of age benefited from the services provided by certified training providers by allowing the LWIBs to use the ETPL for Older Youth, Out-of-School Youth and youth participants 16 – 17 years of age, with streamlining services and increasing flexibility as results. This waiver allowed a greater number of participants to received training in a faster and more efficient manner. Additionally it provided a positive, individualized option for youth which is not included in the traditional program.</p>
<p><i>Waiver of the current performance measures at WIA Section 136(b) in order to implement the common performance measures.</i></p>	<p>The waiver helped to streamline the performance reporting, encouraged system integration, and enabled local areas to better focus on delivery of customer services rather than costly administrative duties.</p>
<p><i>Waive 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.</i></p>	<p>Waiver significantly increased the number of providers who remained on the ETPL. In turn, allowed participants more choices for improving their skills. The increased number of training providers had further benefit as in-state training tends to be less costly and more successful. The waiver also reduced the administrative costs associated with maintaining the ETPL.</p>
<p><i>Waiver of WIA section 181 (e) to permit funds of up to \$5,000 to capitalize a small business in concert with entrepreneurial or small business training.</i></p>	<p>The wavier apply to the National Emergency Grant (NEG) for the Gulf oil spill (EM-20647-10-60-A-22).</p>
<p><i>Waiver of WIA Section 134 (a)(2)(B)(iii) and 20 CFR 665.2000(e) to exempt a state from the requirement to provide local workforce investment area incentive grant.</i></p>	<p>Due to the reduction of WIA funds LWC/OWD needed the flexibility to focus on the use of the Governor’s Reserve funds for those activities that are important to the basic functions of Louisiana Workforce System.</p>

<p><i>Waiver of 20 CFR 665.200(b)(3) to exempt the state from the requirement to disseminate training provider performance and cost information.</i></p>	<p>This waiver allows Louisiana more operational flexibility in the wake of reduced administrative funding of the WIA 10 percent discretionary fund.</p>
<p><i>Waiver of 20 CFR 667.410(b)(2)(i) that requires the state to monitor local workforce investment areas on-site on an annual basis.</i></p>	<p>LWC/OWD did not use this waiver during PY 2012.</p>

**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 2012, 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 the Louisiana Virtual One Stop (LAVOS) — the name has been changed to 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 2012 Workforce Investment Act Program Performance***

	Negotiated Goal PY 2012	Actual Performance	% of Goal Attained
<b>Adult</b>			
Entered Employment Rate	58%	61.5%	106%
Job Retention Rate	78%	80.8%	104%
Average Earnings Rate	\$13,800	\$13,493.10	98%
<b>Dislocated Workers</b>			
Entered Employment Rate	68%	69.6%	102%
Job Retention Rate	82%	86.3%	105%
Average Earnings Rate	\$17,500	\$16,554.80	95%
<b>Youth Common Measures</b>			
Placement in Education or Employment	65%	68.3%	105%
Attainment of Degree or Certificate	65%	62.3%	96%
Literacy and Numeracy Gains	60%	65.9%	110%

### **Adult Program**

The state exceeded two out of the three measures, 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, 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 PY12 was 218,399.

### **Dislocated Worker Program**

The state met the Average Earnings and exceeded the Entered Employment Rate and Employment Retention Rate measures. The number of dislocated workers served increased from 3,102 to 4,133.

### **Youth Common Measures**

In PY 2012, the state exceeded two out of the three youth common measures. The state exceeded in the Placement in Employment or Education, and the Literacy and Numeracy Gains and met the Attainment of a Degree or Certificate.

Over the last few 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 2012, there were 2,896 youth participants served in the youth programs throughout state.

**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 Integrated Services Delivery model that consistently provides services to individuals while maintaining quality outcomes. Over a three year period, there has been a general increase in program outcomes.

	Program Year 2010	Program Year 2011	Program Year 2012
<b>Adult</b>			
Participants	243,484	259,099	218,399
Entered Employment Rate	57.7%	57.5%	61.5%
Job Retention Rate	78.4%	76.4%	80.8%
Average Earnings	\$13,850	\$13,464	\$13,493.10
<b>Dislocated Workers</b>			
Participants	5,315	3,102	4,133
Entered Employment or Education	63.4%	63.8%	69.6%
Job Retention Rate	82.6%	81.1%	86.3%
Average Earnings	\$18,007	\$16,429	\$16,554.80
<b>Youth</b>			
Participants	3,056	2,896	2,359
Placement in Employment or Education	60.9%	62.1%	68.3%
Attainment of Degree or Certificate	63.6%	57.1%	62.3%
Literacy and Numeracy Gains	61.3%	53.5%	65.9%

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

**PY 2012 WIA Financial Statement — Operating Results**

<b>Fund Source</b>	<b>Available</b>	<b>Expenditures as of 6/30/12</b>	<b>Percent Expended</b>	<b>Balance Remaining</b>
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
<b>TOTAL</b>	<b>\$15,260,015.73</b>	<b>\$9,268,277.00</b>	<b>61%</b>	<b>\$5,991,738.73</b>
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
<b>TOTAL</b>	<b>\$10,915,037.39</b>	<b>\$5,930,593.00</b>	<b>54%</b>	<b>\$4,984,444.39</b>
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
<b>TOTAL</b>	<b>\$18,148,439.03</b>	<b>\$11,571,487.00</b>	<b>64%</b>	<b>\$6,576,952.03</b>
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
<b>TOTAL</b>	<b>\$4,112,430.66</b>	<b>\$1,492,724.00</b>	<b>36%</b>	<b>\$2,619,706.66</b>
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
<b>TOTAL</b>	<b>\$2,308,650.26</b>	<b>\$1,666,201.00</b>	<b>72%</b>	<b>\$642,449.26</b>

<b>TOTALS</b>	<b>\$50,744,573.07</b>	<b>\$29,929,282.00</b>	<b>59%</b>	<b>\$20,815,291.07</b>
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**Cost of Workforce Investment Activities**

For the purposes of this cost comparison, funding stream expenditures were divided by the number of total participants served for 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, \$43.44; Dislocated Workers, \$1,232.94; and Youth, \$4,905.25. As compared to program costs for PY 2011, Adult Programs increased by \$10.00, Dislocated Worker Program costs decreased by \$423, and Youth Program costs increased by \$1,359.

**Program Costs**

Program	Total Participants Served	Total Expenditures	Cost per Participant
Adult Programs ( <i>Does not include Self Service</i> )	218,399	\$9,268,277.00	\$43
Dislocated Worker Program	4,133	\$5,930,593.00	\$1,233
Youth Program	2,359	\$11,571,487.00	\$4,905

### III: Louisiana Workforce Commission Initiatives

#### **Workforce Intelligence (Labor Market Information)**

##### **Workforce Data Quality Initiative**

In December 2010 the Louisiana Workforce Commission's Occupational Information Services Department, in partnership with LSU's Department of Economic Development, secured a three year grant that will 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 third year of implementation, the LWC, with the help of an inter-agency group of representatives from partner state agencies, was able to implement the database design and connect the workforce and education databases. Additionally, with its LSU partners, the Labor Market Information is in its final phase of developing an interface for automated reports that will provide the first longitudinal study detailing the flow of school and training completers and exiters into the workforce system.

##### **Louisiana Star Jobs**

The Louisiana Workforce Commission created the web-based tool Louisiana Star Jobs that makes it easy to explore careers and search for jobs. First introduced in November 2012, Louisiana Star Jobs is changing how people in Louisiana think about and pursue careers. It's helping colleges and universities allocate their limited resources more effectively. And most importantly, it is empowering all stakeholders in our workforce system to make more informed decisions. The result is that people, institutions and businesses are aligning themselves with Louisiana's long-term employment demands.

Louisiana Star Jobs is a web-based tool and companion mobile app that rates occupations on a stars system: the more stars, the better the living it can provide a person and their family. The rating system nudges job seekers toward occupations that pay higher wages, that are forecast to remain in demand over time and which tend to offer plenty of job openings. Star Jobs users can apply directly for job openings listed, or they can get specific details about training such as schools in their area, the cost of tuition for specific programs and the length of study.

Star Jobs also includes interactive features that let users refine job searches by geography, wages, educational level and star rating. Star Jobs lets users share search results via social media or email, and it connects users straight into the Louisiana Workforce Commission's online system of self-service tools for job seekers.

Louisiana Star Jobs has had a quick and profound affect in Louisiana. The tool already has been accessed more than 300,000 times, evidence it's a popular resource for individuals looking for work or planning their careers. The diversity of users means it's reaching vastly different populations: the unemployed or underemployed individuals actively seeking employment, employed individuals interested in exploring new careers, high school and college students considering various careers, and residents of other states who are considering relocating to Louisiana.

Training providers are also finding benefits of their own with Star Jobs, This tool has become useful to training providers interested in keeping their course offerings aligned with industry demand. Star Jobs clearly identifies demand occupations in each region of the state based on real-time labor market information gathered from industry leaders and captured by the Occupational Forecasting Conference,"

Regional Workforce Investment Boards, which set LWC workforce priorities and make funding decisions for each area of the state, are using Star Jobs to better manage funding. WIBs are able to set policy that promotes training assistance for occupations that are most in demand, with priority given to those with three stars or better

The Louisiana Board of Regents, which oversees Louisiana's colleges and universities, has incorporated Star Jobs as a tool in their workforce toolkit. Perhaps most significantly, the Board of Regents turned to Star Jobs as a component of its formula to calculate funding for its member institutions,

In a very short time, Louisiana Star Jobs, a free public resource, is strengthening our state's workforce and business climate while empowering individuals to make better decisions about their future.

### **Technical Assistance and Training: E-Learning tool series**

The Labor Market Information unit through a special Technical Assistance and Training (TAT) grant trained over 120 local and regional office staff on the local and regional labor market tools to better understand their occupational demand and labor supply. Strategies on connecting the right employers to job seekers were showcased in hands-on training sessions across the state. Capabilities of Louisiana Star Jobs were discussed on to help both job seekers and employers alike.

To increase sustainability of training to field offices on the new tools available through the Labor Market Information unit, a new e-learning tool was developed in partnership with LWC University. This interactive tool allows staff to understand the uses of LMI using various scenarios they face. The e-learning tool was distributed through flash drives and will be posted to HiRE in the coming months.

### **Economic Publications**

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

#### ***The Louisiana Workforce Information Review 2012-13***

A compendium of all labor market data series 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 via a job vacancy survey and identifies occupations in high demand.

