



Workforce Investment Act Program Year 2014

Annual Report



1001 North 23rd Street
Post Office Box 94094
Baton Rouge, LA 70804-9094

(O) 225-342-3001
(F) 225-342-3778
www.laworks.net

Bobby Jindal, Governor
Curt Eysink, Executive Director

Office of the Executive Director

December 10, 2015

I'm pleased to present the 2014 Workforce Investment Act Annual Report for Louisiana, which covers the activities and achievements of the Louisiana Workforce Commission from July 1, 2014, through June 30, 2015.

The past fiscal year has shown continued workforce-growing successes throughout the agency. Among them is the development of [My Life My Way](#), an online tool that allows young people to make better decisions regarding career choices according to their preferred lifestyle. Based on the criteria they input, users are provided salary information, then are linked to the companion [Star Jobs](#) site. Star Jobs offers links to careers in the user's chosen area that pay the salaries they need to reach their goals. And users can get information about academic programs, giving them an additional tool to enrich their career outlook.

Another area of success focused on helping disabled military veterans get the services they need to find jobs. We provided intensive services to 94 percent of the veterans served by the Disabled Veterans Outreach Program through our Business and Career Solutions Centers throughout Louisiana – far surpassing our target goal of 70 percent.

Louisiana met or exceeded all nine performance measures under the Workforce Investment Act during 2014. In business services measures, Louisiana met six out of seven core measures. The ultimate goal for business engagement is to create a partnership in order to make Louisiana the best state in which to work and grow a business. During 2014-2015, we made great strides in this area.

The year also saw the launch of a collaborative effort joining workforce development, post-secondary training institutions, universities, community and technical colleges as well as social services providers to build a strategic plan for implementation of the Workforce Innovation and Opportunity Act (WIOA) in Louisiana. This exciting partnership will help grow our state's workforce by making skill-building services a priority among all partner agencies and organizations.

This Annual Report provides a review of the strategies that are helping to prepare Louisiana workers, educators and workforce partners for the improving employment growth trend that took root in 2014-2015 and is forecast to continue through least 2022.

The work ahead will be challenging and exciting. As the Annual Report demonstrates, Louisiana is well positioned to maximize the opportunities in workforce development.

Sincerely,

A handwritten signature in black ink that reads "C. Eysink".

Curt Eysink
Executive Director

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I: State News

It was a busy year for the Louisiana Workforce Commission as workforce development initiatives accelerated across the Bayou State. Here's a look at some of the highlights.

Powerful Tools for Youth

With workforce demands expected to grow to about 1.3 percent each year through 2022, the agency deployed two significant online tools to aid in career building.

Developed by LWC's Research and Statistics Unit, My Life My Way is aimed primarily at young people who are making initial career choices or are examining job options that meet their lifestyle goals across Louisiana.

By logging into My Life, My Way at www.laworks.net, users can input a variety of criteria such as desired salary and lifestyle desires to create a profile that effectively tells them what they will have to earn to achieve their goals. They also are provided career information to guide them in options for academic programs and other job guidance to help them get there.

Based on the criteria they input, users are linked to the companion Star Jobs site. Star Jobs rates Louisiana jobs by such criteria as earnings potential and demand in a 5-star scale, with 4- and 5-star jobs being the most desirable. Together, My Life My Way and Star Jobs are powerful analytical tools for young people as they launch a career or consider shifting to a new one. LWC, under the direction of the Workforce Investment Council, has identified education levels necessary for occupations that are in demand in Louisiana.

These recommendations were presented to the Occupational Forecasting Conference, and adopted by the WIC Engaging Youth – My Life My Way initiative. To better engage young people, the website was made available on all mobile enabled platforms.

Reaching Out to Underserved Groups

Another success story in 2014-2015 focused on helping disabled military veterans get the services they need to find jobs.

LWC had set a target of serving 70 percent of veterans engaged in the Disabled Veterans Outreach Program. We smashed through that goal. Our Business and Career Solutions Centers across Louisiana provided intensive services to 94 percent of the participants in the disabled veterans outreach program.