#### ***The Louisiana Labor Force Diversity Data Book 2012***

The publication is intended to serve as a tool in providing strategic labor force and population demographic information. Data contained in this book are also relevant in applying for grants using the latest population and labor force demographics. The 2011 population for the latest census was incorporated in the publication while the 2010 census labor force by race and sex have been are still the latest data for parts of the publication.

### **Building Louisiana's Craft Workforce**

The Labor Market Information unit helped develop statistics on the projected demand for craft workforce in Louisiana as part of the state Workforce Investment Council's Craft Workforce Development Task Force. Louisiana will need to fill an additional 86,300 skilled craft job openings needed to build an estimated \$60 billion worth of new plants and plant expansions. The plan outlines the projected need through 2016 and the long-term need through 2020 for occupations in the industrial construction sector, the training capacity across the state to produce trained workforce and identifying the under-served, under-educated and under-employed pockets of our population that could be trained in these high-demand, high-wage jobs.

The Labor Market Information unit produces a monthly dashboard report on the top demand occupations identified in the study and the potential supply of skilled workforce that is available in Louisiana.

### **Special Report on Demand for Industrial Construction through 2016**

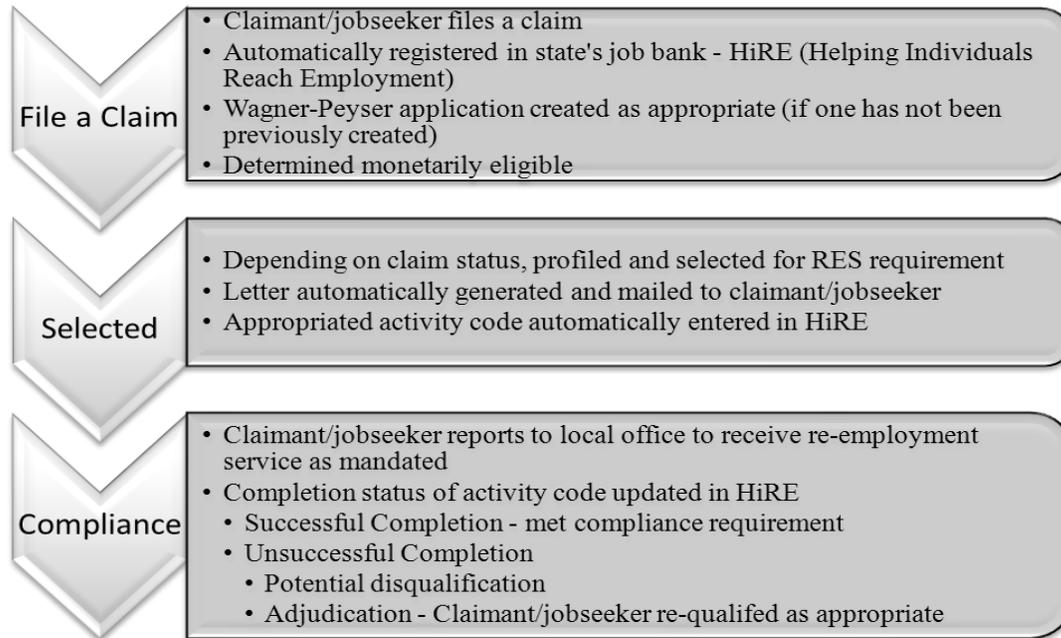
The LMI unit in coordination with its research partners at LSU developed a special report on the projected demand for skilled workforce in the Industrial Construction sector. Using the historical data from the Quarterly Census of Employment and Wages (QCEW) the LMI unit developed industry models to show projected growth in the industry through 2016. Additionally LSU contacted driver firms across the state and estimated impact of new plant announcements and expansions on supply challenges that employers might face in the future. The report provides a foundation for aligning college education and training to workforce needs in the state. Some of the highlights of the report suggest

- Construction industry will need 34,000 additional employees through 2016.
- Craft occupations will be in high demand across the state especially along the I-10 corridor.

### **Re-employment Services**

Louisiana Workforce Commission (LWC) offers a comprehensive and integrated re-employment service delivery system, ensuring all jobseekers receive an enhanced level of service. These services focus on an all-inclusive strategic plan to most effectively serve jobseekers 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 model which moves from a focus and delineation on "programs" to a well-structured system that integrates WIA/WP programs with "Specialized Services" within integrated Business and Career Solutions Centers (one-stop centers) located throughout the state. 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 has 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 AIM strategy. This initiative builds stronger links among the Office of Workforce Development (OWD), Office of Regulatory Services (ORS – Unemployment Insurance (UI) department) and Information Technology (IT), working together to provide a full array of services to our customer-base. LWC has established an automated and structured system for notifying claimants/jobseekers, 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 2012, Louisiana continued to provide re-employment services through a service delivery system, which combines several initiatives aimed at providing re-employment services at different intervals of a claimant/jobseeker's claim series yielding a continuum of service. It combines several RES service points, which support specific programs including: Re-employment (federal and state), Re-employment and Eligibility Assessment in Louisiana (REAL - federal), and Emergency Unemployment Compensation REA (EUC REA - federal). Claimants/Jobseekers can potentially receive services through four 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 jobseeker/claimant. Unmet service requirements may result in denial of UI benefits and will follow adjudication services.

In 2012, LWC received \$2,954,581 in funds to expand the REA pilot program statewide and \$1,102,000 million to implement the EUC REA program statewide. These federal funds have assisted Louisiana continue to provide re-employment services for jobseekers/claimants.

LWC's has initiated a progressive and proactive engagement with UI claimants that begin as early as the first paid week of the claim. This proactive engagement has yielded positive gains for the agency in terms of reducing initial claims, weekly-continued claims and average duration. In so doing, the average weekly benefit amount of claimants has increased over the same period.

<b>The effect of LWC's Re-employment Initiatives on UI Measures</b>					
<b>Year</b>	<b>Average Weekly Initial Claims</b>	<b>Average Weekly Continued Claims</b>	<b>Average Weekly Benefit Amount</b>	<b>Average Duration in weeks</b>	<b>Average Weekly Benefits Paid (Continued Claims*AWBA)</b>
<b>2011</b>	<i>3,908</i>	<i>45,917</i>	<i>\$195.92</i>	<i>18.2</i>	<i>\$8,996,058.64</i>
<b>2012</b>	<i>3,409</i>	<i>34,901</i>	<i>\$199.27</i>	<i>16.9</i>	<i>\$6,954,722.27</i>

In turn, the effect on the trust fund has been significant. LWC, through our re-employment initiatives, has been able to save on average approximately \$2 million per week in benefits paid from 2011 to 2012 resulting in a savings of \$106 million.

### **HiRE Initiative**

The Louisiana Workforce Commission, in partnership with Geographic Solutions Inc., launched March 11, 2013, the new improved self-service web-site, HiRE which stands for Helping Individuals Reach Employment. The site, a first of its kind in the country, combines unemployment benefits and workforce services in an effort to help people quickly find employment and reduce unemployment claim durations. The groundbreaking system provides unemployment insurance claimants with open and available jobs that match their work history and location as well as monitor to ensure that claimants are fulfilling work search requirements. The site also allows workforce staff the ability to track claimant's efforts, offer assistance, and guidance, as needed. HiRE integrates the state's legacy UI system with the Louisiana Workforce Commission's Virtual OneStop and labor market information site, under a single login and password.

HiRE provides all of the employment assistance services formerly available in Louisiana's Virtual OneStop. Additionally, users can receive unemployment insurance services such as filing for unemployment insurance claims and filing for weekly benefits. The site's unique approach to reemployment focuses on giving the unemployed all of the tools necessary to find a job. Upon applying for unemployment benefits, the user is presented with a list of current job openings and training opportunities based on their previous work history and location within the State of Louisiana. Users are also able to search for jobs and careers using a five-star rating system that ranks jobs based on pay, as well as current and long-term demand.

The recent launch is the first of three phases. The next step, scheduled for completion in June 2014, will add unemployment appeals and benefits processing features to the HiRE system. The third phase, scheduled for 2015, will enable employers to post job openings, recruit talent, schedule job fairs, pay unemployment taxes, file appeals, and submit required forms and compliance reports.

### **Petro-Chemical Industry Initiative**

Petrochemical plant operators and natural gas conversion operators have announced an unprecedented \$60 billion in investments that will occur in Louisiana over the next few years.

These plant operators are constructing new facilities as well as upgrading and expanding existing operations which will result in the creation of new permanent jobs.

To help address this industry expansion, Louisiana Workforce Commission (LWC) has partnered with the LWIAs in Region 5 to engage the petro-chemical employers in anticipating their current and future staffing needs. Through this engagement, LWC/LWIAs have discovered the need to develop an internet-based application through the LWC HiRE system to assist with the recruiting of applicants both in Louisiana as well as throughout the United States.

This partnership has afforded petro-chemical employers the opportunity to utilize the many value-added services that the Business and Career Solutions Center (B&CS) delivers. Over the last 6 to 8 months, the Calcasieu Business and Career Solutions Center has experienced increased employer traffic in B&CS offices and employer participation in B&CS services such as job order creation, recruiting and placement, industry specific job fairs, etc.

### **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 One Stop locations 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 One Stop 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.

The State 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 Veteran's 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.

The Veterans Program experienced a shift whereby DVOP positions were increased and LVER positions were decreased. This increased the efficacy 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, we are maintaining a good success rate for a much larger population of veterans, and we anticipate this population to continue to grow. DVOP Disabled Veteran Entered Employment rate beat our negotiated rate by 9%.

The State 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.

Among the successful activities of the Veterans Program:

- LVER Minchew: This quarter created a training product to provide the JVSG staff 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 open to all attendees, highlighting the need for sensitivity toward and provided tools for our DVOPs to use in serving women veterans. LVER Minchew is expanding this initial training 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. On another front, LVER Minchew is a 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 in which veterans have been trained. She successfully placed a Washington Parish veteran with St Tammany Parish Hospital. He is participating in a non-paid internship while he completes his degree, but 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 collaborated with the Business Service Representative and the Local Economic Development Representative on many employer outreach activities. Together, they visit all 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 provide training to those lacking computer skills. She personally teaches the classes several times per month. The outcome has been that a number of veterans attend, and the 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. She secured a furnished “retired living apartment” for the veteran and has also referred the veteran for VR&E for an evaluation.