Louisiana embraced the refocusing of the Jobs for Veterans State Grant, released in April 2014. Through the efforts of the JVSG staff members and their One-Stop partners, the state topped its 70 percent intensive services goal by almost one-third. The driving factor behind this success was One Stop staff members who conducted initial assessments on incoming veteran job seekers and targeted referrals. As a result, the rate of veterans entering employment rose from 63 percent in program year 2013 to 67 percent in PY 2014. And average six-months earnings for veterans also showed improvement, rising slightly from \$16,426 in FY 2013 to \$16,813 in PY 2014.

Adding to our focus on groups that typically encounter the greatest difficulty in finding jobs, LWC worked with partner organizations to aid in job services to people with handicaps. And we joined in outreach to prisoners to give them the training they need to enhance the likelihood of success in the workforce as they return to society.

Meeting/Exceeding WIA Performance Measures

With programs aimed at young people, veterans, difficult-to-employ populations and of course initiatives for Louisiana's broader workforce, the state met or exceeded all nine WIA Performance Measures for program year 2014.

The ultimate goal for business engagement efforts is to create a partnership with businesses in order to make Louisiana the best state in which to work and grow a business. During PY 2014, Louisiana's Workforce Development Boards met or exceeded six out of seven measures. The only performance measure goal the state did not meet was Demand Occupations Job Vacancies with Staff Referrals.

II: Performance Accountability

a. Waivers

In Program Year 2014, the United States Department of Labor (USDOL), Employment and Training Administration (ETA) granted extensions to six waiver requests. These waivers provided flexibility to state and local areas and allowed them to enhance their ability to improve the statewide workforce system. These waivers were:

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.

This allowed local areas to transfer up to 50 percent of a program year allocation for adult employment and training activities and up to 50 percent of a program year allocation for dislocated worker employment and training activities between the two programs. The waiver provided local workforce investment boards the ability to better respond to changes in the economic environment and the local labor market. Resources were channeled to the population with the greatest need. The Transfer Authority waiver enabled local boards to be more responsive to the volatile economic climate.

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 continued to apply.

Small- and medium-sized businesses often lack the resources to take advantage of customized training. These resources were further diminished by harsh economic times. This waiver allowed the state to offer local areas opportunities to increase the number of individuals receiving training services, improve the capacity of local boards to market demand-driven services, and to build beneficial partnerships with a greater number of businesses in the private sector.

The areas that used this waiver were able to introduce customized training to more businesses during PY2014 because of an increased interest in training reimbursement. This had a positive impact on the state's businesses, particularly those with 250 or fewer employees; the workforce investment system and the economy of the state.

Waiver of WIA Section 101(31)(B) permitted LWIAs to reimburse the employer for on-the-job training on a graduated scale based upon the size of the business. The following reimbursement amounts were 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 continued to apply.

The waiver allowed reimbursement of up to 90 percent to employers with 50 or fewer employees and up to 75 percent of the costs for employers with 51-250 employees. Businesses with more than 250 employees were reimbursed at the 50 percent rate.

Employers, WIA customers and job seekers benefited as a result of this waiver. As the economy improved and more employers were able to access OJT, participants became more valuable to present and future employers. Several local areas took advantage of this waiver and reported that it increased participation by small businesses that have not used their services in the past.

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

The waiver facilitated system integration and streamlined the reporting process across partner programs. It assisted in achieving the goal of a fully integrated workforce system, provided clear and understandable information to stakeholders, improved service coordination and information sharing, and streamlined performance measurement systems. Outcomes included a more integrated case management system, improved customer service and increased operational effectiveness.

Waiver of the prohibition on the use of Individual Training Accounts (ITAs) for older and out of school youth. In addition it allowed 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).