## 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 reemploy 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 2012, Louisiana continued to serve individuals impacted by the BP Deepwater Horizon Oil Spill through the Gulf Oil Spill NEG and the Urban and Rural NEG which assists those displaced by multiple company closures and long-term unemployment through hurricanes impacting Louisiana. Louisiana experienced two devastating events in 2012 which brought about two more NEG awards: Hurricane Isaac which devastated Southeastern Louisiana and General Motors Assembly plant closure in Shreveport. .

LWC provided assistance to 1,026 new dislocated workers through the states four NEGs during the 2012 program year which included a no-cost extension of the Gulf Oil Spill NEG through June 30, 2013 and Urban and Rural NEG through PY 2013. Both allowed for continued long-term and short-term training for eligible participants. The state was also awarded a second incremental funding for Hurricane Isaac to continue providing temporary employment opportunities for dislocated workers and other eligible participants affected by the hurricane through August 2013.

The General Motors plant closure on August 31, 2012 was a hard blow for the automotive industry in Louisiana affecting more than 950 workers including GM's frontline suppliers. The plant closure was a trade impacted dislocating event, which allowed LWC to be awarded a Dual Enrollment NEG in the amount of \$2 million with \$510,750 released as a first increment to assist 450 eligible workers. The remaining approved award amount will be made available, as a continued need for assistance exists. Eligible dislocated workers have access to TAA benefits coupled with NEG funds to assist with employment, training, and supportive services.

Hurricane Isaac made landfall on Louisiana's southeastern coastline in the early morning of Tuesday, August 28, 2012. This slow moving storm brought high winds and dumped massive amounts of water flooding many areas along Louisiana's coastline. Flooding caused residents to be displaced from their homes and many businesses to temporarily close causing a significant economic impact to the state. LWC was approved for up to \$3,358,017 in NEG funds and awarded a first increment of \$1,119,339 on September 6, 2012 and a second increment of \$1,119,339 on March 14, 2013 to provided assistance to 310 eligible individuals. Funds provide temporary jobs for clean-up and recovery efforts.

## **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, thus reducing the length of time that workers would normally be unemployed.

In PY 2012, Louisiana had considerable layoffs in both private and state sectors. Although layoffs were statewide, the majority of activity was close to the I-10 and I-20 corridors. General Motors (and related suppliers) that began their layoffs in PY 2011 continued into PY 2012. In addition Northrop Grumman and Lockheed, both in the New Orleans area, have continued layoffs from previous years and should conclude by the end of calendar year 2013. The number "Impacted" in the table below reflects the layoffs that occurred in PY 2012.

In PY 2012, the Rapid Response Unit handled 100 layoff events that affected 7,923. These numbers were up from PY 2011, when the state responded to 85 events affecting 4,043 workers.

The state sector had 35 layoff events impacting 3,599 workers. The private sector had 64 events impacting 4,298 workers.

<b>Sector</b>	<b>Employers</b>	<b>Events</b>	<b>Impacted</b>	<b>Attended orientation</b>	<b>Additional Services</b>	<b>Total Served</b>	<b>WARNs Filed</b>
<b>State</b>	27	35	3599	1355	112	2549	0
<b>Federal</b>	1	1	26	12	2	25	0
<b>Private</b>	41	64	4298	1598	257	3008	28
<b>No Services</b>	15						
	84	100	7923	2965	371	5582	28

- "No Services" is the number of companies that Rapid Response investigated and created an event code. The companies either refused services or were discovered after the layoff occurred. No information other than employer name is available.
- "Events" is the total number of layoff events. One employer may have had multiple layoffs.
- "Impacted" is the total number of workers impacted.
- "Attended orientation" is the number of unique individuals that attended an orientation session to receive information about HiRE, UI, services available to dislocated workers, etc...
- "Additional Services" is the total number of activities provided by the Rapid Response unit. They include orientations, Worker Transition Centers, and Workshops.
- "Total Served" is the total of all attendees at all services. One worker may have attended an orientation and additional services and every service is counted.
- "WARNs Filed" indicates if there was a WARN notice filed. The others were either not required to file a WARN or did not and Rapid Response learned of the layoff through other sources.

## **Rapid Response Success Stories**

### **Xom Son**

"I never thought I would be laid off from a company that I worked for 8+ years. I knew once I was laid off, I had to start looking for another job, but where would I begin. I was looking for a job comparable in earnings to my last job. I was nervous because of the downturn of the economy and the horrible job market in my area. I applied to many positions and was ignored by several. The resume assistance and job referral I received from the Avondale Mobile Unit Response Team lead to me securing a job with Flexcrew. As a result of the assistance I received my

transition to new employment was seamless. I was reemployed within 2 weeks of my layoff. I was finally able to land a great job with a company that I love. I am very pleased with the Avondale Mobile Unit Response Team and would recommend them to all of my co-workers.”

**Phoung Tram**

“I had a great job in Electronic: great pay, benefits, and a secure future, then one day we were told that the shipyard was closing. I thought to myself I need to find my resume, which needed a lot of work. I wondered where I would go to get resume and job placement assistance. The Avondale Mobile Unit Response Team came to the shipyard for a lay-off session and informed us they will be available for our employment needs. With the teams help I was employed within 3 weeks of me being laid-off.”

**Employer: Flexcrew**

“We at Flexcrew are happy to have Xom Son and Phoung Tram join our team. They have a positive attitude and are always willing to help others. Flexible and willing to learn new concept, and continues to expand their knowledge on a daily basis. They enjoy a challenge and are able to find creative solutions. The skills set and work ethic they bring to our organization are the attributes we look for in all of our employees. Thanks again for recommending these exceptional employees.”

**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 and thereby increasing employee productivity and the growth of the company.

The program is funded by a social charge assessed on employers as part of their Unemployment Insurance tax contributions. The 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. This prevents duplication of efforts from diverse funding streams and promotes 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. 46,324** Louisiana workers from **806** companies were trained; **24,307** jobs were retained; and **1,083** jobs were created. The average wage increase for those workers who received a pay increase after training 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, making it a win-win for both the employee and the employer.

**State of Louisiana WOTC**

<b>FY</b>	<b>Applications Received</b>	<b>Certifications Issued</b>
<b>2011</b>	51,959	34,066
<b>2012</b>	57,811	41,400
<b>2013*</b>	62,082	11,754 (as of 8/20/2013)

\* Entire program was placed in a "hiatus" status during entire calendar year 2012, due to U S Congress not passing a federal budget to fund this program. Only Veterans target group applications could be processed. The program was re-funded on 1/3/2013.

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. It takes the employer almost two years to fully benefit from this program.

LWC is in the final stages of developing a complete on-line 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, and;
- An expansion of outreach efforts, including:
  1. Increase of utilization of the tax credits by small businesses
  2. Promote education of the application process

**Registered Apprenticeship**

The LWC Apprenticeship Division serves 48 apprenticeship programs that provide employment and training to approximately 3,500 registered apprentices across Louisiana. The focus continues to stress the overall maintenance of the program and continuing to provide high quality technical assistance to existing program sponsors.

Further and final revisions of Louisiana apprenticeship laws and administrative rules that bring the agency into federal compliance with CFR 29 Part 29 will be completed at the conclusion of the 2014 Louisiana Legislative Session.

The Louisiana Registered Apprenticeship (RA) Tax Credit continues to be increasingly utilized by employers across the state.

Calendar Year	No. of Employers Claiming RA Tax Credit	Total Amount Claimed Statewide
2008	121	\$1,127,967
2009	110	\$1,523,687
2010	144	\$1,043,469
2011	204	\$1,187,402
2012	210	\$1,020,075*

\*To Date

**Registered Apprenticeship Success Story –**

*“The Way the System is Supposed to Work”*

Armed with only a general equivalency diploma and a desire to work, 21-year-old **Marvin McCants** had few options for gainful employment in post-Hurricane Katrina New Orleans. Even before the storm washed away much of his eastern New Orleans community, McCants had worked “hit and miss” jobs in the fast food business and as a “hopper” on a garbage truck. “It was nothing real stable where I could make a decent living,” he said.

Luckily, McCants heard about the new Gulf Coast Construction Careers Center that was established by the AFL-CIO’s Building and Construction Trades Department in eastern New Orleans shortly after the hurricane, and funded through a LWC Community & Development Block Grant.

He signed up for the four-week introductory training program in 2009, and has been gainfully employed for the past four years as an apprentice. Today, he is a mechanic in the International Association of Heat and Frost Insulators and Allied Workers Local 53. McCants earns more than \$22 per hour, has health benefits and a pension. “It makes me feel good that I am able to support my son (Marvin Jr., five months) without any worries about where I am going to get money to buy diapers or baby food,” he said. “I am happy that I can raise my son the way I want to raise him and give him opportunities.”

Following the four-week introductory training, McCants interviewed with O’Brien and became an apprentice, working for Eagle Insulations, LLC of New Orleans. “I worked for Eagle in the day and went to school one night a week from 6-10,” McCants said. “I have been steadily employed the past four years and have had a pay increase every year.”



Without the help of G4C (the nickname locals gave the now-defunct training program), McCants said he has no idea where he would be today. "I would just be looking for work, like before, I guess. Who knows? I'm glad I got introduced to G4C and it introduced me to the different trades." McCants' success as an "inner city kid" who made good is admirable, O'Brien said, particularly considering "the disarray our community was in after Katrina."

"God only knows what they were making prior to Katrina," O'Brien added. Non-union workers in the same field earn anywhere from \$10 per hour to \$22 an hour, O'Brien said, but with no benefits. "Even though they are making one thing one day, they could go in to work and get their wages cut," O'Brien said. "In the union, we don't go backwards. Plus, we have retirement and health benefits."

Currently, McCants is working on a complete renovation and addition to Monroe Hall on the campus of Loyola University in New Orleans, where Eagle is a subcontractor to Gallo Mechanical, LLC of Metairie.

Stephen LeBlanc, Eagle's superintendent/foreman on the job, describes McCants as one of his better employees. "He's here every day. He's on time. He does what he's asked," LeBlanc said. "That's basically all you can ask." McCants is also well trained, LeBlanc added. "He is definitely one that I wouldn't be afraid of putting on anything we do. Marvin is one of the better ones in regards to both training and attitude."

Now that McCants has completed his apprenticeship and is a mechanic, he has the ability to "be a foreman, to run his own jobs," LeBlanc said. That is McCants' ambition, one that he now has the training to realize. The full article can be read [here](#).

### **Louisiana Rehabilitation Services**

The mission of 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 that is individualized and 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.