The waiver allowed local areas continued flexibility in utilizing Youth funds to provide training services while retaining the limited Adult funds earmarked for Adult training services. It increased the efficiency and customer choice for older youth. The workforce system has a full array of services to offer older youth who can benefit from decision-making processes, such as choosing a rewarding career, selecting a training provider and making smart financial decisions. Local areas report that this waiver has allowed them to serve more youth in high-demand occupations while reserving limited adult funding.

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

This waiver allowed the State to maintain a robust list of providers and provide a wide range of customer choice. The waiver also reduced the administrative costs associated with maintaining the Eligible Training Provider List.

b. Statewide Performance Adult, Dislocated Worker and Youth

Workforce Investment Act Program Performance Measures

Louisiana negotiated the expected levels of performance for each of the prescribed measures. As a result of a waiver granted to the State for Program Year 2014, 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 LWC's jobs portal; 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 real time data used to measure performance.

Program Year 2014 Workforce Investment Act Program Performance

	Negotiated Goal PY 2014	Actual Performance	% of Goal Attained
Adult			
Entered Employment Rate	63.0%	63.5%	106%
Job Retention Rate	82.0%	83.5%	102%
Average Earnings Rate	\$14,800	\$14,212	96%
Dislocated Workers			
Entered Employment Rate	69.0%	64.6%	94%
Job Retention Rate	87.0%	86.8%	100%
Average Earnings Rate	\$17,500	\$15,197	87%
Youth Common Measures			
Placement in Education or Employment	68.0%	70.3%	103%
Attainment of Degree or Certificate	65.0%	65.5%	101%
Literacy and Numeracy Gains	60.0%	62.2%	104%

Adult Program

The state exceeded two out of the three measures; Entered Employment Rate, Employment Retention Rate; and met the Average Earnings measure. Through the LWC's Integrated Service Delivery Model and utilization of the waiver allowing the transfer of funding from the Dislocated Worker program to the Adult Program, the Local Workforce Investment Areas continued providing services to a large number of individuals. The number of adult individuals that received staff assisted services in PY14 was 305,720. This reflects an increase of 43,658 from the previous program year.

Dislocated Worker Program

The state met the Entered Employment Rate and Average Earnings measures and exceeded Retention Rate measures. The number of dislocated workers served increased by 4,854 participants.

Youth Common Measures

The state exceeded all three youth common measures: Placement in Employment or Education, Attainment of a Degree or Certificate, and Literacy and Numeracy Gains.

Since Program Year 2007, the State has placed a priority on the Youth program to ensure that program service delivery is in alignment with the National Youth Strategic Vision, emphasizing services for out-of-school and at-risk youth. We require at least 50 percent of

all youth participants served be out-of-school youth. In PY 2014, there were 1,739 youth participants in programs throughout state.

c. Participants in the Workforce Investment Activities

Three-Year Progress of the Workforce Investment Act Program

The chart below illustrates Louisiana's historical results, indicating the state's commitment to continuous improvement through an Integrated Services Delivery model. From PY 2013 to PY 2014, there was an increase in the number of participants in Adult and Dislocated Worker participation. There was slight decrease in Youth Program participation.

	Program Year 2012	Program Year 2013	Program Year 2014
Adult			
Participants	218,399	262,072	305,720
Entered Employment Rate	61.5%	63.4%	63.5%
Job Retention Rate	80.8%	81.8%	83.5%
Average Earnings	\$13,493.10	\$13,332.40	\$14,212.00
Dislocated Workers			
Participants	4,133	3,659	8,515
Entered Employment or Education	69.6%	67.4%	64.6%
Job Retention Rate	86.3%	86.4%	86.8%
Average Earnings	\$16,554.80	\$13,950.76	\$15,196.70
Youth			
Participants	2,359	2,066	1,739
Placement in Employment or Education	68.3%	67.9%	70.3%
Attainment of Degree or Certificate	62.3%	69.8%	65.5%
Literacy and Numeracy Gains	65.9%	57.3%	62.2%

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

PY 2014 WIA Financial Statement — Operating Results

In Program Year 2014, the LWC expended 66% of its funds. Total carries over funds are \$15,138,678.