In 2004, a cost benefit analysis was conducted by Louisiana State University's Human Development Center to determine the economic benefit of the VR Program to the state of Louisiana. It revealed that for every \$1 invested in individuals with disabilities receiving services through VR, \$9 is returned to Louisiana in the form of increased taxes and reduced public assistance payments.

**Employment** – In FY 2012, 2,146 individuals with disabilities obtained successful employment as a result of the VR program. The average hourly earnings of individuals who obtained employment were \$11.87, with average annual earnings of \$21,713.

LRS, in partnership with Medicaid Purchase Plan Advisory Council and 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 2012 job fairs. The statewide job fairs were held in nine cities throughout Louisiana.

LRS partners with the University of New Orleans' Training Resource and Assistive-Technology Center to provide self-employment training services to persons interested in self-employment as a vocational option. In Fiscal Year 2012, 24 individuals with disabilities received assistance from LRS in establishing small businesses and 39 individuals completed business plans.

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, Lowes, and others. As information is received from the VR Business Network, the LRS program coordinator distributes the information to LRS counselors throughout the state.

LRS continues efforts to assist SSI and SSDI beneficiaries to meet employment goals. LRS continues to collaborate with Work Incentive Planning and Assistance, the Medicaid Infrastructure Grant Advisory Council, 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 FY, 2012, LRS received \$926,368.19 from the Social Security Administration's reimbursement program.

**Workforce Development** – VR is an integral component of workforce development and is actively involved with the 18 Workforce Investment Areas. LRS is represented on each of the 18 boards and VR staff has a presence in the 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 the liaison for the centers within their region and provide services to individuals who participate in the VR program, such as job seeking techniques and employment development.

**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 State Fiscal Year (SFY) 2012, LRS renewed/revised existing local cooperative agreements with the 64 parishes, four special school systems, charter schools, and the Recovery School District in the New Orleans area, supported local interagency core teams, participated in cross-agency training and outreach, and engaged in capacity building of young adults and family 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.

**Rehabilitation Engineering/Assistive Technology** – LRS contracts with Louisiana Tech University, Center for Rehabilitation Engineering, Science and Technology to provide highly specialized engineering and technology solutions to individuals with disabilities. Last fiscal year, 317 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, vehicle

modification evaluations, and seating and positioning assessments for wheelchairs and wheeled mobility systems.

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.

An innovative measure to leverage funding sources as much as possible was the agency's successful 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 to obtain or maintain jobs. The allocation is eligible for a 4-to-1 match of federal funds.

In 2011, the SIF board approved 1% of the annual budget be allocated to LRS for direct services. This resulted in a total of \$2,196,779 of direct services money with no additional costs to the agency (no new staff or other overhead expenses).

The first year results of this innovative collaboration were very successful. Six hundred twenty-five (625) individuals were successfully employed. Two hundred forty four (244) open cases are forecasted for successful closures later in 2012. Rehabilitative services were provided to eight hundred eighty eight (888) workers with disabilities. The average cost per customer is less than \$2,500.

Types of services provided included:

- Assistive Technology
- Orthotics/Prosthetics
- Physical Restoration
- Assessment
- Transportation
- Education/Training
- Supported Employment
- Job Development/Placement

### **Randolph-Sheppard Business Enterprise Program**

The purpose of the Randolph-Sheppard program is to provide employment opportunities for qualified persons who are blind by establishing and maintaining Business Enterprise Facilities. The program currently operates 84 facilities throughout the state, employing 528 individuals. In 2012 average vendor earnings increased from \$32,398 to \$44,674.

### **Independent Living Part B Program**

The Independent Living (IL) Part B program provides services to individuals with disabilities in order 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

3,600 individuals received independent living services at an average cost of \$125 per consumer during fiscal year 2012.

### **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 three 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; training in performing activities of daily living, etc. More than 2,700 individuals received independent living services at an average cost of \$218 per consumer during fiscal year 2012.

#### **SUCCESS STORY A Better Bottom Line: Employing People with Disabilities**

For over two decades he was a **medical professional**, at the top of his field of Pharmacy. Employed by one of the most successful network of neighborhood pharmacies, his career seemed secure. However, the last several years have proven to be overwhelmingly difficult. He began losing strength, dexterity, mobility and stamina to stand up to the daily tasks of a professional Pharmacist. Doctors diagnosed him with "Distal Muscular Dystrophy," a neuromuscular, progressive ailment that inexorably deteriorated his physical strength and ability to do the manual tasks of his profession. His job was at risk.

Like millions of other American workers, he faced long-term disability and un-employment, a "double-whammy" to his well-being, and to our national economy. His Vocational Rehabilitation Counselor learned of Louisiana's new Second Injury Fund program that utilizes a small percentage of the money collected from private insurance carriers for worker's compensation recipients who wish to return-to-work, or continue working after a disabling condition or injury. Because of his medical diagnosis the Pharmacist qualified for assistance under the Vocational Rehabilitation program administered by Louisiana Rehabilitation Services, through Louisiana Workforce Commission. He also met the criterion for the Second Injury Fund program.

He met with his Counselor and a Rehabilitation Technology Specialist to evaluate the essential functions of his work at his job-site. The observations led to recommendations to help him perform his tasks, as well as access the office lavatory without need for assistance. The recommendations were: 1) voice recognition software on his existing computer, 2) a front-loading scanner (to relieve his laborious paper-handling tasks), 3) ergonomic arm-rests for each arm ( a "zero-gravity" support that rotates in all directions), 4) an anti-fatigue mat to reduce stress on his limbs and back, and 5) adaptive writing aid (to allow computer filing of scripted notes and other written documentation), and 6) an ADA modification to the store's lavatory (allowing him to open the door without effort or assistance.) The hardware costs of this job-accommodation plan were less than \$1,000. Overall the costs were approximately \$2,000.

The employee continues to work, now more efficiently than in recent years, and commands a professional salary, instead of a Social Security Disability Income (SSDI). The business community also observed the modifications as "best-practice," following the principals of "Universal Design." Corporate management of the Pharmacy chain of stores was so impressed

that they indicated that they will make the accommodations available in other stores throughout the U.S.

### **Trade Adjustment Assistance (TAA)**

Trade Adjustment Assistance is a federally funded program (established by The Trade Act of 1974, as amended), 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. TAA offers a variety of resources to eligible workers including TRA (Income support while in full-time training), job training, job search and relocation allowances, and RTAA; a wage supplement for specific “reemployed” trade-affected workers, 50 years of age and older.

Louisiana Statewide TAA activity for program year 2012 occurred year-end, resulting in three petitions filed and the obtainment of three Certifications, on behalf of 651 dislocated workers. The TAA program is currently serving 141 of the 651 participants certified between July 2012 and June 2013 with the anticipation of continued increase in participation. Various industries were affected including; power equipment production, bakery and glassware.

There were 84 participants who successfully completed TAA training during Program year 2012 and earned various credentials such as; Masters, Bachelors, Associates, Technical Diplomas and Certifications. Currently, 59 of the 84 participants are gainfully employed. The industries trained and employed range from medical, billing and coding, administrative, human services, accounting, HVAC, HR, cosmetology, logistics, etc.

#### **TAA SUCCESS STORY LaDasha Trammell**

**Ms. LaDasha Trammell** successfully completed TAA training and earned an Associate of Applied Science degree in Respiratory Therapy from Bossier Parish Community College on July 31, 2013.

LaDasha was laid off from Trane Company, where she worked for many years; however, she took advantage of the available TAA services and decided to go back to school and begin a new path to a meaningful career.

LaDasha attributes her faith as the conduit to her unwavering purpose and the driving force in obtaining her achievements. She has a job offer with a local Medical and Rehab facility in Shreveport and will be employed full-time as a respiratory therapy tech once she receives her State License.

## **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 farmers (crawfish, rice and other grains, alligators and turtles, citrus, corn, nursery crop, soybeans, strawberries, vegetable, and other crops) and their employees are impacted by the H-2A program annually. Some 561 farmers were certified by USDOL for the H-2A program in PY2012, with 6,993 foreign workers employed through the program. Louisiana ranked fourth in the U.S. for the number of foreign workers employed through the program.

More than 180 employers (food processing, recreation, landscaping, tree farming, construction, and other occupations) and their employees are impacted by the H-2B program annually. Some 188 employers were certified by USDOL for the H-2B program in PY 2012, with 4,767 workers employed through the program. Louisiana ranked third in the U.S. for the number of foreign workers employed through the program.

<b>Foreign Labor Program</b>	<b>Certified Farmers/Employers</b>	<b>Numbers of Workers</b>
<b>H-2A</b>	561 Farmers	6,993
<b>H-2B</b>	188 Employers	4,767

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

## **Louisiana Employment Assistance Program (LEAP)**

The LWC is collaborating 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 in becoming 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 that 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.

In Program Year 2012, the LaJET program served 4,701 participants.

**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. Forty-three (43) workshops were conducted for employers, 80 new issuing officers training sessions were held, and sixty-three (63) new business educational visits were conducted.

Area of Worker Protection:	Education Services For Employers
<b>Minor Labor Laws</b>	6,042
<b>Private Employment Service (license and Regulate)</b>	24
<b>Medical Exam and Drug Testing Payment</b>	6

## V: Local and Regional Initiatives and Success Stories

### Initiatives

#### *Region 1*

**Regional Customer Service Training Program:** In response to employer needs, a Customer Service Training and Certification Program was developed for jobseekers throughout the Greater New Orleans region. The regionally coordinated program trained and certified 117 jobseekers across 8 parishes in the pilot phase of the program with an excellent rate of satisfaction among participants.

**Regional Systems Alignment:** WIB's in Region One, as a continuation of their long-standing partnership, have continued to seek ways to further align policies and share best practices. Some areas include sharing of best practices around strategic planning, budgeting, and grant management and policy innovations, such as exploration into fee-for-service policies.

**Regional Expansion of Stakeholder Partnerships:** Expanded our regional data sharing partnership with multiple economic development entities, including the Regional Planning Commission, Greater New Orleans Inc., New Orleans Business Alliance, Algiers Economic Development Foundation, St. Tammany Economic Development Foundation, and St. Bernard Chamber of Commerce. Some of these partnerships also include braided funding to facilitate the data sharing. This greater integration with economic development supports the belief that workforce development and economic development go hand-in-hand and therefore should speak the same language and make data-driven decisions that respond to business needs and grow the regional economy.

#### *Region 2*

##### **M.A.P.S. (Making a Positive Step)**

Project M.A. P.S. (Making a Positive Step) is LWIA 21's in-house year round program that highlights work experience for at-risk youth ages 16 to 21 with defined barriers to education and employment. This target population includes unemployed in-school and out-school, at-risk youth. The program focuses on building relationships with business and industry to help fill the skills gap for a trained, qualified workforce by allowing them an opportunity to gain hands-on work experience.

The 2012 Project M.A.P.S. provided work experience opportunities for one hundred twenty-five (125) participants who were deemed Workforce Investment Act (WIA) eligible and enrolled in year round youth services. Participants also attended five (5) work readiness sessions that focused on soft and life skills to ensure a positive work opportunity while youth prepared for the future employment experiences. During each session, highly qualified guest speakers provided valuable information to empower youth and provide guidance in making sound career decisions. One session focused on financial literacy and allowed youth opportunities to open savings accounts and receive incentive money from a grant awarded by the National Conference of Mayors.

## **Region 4**

### **TAA Pilot**

Region 4 worked jointly in providing Trade Adjustment Assistance (TAA) services as part of a pilot program to determine how effective it is to send the money down to the region and hire local Wagner Peyser staff to assist the TAA affected individuals versus administration of TAA at the state level.

Under the direction of the Local Area Coordinators, region 4 provided recruiting, training enrollment and expending TAA funding at the regional level. TAA funds expended in Region IV total \$93,943 to pay for training, supplies and transportation for TAA participants. Although the regional invoicing is cumbersome and requires a lot of time with no additional funds to defray the administrative costs, this provided the TAA program an alternative source of funding in order to better serve the TAA participants.

### **Business Services Specialist**

Business Services Specialist (BSS) in a regional collator effort works throughout the framework of the internal network and external partnerships and alliances to provide seamless services to business. Examples of the network and partnerships are demonstrated through:

- Region IV Workforce Investment Boards
- Region IV Coordination Committee
- Region IV BAC (Business Advisory Council – 9,000+ business members strong)
- Rapid Response Team
- Partner Meetings
- Region IV Business and Career Solutions Centers
- Business Service Representatives
- Recruitment and Placement Teams

The BSS is dedicated full-time to business services in Region IV, coordinating business service activities and promotions. Input from businesses to build a package of services and strategies is also obtained and utilized by the BSS, including the development of custom packages. Industry sectors are targeted for maximum industry advancement and support of initiatives. BSS grows relationships with small and large businesses, providing opportunities for businesses to grow and prosper within Region IV.

### **Other Collaborative Initiatives**

- Participated with the South Louisiana Community College (SLCC) in the High Growth and Emerging Industries Transportation Grant. Through this grant, local WIBs and Business and Career Solutions Centers jointly conducted SLCC job fairs and taught Freshmen Orientation and JOBS classes to their students.
- Two of the region Business and Career Solutions Centers moved into new locations at SLCC, Gulf Area Campus and Teche Area Campus.
- Utilization of a regional monitor, whose cost is shared between WIBs 40 and 41, greatly aides in shared resources and cost.
- The region continues to conduct services and training for local businesses through the Business Advisory Council (BAC). Area business leaders continue to be interested in staying abreast on labor laws.
- In the process of revising and improving regional brochures for employers and job seekers so that we market our Centers on a regional basis.

## **Region 6**

### **Targeted Regional Job Fair**

Region 6 implemented Job Fairs for the Choctaw Pines Casino of Dry Prong. The Casino was opening in February 2013, and wanted to staff up in December 2012, with a final job fair the weekend before Christmas. Two job fairs were held in Grant and Rapides parishes, with WIAs setting up venues, promotional activities, including television appearances, fliers, and in-office promotions. There were 276 jobs to be filled, and 75% of those positions were filled with job fair participants. Training was completed and the Casino opened according to schedule.

*"We could never have accomplished what we did without the Workforce Investment offices. We had a tremendous task and very little time, but they made it happen."*

*Choctaw Pines Casino Management*

## **Region 7**

### **General Motors**

On September 1, 2012, LWIA 70 entered into a National Emergency Grant contract with the Louisiana Workforce Commission. The grant was written with a two-year effective period and makes available up to \$1,680,000 in NEG funds to provide services to workers laid-off as a result of the August 31, 2012 closure of Shreveport's General Motors plant in addition to workers laid-off from three associated suppliers (Android Industries, Johnson Controls, Voith Industrial Services). On November 14, 2012, LWIA 70 received authorization from the Louisiana Workforce Commission to proceed with the expenditure of the grant's initial funding increment of \$426,750. On January 22, 2013 LWIA 70 hired a part-time NEG Coordinator to help facilitate the expenditure of NEG funds through the development and implementation of support services policies and procedures undertaken with the cooperation of the Louisiana Workforce Commission's TAA program coordinators located at the Caddo, Bossier, and Webster Parish Career Solutions Centers. As of September 1, 2013 approximately \$80,000 in NEG funds have been spent providing support services, primarily daily stipend payments, to seventy-seven (77) eligible laid-off workers attending vocational training through the TAA program.

Since November of 2012, an additional seventy-eight (78) eligible laid-off workers have received a variety of NEG related core and intensive services at Career Solution Centers located in Region 7 (Northwest Louisiana). In April, May, and July of 2013 LWIA 70 mailed letters to 724 eligible laid-off workers reminding them of their eligibility for the TAA program and NEG funded support services. During the remainder of 2013, an effort will be made, with the assistance of the Louisiana Workforce Commission; to extend eligibility for NEG funded services to other laid-off employees of GM associated suppliers. Where feasible, LWIA 70 will also pursue opportunities to use NEG funds for training services, particularly OJT contracts, to assist in the reemployment of eligible laid-off workers.

### **Industrial Readiness Training**

The Industrial Readiness Training (IRT) is designed to prepare individuals for jobs in local manufacturing and industry. The training teaches foundational technical, academic, and interpersonal knowledge and skills that have been identified by local industry leaders as critical to long-term employee success. This training was developed in partnership with Bossier Parish Community College, business, industry, and government leaders, along with both Workforce Investment Boards in Region 7 (LWIA 70 & 71). A unique component of the course is that it is conducted on behalf of an employer. The employer will be able to assess the students as they progress through the course. The employer is allowed to observe all classroom activities and

encouraged to participate in as many as possible. To participate, employers place a job order with the Louisiana Workforce Commission, to show that there is an availability of positions for participants in the course. The Business and Career Solution Centers will screen, interview, and recommend participants, as well as, cover the cost of the training. Ron Pak sponsored the first Industrial Readiness Training. Ms. Elizabeth Henson, Human Resources for Ron Pak, participated in most of the class time. She was able to see the changes that the students made as they progressed in their learning. The participants were invited to Ron Pak to tour the facilities; many of them took advantage of this opportunity. Since the class graduation on June 7, 2013, seven of the ten participants from LWIA70 were hired. The team that put this class together is currently preparing for another class for Ron Pak, as well as, Kansas City Southern.

## ***Region 8***

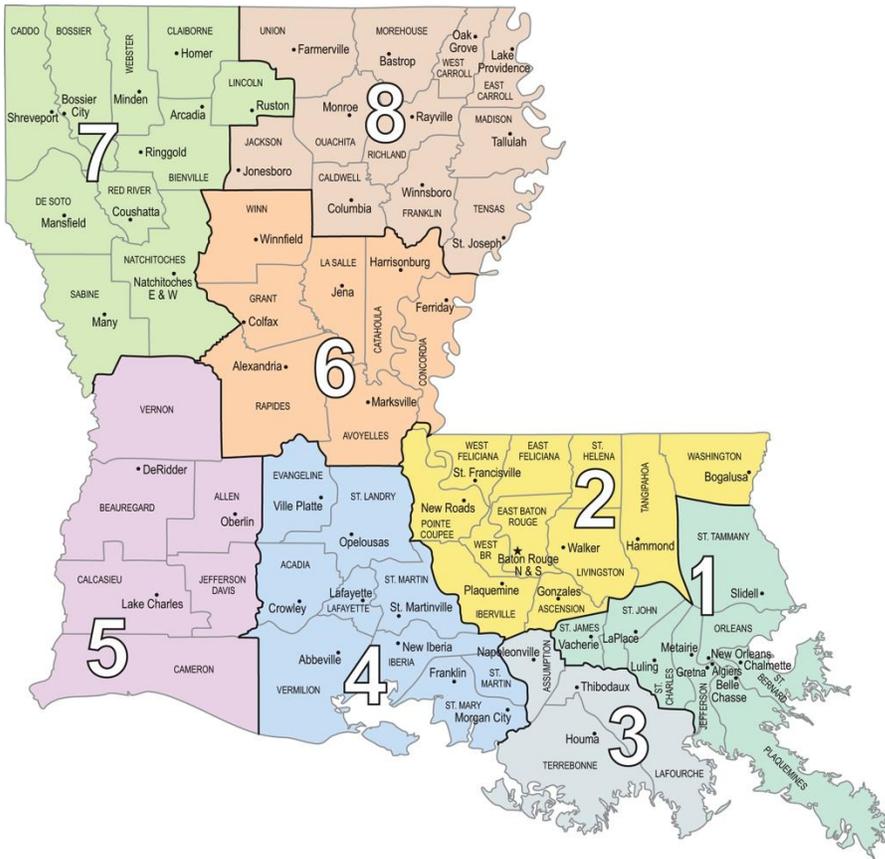
### ***Regional Vision***

“Region 8’s vision is to have a strong, business-led, demand-driven workforce investment system that identifies, develops, and provides the region’s businesses the workforce they need to remain or become globally competitive and resulting in the economic prosperity of Region 8.” (Workforce Investment Plan, Section I. Local/Regional Workforce Strategic Plan: Region 8’s Vision). The first step in implementation of this vision was to inform regional employers that the Louisiana Workforce Commission can save them time and money through the business programs and services offered through the Business & Career Solutions Centers. To launch this strategic plan into motion, Region 8 came to host the 2013 Northeast Louisiana Employer Forum. The forum brought together local elected officials, higher education and state government leaders, as well as members of the business community to discuss a variety of workforce developments in the Northeast region. The event was focused on business services, how area employers can work with local Workforce Investment Boards and staff to strengthen the region’s workforce, ways to reduce skills gaps, using labor market information to drive business decisions, along with several new resources. Employers learned, from recruitment and screening to hiring and training, how workforce can work for them.