Fund Source	Available	Expenditures as of 6/30/14	Percent Expended	Balance Remaining
Local Adult Funds	\$9,029,417.00	\$4,843,309.00	54%	\$4,186,108.00
C/O Funds	\$4,186,108.00	\$4,186,108.00	100%	\$0.00
TOTAL	\$13,215,525.00	\$9,029,417.00	68%	\$4,186,108.00
Local Dislocated Worker Funds	\$8,150,793.00	\$2,931,364.00	36%	\$5,219,429.00
C/O Funds	\$5,173,514.00	\$5,173,514.00	100%	\$0.00
TOTAL	\$13,324,307.00	\$8,104,878.00	61%	\$5,219,429.00
Local Youth Funds	\$8,504,701.00	\$4,362,055.00	51%	\$4,142,646.00
C/O Funds	\$3,411,416.00	\$3,411,416.00	100%	\$0.00
TOTAL	\$11,916,117.00	\$7,773,471.00	65%	\$4,142,646.00
Rapid Response Funds	\$1,240,911.00	\$281,582.00	0%	\$959,329.00
C/O Funds	\$1,446,613.00	\$1,446,613.00	66%	\$0.00
TOTAL	\$2,697,524.00	\$1,728,195.00	55%	\$959,329.00
Statewide Activity Funds	\$2,489,650.00	\$1,868,484.00	75%	\$621,166.00
C/O Funds	\$578,499.00	\$578,499.00	100%	\$0.00
TOTAL	\$3,068,149.00	\$2,446,983.00	80%	\$621,166.00
TOTALS	\$44,221,622.00	\$29,082,944.00	66%	\$15,138,678.00

d. Cost of Workforce Investment Activities

For the purposes of this cost comparison, funding stream expenditures were divided by total participants served to derive a cost per participant. Using this method, the cost per participant is as follows: Adults, \$30; Dislocated Workers, \$952; and Youth, \$4,470. As compared to program costs for PY 2013, Adult Programs decreased by \$10, Dislocated Worker Program costs decreased by \$1,233, and Youth Program costs increased by \$79.

Program Costs for PY 2014

Program	Total Participants Served	Total Expenditures	Cost per Participant
Adult Programs (<i>Does not include Self Service</i>)	305,720	\$9,029,417.08	\$30
Dislocated Worker Program	8,515	\$8,104,878.49	\$952
Youth Program	1,739	\$7,773,471.28	\$4,470

III: Louisiana Workforce Commission Initiatives

a. **Workforce Intelligence (Labor Market Information)**

Workforce Data Quality Initiative

In December, 2010 the Louisiana Workforce Commission's Occupational Information Services Department, in partnership with Louisiana State University's Department of Economic Development, created a longitudinal data system to improve the state's ability to monitor, plan, and research labor market conditions and workforce developments. This provided the first longitudinal study detailing the flow of training completers and exiters into the workforce system. The system's sustainability is based on its use in monitoring and planning workforce supply through higher education programs.

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

The Research and Statistics unit, in partnership with LSU's Department of Economic Development and under the direction of the state Workforce Investment Council, developed a new methodology to identify Top Demand Occupations in the state. The new methodology builds on the rigorous foundation of long-term occupational forecasts that have been enhanced to better inform the state about workforce demands. A broader measure of the quality of the *opportunities* in various occupations was developed to incorporate additional job characteristics including typical wage rates, average annual job openings, current openings for the jobs and short term projected growth.

LWC has developed a seamless tool allowing individuals to connect to top rated career choices. Information on training and current job openings for these occupations are part of this new showcase of top rated occupations. Users also have options to filter searches by highest rated occupations, education levels and wages.