The event was so successful it stirred the leaders of Region 8 to bring additional information to even more employers at the local parish level. Parish-wide forums are now being held in each of the eleven (11) parishes making up Region 8. Employers are encouraged to use our on-line tools, job placement services and paid training to get quick staff replacement, reduced training periods, less turn over and lower their state unemployment insurance tax rates. With several of these “mini-forums” now completed, employers across northeast Louisiana are becoming more aware of the business services offered, and resulting in new employer engagements through the BCSC’s in the region. Workforce staff will focus on cultivating these employer relationships to ensure successful outcomes for both employers and job seekers in the communities across Region 8.

**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) SUCCESS STORY**

**Diana Lehmann**

**Diana Lehmann** was laid off from Louisiana Sugar Refinery in October 2012 as a Date Base Administrator. Ms. Lehman enrolled and completed the training in New Horizon in the Project Administration Program is currently employed with the Louisiana Worker’s Compensation Corp. in Baton Rouge as a Business Analyst earning \$58,000 per year.

**Travis Trask**

**Travis Trask** was laid off from Hunting Ingalls Shipbuilders in 2011 earning \$22.65 per hour. He completed welding training at Sparx and is currently employed as a structural welder with Conocco Phillips earning \$30.00 per hour.

**REGION 2 (HAMMOND) SUCCESS STORIES****Jamal Wade**

**Jamal Wade** is a 19-year-old Baton Rouge native who has been an active participant with LWIA 21's Youth Services and participated in the 2012 Project M.A.P.S. (Making a Positive Step) Program. Jamal was assigned to WAFB Channel 9 News as his work experience-training site. He received high accolades from the staff at WAFB for a job well done upon completion of this phase of his enrollment with LWIA 21. Upon graduating Baton Rouge High, Wade received a scholarship to attend the American Musical and Dramatic Academy (AMDA), one of the most prestigious Performing Arts Schools in the nation. He is currently excelling in his Dance Theatre studies at the school located in Los Angeles, California. Jamal's mentor, his mother, was an unemployed single parent raising three (3) sons when he initially enrolled in the program.

Jamal is ambitious, creative, and a true visionary in outlining his future goals. Although he has faced many barriers and obstacles in his life, Jamal realizes that hard work; dedication and a positive outlook are the keys to his success.

**REGION 4 (LAFAYETTE) SUCCESS STORIES****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 in Lafayette. While all centers in Louisiana conduct in-house job fairs, this one is actually quite special and has a special 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. Now with the new store opening up at the new location and the current Manager of the Louisiana Avenue store moving to the new location a managerial position became vacant at the Louisiana Avenue location.

The person that the center assisted three years ago is now being promoted to Manager of the Louisiana Avenue store and is now in a position to hire individuals, like him, that are seeking employment through the aide of the Lafayette Business and Career Solutions Center. For this particular event the entire staff assisted with promoting the Job Fair and participated in recruiting qualified applicants to meet the needs of the employer. Flyers were placed throughout the center promoting the upcoming Job Fair as well as a continuous advertisement running on our Facebook account and the electronic board located at the entrance to the Center.

Many individuals ended up applying for various jobs with Petco. The General Manager, Mr. Randall Martin, was very pleased with the number and quality of applicants that 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, the General Manager and his staff hired 14 individuals from the Job Fairs to become new employees of Petco. Mr. Martin needed a facility to hold an orientation and training session for the new hires and thus was set up with a conference room in the Center to accommodate his needs.

The orientation/training session was held in the Center all day on August 20, 2013 and from all accounts was very successful. 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.

**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. The total number of OJT participants who were employed by Cameron was 29 due to their company expansion.

**REGION 5 (LAKE CHARLES) SUCCESS STORIES****Jonathan Crowder**

After being laid off from Tech Systems in March 2013, **Jonathan Crowder** first visited the Beauregard Business & Career Solutions Center to seek employment. After serving his country for six years, he found himself unemployed and readjusting to civilian life when a new career was offered to him. Staff inquired of his interest to be retrained in Truck Driving. He had attended the Transition Assistance Program (TAP) class in June 2012 at Fort Polk after being discharged from the United States Army. Jonathan was determined to overcome many barriers and find gainful employment. He was enrolled in Coastal Truck Driving School where his tuition was paid in full, along with supportive services assistance for meals/transportation.

He completed the four (4) week course and graduated June 21, 2013. One week later was employed as a Route Sales Driver at Mid State Marketing L.L.C making \$16.25 an hour. This veteran who was at a crossroads in life, said "yes" to a new opportunity, which changed his career from warehouse worker to Class A CDL Truck Driver. He is very thankful for all the services he received.

**Adam Payne**

**Adam Payne**, a resident of Vernon Parish, sought assistance to complete his Automotive Technician training at the Central Louisiana Community & Technical College-Lamar Salter campus. Adam was trying to live on his own, working only part time and receiving Food Stamp assistance. He had been attending classes, but lacked the necessary tools required to complete the course. His current employer promised to promote him to full-time status once he received his diploma.

LWIA 50 Youth staff went to work for Adam securing the WIA funding needed to purchase the tools he needed in addition to providing supportive services which helped him finish his Occupational Skills Training in a high demand occupation.

Adam earned his Diploma in Automotive Technology in May 2011. Adam's employer kept his promise of full-time employment; however, Adam continued to search for better employment opportunities with assistance of the Beauregard Business & Career Solutions Center staff. Within two months, Adam had accepted a job with another automotive shop for \$15 per hour and has since received a \$5 per hour raise.

Adam is just one of many examples of what a dedicated and determined person can do when given a measure of support and encouragement.

## REGION 6 (ALEXANDRIA) SUCCESS STORIES

### Lisa

**Lisa** had been unemployed off and on since 2011. Although she had construction and operator experience, no one would hire her because she did not have certification as a Heavy Equipment Operator. She was very distraught over the rejections. Lisa contracted the Central Louisiana Technical Community College and learned of the Heavy Equipment Operator program and that certification could be achieved in a short period of time.

She enrolled, completed the program, and received her Heavy Equipment Operator certification. While job searching at the Rapides Business & Career Solutions Center, she was informed by a workforce professional of the WorkKeys® assessment and how to certify her skills. She took the assessment and received the National Career Readiness Certificate Plus. She would be able to use this credential to prove to employers she had the foundational skills necessary for their industry.

With her newly acquired certifications, she applied with a local construction company. In April 2013, she was offered a position with the opportunity for training and advancement. Lisa said "With these certificates, and the assistance I received from the Rapides Business & Career Solutions Center, I had the confidence to sell my knowledge, skills, and abilities to my employer."

### Samuel

In rural communities, it is often difficult locating gainful employment above minimum wage. For a person with a felony conviction, it is almost impossible to obtain work – period! **Samuel** was an unemployed 30-year-old male, who lived with his sister, and worked odd jobs trying to make ends meet. He had previously taken a wrong turn in life and had to live with the consequences of his actions. Unable to find work, he often found himself running with the same group of people whose activities often resulted in run-ins with the police. He realized he would have to grow up and make changes in his life.

Samuel had always wanted to drive a big truck, but didn't have the money to attend a truck driving school. He came into the Business & Career Solutions Center-Catahoula looking for financial assistance to pay for classes; however, funding was not available at that time. Sam had determination and resolve. He decided he would go to the Department of Public Safety and begin the written knowledge test for his CDL. He would come into the office every day to study the online CDL manual to prepare for the written exam. Samuel's determination paid off and he passed the entire written knowledge CDL exam with an average overall score of 97%.

The second part of the CDL exam is the skills portion, which includes the road test, pre-trip inspection and successfully demonstrating basic vehicle control. By this time, WIA 60 funds were available and Samuel was enrolled in Coastal Truck Driving Academy, for the driving skills portion only. He completed the course, and passed his exam, receiving his CDL License.

Since receiving his license he has attained employment and is driving a big truck for a large farming operation. Instead being a burden on his family, Samuel is earning \$12.50, per hour, and contributing to the household. He is getting the road experience he will need to move up to longer hauls, and one day across country. He is feeling much more confident about his future and Samuel is "now on the road" to becoming self-sufficient.

Samuel says "without WIA 60's help there is no way I could have reached my goal of becoming a truck driver, and now I can start taking care of my family."

**REGION 7 (SHREVEPORT) SUCCESS STORIES****Ambria Hamilton**

**Ambria Hamilton** is a youth that participated in the Summer Youth Program. She is attending Louisiana Technical College of Minden where she is seeking a nursing degree. Ambria stated that she chose this field of study because she loves working with people and there is a great need for nurses. Ambria was placed at the Minden Medical Center, where she was exposed to a lot of observation first hand, such as watching blood pressures being checked, temperatures being checked, charting, and filing.

Ambria was always on time, and her work ethic impressed the director as well as the nurses. Ambria stated that she chose the nursing field because she wanted to nurse patients back to healthy lives, and she wants to be a nurse that makes a difference. Her long-term goal is to become a Nurse Practitioner. One would say that Ambria Hamilton is a student that learns all that she can. She is hungry for knowledge, and she is willing to go above and beyond the call of duty to get what it takes to get to the next step.

The Director of the Hospital was so overwhelmed by Ambria's work ethic and stated that she would love to have her back next year if the program is available next year. Ambria Hamilton a student that is a cut above the rest.

**Jennifer Sonnier**

**Jennifer Sonnier**, production/assembly line worker with ten years of experience, was laid off from General Motors in the fall of 2008. She had previously worked at Guide in Monroe, LA and took a transfer to the GM Shreveport plant for what she had believed would be a more secure position. The General Motors layoff turned out to be her second trade-affected layoff in three years.

Presented with the uncertainty of transferring to another GM plant or even being called back to work at a later date, she decided to utilize the educational/training benefits of the TAA program and enroll in Northwestern State's two year RN program.

Through the TAA program, she was able to successfully change careers and attain skills that are in demand. She graduated in May of 2012 and is currently working as a Registered Nurse at Christus Schumpert.

**REGION 8 (MONROE) SUCCESS STORIES:****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 resume 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 and they never judged me because of that. 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 (BCSC) in Lake Providence. Enrolled into the Workforce Investment Act (WIA) 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. (NLWC).