The LWC, under the direction of the Workforce Investment Council, has identified education levels for occupations specific to Louisiana. These modifications to the education level for specific occupations were presented to the Occupational Forecasting Conference and adopted by the WIC **Engaging Youth – My Life My Way**

In 2014, the Research and Statistics unit developed a new tool: *My Life My Way*. (www.laworks.net/mylife), It allows youth to make better decisions on career choices based on the lifestyle they want. Based on these decisions, users were provided career information to help them afford these choices and academic programs that could help them get there.

To better engage youth, the website was made available on all mobile enabled platforms.

Technical Assistance and Training

During PY 2014, the Labor Market Information unit trained over 250 local and regional office staff to utilize labor market tools Strategies to connect the right employers to job seekers were showcased in hands-on training sessions across the state.

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

Economic Publications

The Labor Market Information unit published two publications for presentation to the Governor's office, Local Workforce Investment Boards, and on the web. These publications are described below.

The Louisiana Workforce Information Review 2013-14

A compendium of all labor market data series from 2013 through 2014, the report provides an in-depth analysis of Louisiana's diverse workforce. It features a time series analysis of the civilian labor force, employment, and unemployment rates; covered and nonfarm industry employment; mass layoff statistics; and occupational employment statistics. It also examines current employment needs and identifies occupations in high demand.

The publication features a focus on the Engineering occupation cluster in Louisiana to better understand the demand for these occupations and the workforce supply through various educational systems in the state.

The Louisiana Labor Force Diversity Data Book 2014

This publication is intended to serve as a tool in providing strategic labor force and population demographic information. Data contained in this book is also relevant in applying for grants using the latest population and labor force demographics.

Regional Sector Profiles

In PY 2014, Research & Statistics developed 12 regional sector profiles identifying the economic driver industries and their impact on the region. The publications were part of the blueprint for Business Service Delivery Model ***Job Vacancy Survey***.

In the fourth quarter of PY 2014, a job vacancy survey was conducted to attain data from employers on hiring issues, and wage analysis of vacant jobs.

Summary findings from the Job Vacancy Survey

- There were an estimated 61,830 job vacancies in Louisiana in the second quarter of 2015, resulting in a vacancy rate of 3.2 percent. This year's results show that the number of vacancies has roughly tripled in comparison to the last (2011) survey. The considerably stronger 2015 economy explains the significant increase in the number of vacancies.
- The three NAICS super sectors with the most job vacancies included Trade, Transportation & Utilities, Education & Health Services; and Leisure & Hospitality.
- The three SOC major occupation groups with the most vacancies reported were Food Preparation & Serving Related Occupations, Transportation and Material Moving Occupations and Healthcare Practitioner and Technical Occupations.

The Lake Charles region had the highest vacancy rate during the survey period, followed by Baton Rouge region. New Orleans and Monroe tied for the third highest vacancy rates. The Lafayette and Houma regions had a vacancy rate lower than the state average.

b. Re-employment Services

The 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 ensure jobseekers become rapidly re-employed while providing business customers with a job-ready labor force. The State ensures re-employment needs are met which reduces average claim duration, prevents improper UI payments, and protects the solvency of the Louisiana Trust Fund.

The LWC has shifted from a coordinated program service delivery model to a singular, integrated system that focuses on combined WIOAWP programs with "Specialized Services" within integrated Business and Career Solutions Centers (One-Stop Centers). This integrated service delivery model yields a more defined customer-driven set of services with options for direct entry into the labor market, access to training opportunities, 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. Re-employment Services exemplifies true integration, building stronger links among the Office of Workforce Development (OWD), Office of Regulatory Services (ORS – Unemployment Insurance (UI) department) and the Office of Information Systems (OIS - Information Technology (IT) department) in providing a full array of services to our customer-base. The LWC has an automated and structured system for notifying claimants/jobseekers, providing required services, recording completion or lack of completion of services, reviewing outcomes, determining successful completions, and benefit disqualification and requalification determinations. This streamlined and coordinated approach includes three interrelated steps:

1. **File a Claim:** Claimant/jobseeker files a claim; automatically registered in state’s job bank – HiRE (Helping Individuals Reach Employment); Wagner-Peyser (WP) application created as appropriate; determined monetarily eligible.
2. **Selected:** Depending on claim status, claimant/jobseeker is profiled and selected for RES requirement; letter automatically generated and mailed to claimant/jobseeker.
3. **Compliance:** Claimant/jobseeker reports to local office to receive re-employment services as mandated; appropriate service provided and documented accordingly; any potential disqualification is referred to Adjudication.

The re-employment of UI beneficiaries and the reduction of erroneous payments are high priorities for Louisiana. In PY 2014, we continued re-employment services through a service delivery system combining several initiatives aimed at providing re-employment services at different intervals of a claimant/jobseeker’s claim series with a continuum of services. It combines several RES service points supporting specific programs including: Worker Profiling and Re-employment Services (WPRS) (federal and state) and Re-employment and Eligibility Assessment in Louisiana (REAL - federal). Each service point has requirements that must be met to maintain monetary eligibility status. Unmet service requirements may result in denial of UI benefits.

In 2014, the LWC received \$2,059,493.10 in funds to continue the REAL program statewide. These federal funds allowed continued to re-employment services for jobseekers/claimants.

The LWC’s proactive engagement with UI claimants begins as early as their second week of claim. This proactive engagement has yielded positive gains for the agency in terms of reducing initial claims, weekly-continued claims and average duration.

The effect of LWC’s Re-employment Initiatives on UI Measures					
Year	Average Weekly Initial Claims	Average Weekly Continued Claims	Average Weekly Benefit Amount	Average Duration in weeks	Average Weekly Benefits Paid (Continued Claims*AWBA)
2013	<i>2,712</i>	<i>25,529</i>	<i>\$207.44</i>	<i>15.3</i>	<i>\$5,295,735.76</i>
2014	<i>2,362</i>	<i>20,890</i>	<i>\$207.71</i>	<i>15.4</i>	<i>\$4,339,061.90</i>

In turn, the effect on the trust fund has been significant. The LWC, through these re-employment initiatives, has been able to save on average \$18,400 dollars per week in benefits paid from 2013 to 2014, resulting in a savings of \$956,673.86.

c. Disability Employment Initiative



To improve coordination and collaboration among employment, training and asset development programs, including the Ticket to Work Program, built effective community partnerships that leveraged public and private resources to better serve individuals with disabilities and improve employment outcomes.

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

Strategic Service Delivery

DEI Projects implemented each of these strategic components as critical elements of their service delivery approach to serve the youth or adult population:

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

Accomplishments

1. Hosted 26 Employer Summits. Over 600 employers participated. The Summits were broken down into breakout sessions with subjects that included: What is Disability, Disability Sensitivity & Etiquette Training, and Advantages & Benefits of Hiring Individuals with Disabilities. These Summits educated employers in the community about disability awareness, and resources that in their community. Additionally, the Summits offered participants Continuing Education Units (CEU's) provided in partnership with Southern University.
2. Conducted 19 Disability Job Fairs Statewide. Over 500 businesses and 2,500 job seekers attended. As a result, 109 individuals with disabilities were hired.
3. Conducted 8 Asset Development Summits for approximately 720 individuals with disabilities. The purpose was to increase outreach to people with disabilities and their families and inform them of the availability of free tax preparation.

4. Conducted 4 Employer Open Houses which introduced approximately 556 employers, service providers, and adult job seekers with disabilities to the services available within the Business and Career Solutions Centers.
5. Conducted 6 Resource Fairs during which approximately 152 employers and recruiters to met with and provided information to prospective job seekers.
6. Conducted 3 Pre-Events in which employers shared the “do’s and don’ts” - with job seekers, tips for attending a job fair; opportunities to take advantage of; and pitfalls to avoid. Participants also had an opportunity to visit with the employers to practice their presentation skills and receive feedback.
7. Provided Disability Sensitive Training statewide to over 250 Business and Career Solutions, Louisiana Rehabilitation Services, and Veterans Staff. The objective of the training was to diminish attitudinal barriers that prevent people with disabilities from obtaining meaningful employment or from advancing beyond entry-level positions.
8. Provided Assistive Technology (AT) Training to approximately 120 LWC, LRS, and B&CSCs staff. Staffs were provided an overview of AT software and devices. In addition, staff was given hands-on experience operating existing versions of software/technology. The University of New Orleans Training, Resources, and Assistive Technology (UNO-TRAC) professors conducted the training.