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. Jarvell's goals have been realized; he 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 2011

Statewide - pages 47-53

Local Workforce Investment Areas - pages 54 - 71

#### Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	58.0%	61.5%	31,961
			51,989
<b>Employment Retention Rate</b>	78.0%	80.8%	34,400
			42,557
<b>Average Earnings</b>	\$13,800	\$13,493.10	\$463,839,408
			34,376

**Outcomes for Adult for Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	Count	Rate	Count	Rate	Count	Rate	Count	Rate
Entered Employment Rate	400	71.4	2,336	61.3	362	41.0	2,799	48.9
	560		3,809		882		5,725	
Employment Retention Rate	421	82.1	2,445	80.6	364	77.3	2,603	79.8
	513		3,033		471		3,260	
Average Earnings	4,656,345	\$11,412.60	41,941,154	\$17,174.90	4,460,231	\$12,253.40	39,639,334	\$15,240.00
	408		2,442		364		2,601	

**Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
<b>Entered Employment Rate</b>	75.5	1,192	61.0	30,769
		1,578		50,411
<b>Employment Retention Rate</b>	86.0	1,622	80.6	32,778
		1,885		40,672
<b>Average Earnings</b>	\$15,377.50	24,696,221	\$13,400.80	439,143,187
		1,606		32,770

**Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	68.0	69.6	1,093
			1,571
<b>Employment Retention Rate</b>	82.0	86.3	1,226
			1,421
<b>Average Earnings</b>	\$17,500	\$16,554.80	20,263,107
			1,224

**Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	68.2	75	55.6	5	52.3	123	61.9	13
		110		9		235		21
Employment Retention Rate	85.0	113	64.3	9	81.8	139	83.3	15
		133		14		170		18
Average Earnings	\$19095.90	2,119,645	\$17,505.20	157,547	\$17,135.50	2,364,701	\$12,635.00	189,525
		111		9		138		15

**Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
<b>Entered Employment Rate</b>	75.1	293	67.7	800
		390		1,181
<b>Employment Retention Rate</b>	85.4	345	86.6	881
		404		1,017
<b>Average Earnings</b>	\$17,529.30	6,012,546	\$16,175.40	14,250,561
		343		881

**Youth (14 – 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	65.0	68.3	689
			1,009
<b>Employment Retention Rate</b>	65.0	62.3	607
			975
<b>Average Earnings</b>	60.0	65.9	288
			437

**Other Reported Information**

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
<b>Adults</b>	82.2	\$1,995.70	1.0	\$5,564.60	48.6
	35,965 43,753	87,251,467 43,719	332 31,961	177,770,856 31,947	579 1,192
<b>Dislocated Worker</b>	87.2	100.40%	2.1	\$7,272.00	38.2
	1,437 1,647	25,544,586 25,441,020	23 1,093	7,941,036 1,092	112 293

### Participation Levels

Reported information	Total Participants Served	Total Exiters
<b>Total Adults Customers</b>	220,916	198,687
<b>Total Adults (self-service only)</b>	131,945	137,245
WIA Adults	218,399	197,182
WIA Dislocated Workers	4,133	2,318
<b>Total Youth (14 – 21)</b>	2,359	1,112
Out-of-School Youth	1,573	839
In-School Youth	786	273

### Cost of Program Activities

Program Activity	Total Spending
<b>Local Adults</b>	\$9,268,277.00
<b>Local Dislocated Worker</b>	\$5,930,593.00
<b>Local Youth</b>	\$11,571,487.00
<b>Rapid Response</b> (up to 25%) WIA Section 134(a)(2)(B)	\$1,492,724.00
<b>Statewide Required Activities</b> (up to 5%) WIA Section 134(a)(2)(B)	\$1,666,201.00
<b>Statewide Allowable Activities</b> WIA Section 134(a)(3)	
	N/A
<b>Total of All Federal Spending Listed Above</b>	\$29,929,282.00

**First Planning District Consortium – LWIA 10**

<b>Total Participants Served</b>		<b>Adults</b> 10,163
		<b>Dislocated Workers</b> 408
		<b>Older Youth (19 – 21)</b> 56 <b>Report Total Youth</b> 128
<b>ETA Assigned # 22045</b>	<b>Adults</b> 9,606 <b>Dislocated Workers</b> 106	<b>Adults</b> 9,238
		<b>Dislocated Workers</b> 661
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 17

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0%	63.7%
	<b>Dislocated Workers</b>	58.0%	67.3%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	81.0%
	<b>Dislocated Workers</b>	81.0%	85.5%
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$14,500	\$14,274
	<b>Dislocated Workers</b>	\$20,700	\$19,363
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	65.0%	62.5%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	50.0%	32.5%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	61.0%	100.0%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	3	5

**Jefferson Parish Department of Employment & Training – LWIA 11**

<b>Total Participants Served</b>		<b>Adults</b> 25,747
		<b>Dislocated Workers</b> 487
		<b>Older Youth (19 – 21)</b> 149 <b>Report Total Youth</b> 185
<b>ETA Assigned # 22015</b>	<b>Total Exiters</b>	<b>Adults</b> 22,249
		<b>Dislocated Workers</b> 199
		<b>Older Youth (19 – 21)</b> 93 <b>Report Total Youth</b> 123

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0%	58.1%
	<b>Dislocated Workers</b>	62.0%	65.9%
<b>Retention Rates</b>	<b>Adults</b>	76.0%	80.4%
	<b>Dislocated Workers</b>	75.0%	86.2%
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$13,100	\$13,629
	<b>Dislocated Workers</b>	\$17,500	\$20,279
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	55.0%	64.7%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	65.0%	70.6%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	60.0%	64.1%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	0	9

## Orleans Parish – LWIA 12

<b>Total Participants Served</b>		<b>Adults</b> 17,004
		<b>Dislocated Workers</b> 948
		<b>Older Youth (19 – 21)</b> 137 <b>Report Total Youth</b> 298
<b>ETA Assigned # 22025</b>	<b>Total Exiters</b>	<b>Adults</b> 16,437
		<b>Dislocated Workers</b> 681
		<b>Older Youth (19 – 21)</b> 112 <b>Report Total Youth</b> 221

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	55.0%	59.1%
	<b>Dislocated Workers</b>	60.0%	63.3%
<b>Retention Rates</b>	<b>Adults</b>	73.0%	79.1%
	<b>Dislocated Workers</b>	81.0%	83.9%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$11,040	\$12,535
	<b>Dislocated Workers</b>	\$14,000	\$13,336
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	65.0%	60.0%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	55.0%	42.9%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	40.0%	46.9%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	2	6

## St. Charles Parish Consortium – LWIA 14

<b>Total Participants Served</b>		<b>Adults</b> 6,794
		<b>Dislocated Workers</b> 224
		<b>Older Youth (19 – 21)</b> 31 <b>Report Total Youth</b> 68
<b>ETA Assigned # 22090</b>	<b>Total Exiters</b>	<b>Adults</b> 6,472
		<b>Dislocated Workers</b> 147
		<b>Older Youth (19 – 21)</b> 19 <b>Report Total Youth</b> 25

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0%	64.3%
	<b>Dislocated Workers</b>	70.0%	70.0%
<b>Retention Rates</b>	<b>Adults</b>	79.0%	81.8%
	<b>Dislocated Workers</b>	82.0%	83.3%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$14,600	\$14,296
	<b>Dislocated Workers</b>	\$17,500	\$16,862
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	50.0%	83.3%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	50.0%	45.8%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	50.0%	100.0%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	4	5

## Second Planning District Consortium - LWIA 20

<b>Total Participants Served</b>		<b>Adults</b> 25,080
		<b>Dislocated Workers</b> 111
		<b>Older Youth (19 – 21)</b> 78 <b>Report Total Youth</b> 154
<b>ETA Assigned # 22050</b>	<b>Total Exiters</b>	<b>Adults</b> 23,082
		<b>Dislocated Workers</b> 51
		<b>Older Youth (19 – 21)</b> 52 <b>Report Total Youth</b> 73

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	58.0%	58.6%
	<b>Dislocated Workers</b>	70.0%	76.6%
<b>Retention Rates</b>	<b>Adults</b>	77.0%	81.2%
	<b>Dislocated Workers</b>	82.0%	94.2%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$14,200	\$14,436
	<b>Dislocated Workers</b>	\$17,500	\$19,362
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	66.0%	60.9%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	63.0%	77.1%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	75.0%	100.0%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	1	8

## East Baton Rouge Parish - LWIA 21

<b>Total Participants Served</b>		<b>Adults</b> 20,321
		<b>Dislocated Workers</b> 128
		<b>Older Youth (19 – 21)</b> 74 <b>Report Total Youth</b> 286
<b>ETA Assigned # 22005</b>	<b>Total Exiters</b>	<b>Adults</b> 19,852
		<b>Dislocated Workers</b> 72
		<b>Older Youth (19 – 21)</b> 31 <b>Report Total Youth</b> 114

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	55.0%	62.5%
	<b>Dislocated Workers</b>	68.0%	70.8%
<b>Retention Rates</b>	<b>Adults</b>	77.0%	81.0%
	<b>Dislocated Workers</b>	80.0%	92.9%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$13,200	\$12,937
	<b>Dislocated Workers</b>	\$15,000	\$19,899
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	52.0%	64.3%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	66.0%	76.6%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	60.0%	38.1%

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

## Lafourche Parish Consortium – LWIA 31

<b>Total Participants Served</b>		<b>Adults</b> 6,829
		<b>Dislocated Workers</b> 60
		<b>Older Youth (19 – 21)</b> 65 <b>Report Total Youth</b> 159
<b>ETA Assigned # 22085</b>	<b>Total Exiters</b>	<b>Adults</b> 6,420
		<b>Dislocated Workers</b> 33
		<b>Older Youth (19 – 21)</b> 31 <b>Report Total Youth</b> 76

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	58.0%	62.4%
	<b>Dislocated Workers</b>	64.0%	100.0%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	80.6%
	<b>Dislocated Workers</b>	82.0%	85.7%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$14,700	\$13,576
	<b>Dislocated Workers</b>	\$17,500	\$15,756
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	65.0%	77.6%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	55.0%	70.0%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	65.0%	70.6%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	2	7

**Fourth Planning district Consortium – LWIA 40**

<b>Total Participants Served</b>		<b>Adults</b> 13,753
		<b>Dislocated Workers</b> 663
		<b>Older Youth (19 – 21)</b> 120 <b>Report Total Youth</b> 211
<b>ETA Assigned #</b> 22060	<b>Total Exiters</b>	<b>Adults</b> 12,707
		<b>Dislocated Workers</b> 536
		<b>Older Youth (19 – 21)</b> 80 <b>Report Total Youth</b> 132

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	59.0%	66.8%
	<b>Dislocated Workers</b>	64.0%	68.0%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	81.9%
	<b>Dislocated Workers</b>	80.0%	82.4%
<b>Average Earnings</b> (adults/DW) <b>6 Months Earnings Increase</b> (Older Youth)	<b>Adults</b>	\$14,200	\$14,322
	<b>Dislocated Workers</b>	\$16,000	\$15,936
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	59.0%	75.0%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	53.0%	60.3%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	48.0%	76.1%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	1	8

## Fourth Planning district Consortium – LWIA 40

<b>Total Participants Served</b>		<b>Adults</b> 18,453
		<b>Dislocated Workers</b> 817
		<b>Older Youth (19 – 21)</b> 183 <b>Report Total Youth</b> 326
<b>ETA Assigned #</b> 22060	<b>Total Exiters</b>	<b>Adults</b> 15,388
		<b>Dislocated Workers</b> 755
		<b>Older Youth (19 – 21)</b> 82 <b>Report Total Youth</b> 139

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	61.0
	<b>Dislocated Workers</b>	68.0	68.7
<b>Retention Rates</b>	<b>Adults</b>	70.0	77.0
	<b>Dislocated Workers</b>	72.0	81.2
<b>Average Earnings</b> (adults/DW) <b>6 Months Earnings Increase</b> (Older Youth)	<b>Adults</b>	\$12,100	\$13,917.80
	<b>Dislocated Workers</b>	\$13,900	\$15,804.0
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	53.8
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	57.0
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	50.0

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	1	8

## Lafayette Parish – LWIA 41

<b>Total Participants Served</b>		<b>Adults</b> 10,241
		<b>Dislocated Workers</b> 105
		<b>Older Youth (19 – 21)</b> 23 <b>Report Total Youth</b> 117
<b>ETA Assigned # 22020</b>	<b>Total Exiters</b>	<b>Adults</b> 9,475
		<b>Dislocated Workers</b> 52
		<b>Older Youth (19 – 21)</b> 12 <b>Report Total Youth</b> 43

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	58.0%	64.5%
	<b>Dislocated Workers</b>	82.0%	79.4%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	81.3%
	<b>Dislocated Workers</b>	82.0%	94.4%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$13,500	\$12,840
	<b>Dislocated Workers</b>	\$18,500	\$22,131
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	52.0%	75.4%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	54.0%	57.8%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	60.0%	72.4%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	2	7

## Fifth Planning District Consortium – LWIA 50

<b>Total Participants Served</b>		<b>Adults</b> 5,274
		<b>Dislocated Workers</b> 46
		<b>Older Youth (19 – 21)</b> 21 <b>Report Total Youth</b> 90
<b>ETA Assigned # 22065</b>	<b>Total Exiters</b>	<b>Adults</b> 4,743
		<b>Dislocated Workers</b> 22
		<b>Older Youth (19 – 21)</b> 7 <b>Report Total Youth</b> 16

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	65.0%	68.7%
	<b>Dislocated Workers</b>	80.0%	78.6%
<b>Retention Rates</b>	<b>Adults</b>	82.0%	84.9%
	<b>Dislocated Workers</b>	82.0%	87.0%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$16,800	\$18,234
	<b>Dislocated Workers</b>	\$17,500	\$16,839
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	50.0%	62.5%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	40.0%	78.6%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	40.0%	10.5%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	2	6

## Calcasieu Parish Consortium – LWIA 51

<b>Total Participants Served</b>		<b>Adults</b> 14,373
		<b>Dislocated Workers</b> 47
		<b>Older Youth (19 – 21)</b> 46 <b>Report Total Youth</b> 75
<b>ETA Assigned # 22010</b>	<b>Total Exiters</b>	<b>Adults</b> 11,567
		<b>Dislocated Workers</b> 24
		<b>Older Youth (19 – 21)</b> 11 <b>Report Total Youth</b> 20

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	61.0%	67.2%
	<b>Dislocated Workers</b>	60.0%	77.8%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	81.4%
	<b>Dislocated Workers</b>	86.0%	93.3%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$14,000	\$14,783
	<b>Dislocated Workers</b>	\$16,000	\$16,538
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	65.0%	83.3%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	68.0%	86.4%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	65.0%	100.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	9

**Sixth Planning District Consortium – LWIA 60**

<b>Total Participants Served</b>		<b>Adults</b> 5,784
		<b>Dislocated Workers</b> 125
		<b>Older Youth (19 – 21)</b> 43 <b>Report Total Youth</b> 91
<b>ETA Assigned # 22070</b>	<b>Total Exiters</b>	<b>Adults</b> 3,801
		<b>Dislocated Workers</b> 34
		<b>Older Youth (19 – 21)</b> 11 <b>Report Total Youth</b> 25

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	64.0%	74.2%
	<b>Dislocated Workers</b>	70.0%	80.7%
<b>Retention Rates</b>	<b>Adults</b>	81.0%	82.8%
	<b>Dislocated Workers</b>	80.0%	80.0%
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$14,300	\$14,360
	<b>Dislocated Workers</b>	\$18,200	\$13,152
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	70.0%	100.0%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	58.0%	90.6%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	63.0%	61.0%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	2	6

## Rapides Parish – LWIA 61

<b>Total Participants Served</b>		<b>Adults</b> 7,103
		<b>Dislocated Workers</b> 88
		<b>Older Youth (19 – 21)</b> 32 <b>Report Total Youth</b> 52
<b>ETA Assigned # 22035</b>	<b>Total Exiters</b>	<b>Adults</b> 6,645
		<b>Dislocated Workers</b> 37
		<b>Older Youth (19 – 21)</b> 8 <b>Report Total Youth</b> 13

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	60.0%	70.9%
	<b>Dislocated Workers</b>	56.0%	67.6%
<b>Retention Rates</b>	<b>Adults</b>	77.0%	82.4%
	<b>Dislocated Workers</b>	81.0%	88.9%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$13,000	\$13,457
	<b>Dislocated Workers</b>	\$14,700	\$13,638
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	75.0%	100.0%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	66.0%	78.6%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	68.0%	100.0%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	1	8

## Seventh Planning District Consortium – LWIA 70

<b>Total Participants Served</b>		<b>Adults</b> 19,602
		<b>Dislocated Workers</b> 318
		<b>Older Youth (19 – 21)</b> 49 <b>Report Total Youth</b> 88
<b>ETA Assigned # 22075</b>	<b>Total Exiters</b>	<b>Adults</b> 16,824
		<b>Dislocated Workers</b> 177
		<b>Older Youth (19 – 21)</b> 18 <b>Report Total Youth</b> 33

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	57.0%	58.4%
	<b>Dislocated Workers</b>	68.0%	75.4%
<b>Retention Rates</b>	<b>Adults</b>	75.0%	79.9%
	<b>Dislocated Workers</b>	82.0%	94.6%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,500	\$11,720
	<b>Dislocated Workers</b>	\$16,000	\$15,745
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	65.0%	70.4%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	55.0%	70.6%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	60.0%	58.3%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	3	6

## City of Shreveport – LWIA 71

<b>Total Participants Served</b>		<b>Adults</b> 12,085
		<b>Dislocated Workers</b> 213
		<b>Older Youth (19 – 21)</b> 35 <b>Report Total Youth</b> 107
<b>ETA Assigned # 22040</b>	<b>Total Exiters</b>	<b>Adults</b> 11,007
		<b>Dislocated Workers</b> 76
		<b>Older Youth (19 – 21)</b> 18 <b>Report Total Youth</b> 52

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	54.0%	55.3%
	<b>Dislocated Workers</b>	68.0%	75.7%
<b>Retention Rates</b>	<b>Adults</b>	75.0%	76.9%
	<b>Dislocated Workers</b>	84.0%	80.6%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$11,500	\$10,287
	<b>Dislocated Workers</b>	\$15,000	\$13,389
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	55.0%	65.4%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	40.0%	48.2%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	62.0%	70.6%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	3	6

## Ouachita Parish – LWIA 81

<b>Total Participants Served</b>		<b>Adults</b> 8,391
		<b>Dislocated Workers</b> 45
		<b>Older Youth (19 – 21)</b> 41 <b>Report Total Youth</b> 181
<b>ETA Assigned # 22030</b>	<b>Total Exiters</b>	<b>Adults</b> 7,802
		<b>Dislocated Workers</b> 18
		<b>Older Youth (19 – 21)</b> 1 <b>Report Total Youth</b> 20

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0%	55.4%
	<b>Dislocated Workers</b>	68.0%	62.5%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	80.7%
	<b>Dislocated Workers</b>	82.0%	84.4%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$11,000	\$11,569
	<b>Dislocated Workers</b>	\$14,500	\$14,253
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	60.0%	56.6%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	75.0%	72.0%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	50.0%	85.7%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	5	4

**Union Parish Consortium – LWIA 82**

<b>Total Participants Served</b>		<b>Adults 5,074</b>
		<b>Dislocated Workers 47</b>
		<b>Older Youth (19 – 21) 19 Report Total Youth 34</b>
<b>ETA Assigned # 22100</b>	<b>Total Exiters</b>	<b>Adults 4,492</b>
		<b>Dislocated Workers 34</b>
		<b>Older Youth (19 – 21) 10 Report Total Youth 21</b>

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	63.0%	62.3%
	<b>Dislocated Workers</b>	72.0%	76.7%
<b>Retention Rates</b>	<b>Adults</b>	78.0%	81.4%
	<b>Dislocated Workers</b>	88.0%	89.6%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,600	\$9,494
	<b>Dislocated Workers</b>	\$18,000	\$15,315
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	75.0%	95.0%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	61.0%	65.2%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	55.0%	75.0%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	2	6

**Franklin Parish Consortium – LWIA 83**

<b>Total Participants Served</b>		<b>Adults 4,783</b>
		<b>Dislocated Workers 9</b>
		<b>Older Youth (19 – 21) 19 Report Total Youth 36</b>
<b>ETA Assigned # 22095</b>	<b>Total Exiters</b>	<b>Adults 4,012</b>
		<b>Dislocated Workers 11</b>
		<b>Older Youth (19 – 21) 16 Report Total Youth 27</b>

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0%	59.9%
	<b>Dislocated Workers</b>	68.0%	78.6%
<b>Retention Rates</b>	<b>Adults</b>	76.0%	78.8%
	<b>Dislocated Workers</b>	82.0%	86.8%
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$15,000	\$14,124
	<b>Dislocated Workers</b>	\$15,000	\$14,821
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	77.0%	75.0%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	65.0%	70.0%
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	60.0%	71.4%

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	3	6



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