d. HiRE Initiative

Over the past year, the LWC continued its award-winning HiRE (Helping Individuals Reach Employment) initiative, which is currently centered on the transition of the agency’s aging legacy unemployment insurance (UI) benefits system to a vendor-hosted, web-based processing system. The foundation of HiRE is the agency’s web-based job services platform, with the end result being the first of its kind in the country. The Louisiana HiRE project was presented with the Innovation Award at the 2014 Geographic Solutions Conference.

Since 2013, LWC has integrated the agency’s re-employment exchange, work registration, work search and job referral systems with the unemployment insurance claims application and weekly certification systems through HiRE. The joint Wagner-Peyser/UI registration process registers all UI filers for work and immediately engages them in re-employment activities. The common intake form and registration process gathers better, more detailed job seeker (claimant) information (work experience, education, special skills and the like) upfront, which, in turn, allows LWC to present the job seeker with more suitable job opportunities and/or services designed to assist them in their re-employment efforts. Similarly, the online weekly (continued) claim process collects additional information on the individual’s work search activity and is integrated with LWC’s virtual one stop system (VOS), which pre-populates claimants’ work search efforts made within VOS. Further, since implementation of this first phase of HiRE, the number of staff-assisted continued claims has been reduced to 1.5%, down from 2.7% pre-HiRE.

The second phase of HiRE has been in development since Phase 1 launched in 2013. This phase will bring in all components of UI benefits into the web-based platform, including claims adjudication, determinations, benefit payments and banking files, employer charges and appeals. While UI claimants have been using HiRE since 2013, and employers have been using HiRE to recruit job candidates for more than 12 years, Phase 2 will mark the introduction of UI services to employers through HiRE. Employers will have the ability to be immediately notified and respond to claims activity by former employees, as well as handle all aspects of UI appeals online. The sheer number of data points (estimated at 61 million) identified for migration into the new system, along with the complexities of the various components of UI – such as Disaster Unemployment Assistance (DUA), Emergency Unemployment Compensation (EUC), and

combined wage claims involving records from different states – have necessitated an implementation approach that focuses on meticulous attention to detail and thorough testing rather than rush to market. The goal has been not just recreating the current mainframe, but rather, to build a superior product and improve current processes.

As part of the transition process, LWC conducted a comprehensive review and revamp of all UI benefit forms to make them more cohesive in appearance and easier to understand for recipients. The new system will also employ an intuitive program of system-generated work items to ensure that key aspects of the UI claims review and determination process are done consistently and efficiently.

Phase 2 of HiRE is scheduled to go live on November 9, 2015. The third phase of HiRE will start immediately after Phase 2 is cleared as complete and will transition the agency's tax mainframe system and related UI tax employer-focused software applications into the HiRE platform.

e. Veterans

The Louisiana Workforce Commission (LWC) is committed to serving veterans, transitioning service members, and their families by providing resources to assist and prepare them to obtain meaningful careers and maximize their employment opportunities. This commitment is an important part of fulfilling our obligation to the men and women who have served our country.

Eligible Veterans at all One Stop locations in the State receive "Priority of Service." During the year, the Veterans Program Coordinator conducted Priority of Service Training for both grant funded and other One Stop staff at eight separate regional training events. The Local Veterans Employment Representatives then provided follow up on Priority of Service Training within each Workforce Investment Area within the state.

The State drives priority of service in referring veterans and other eligible persons to employment opportunities through a standardized review process. A review is conducted on all new job postings with a wage of over \$10 an hour and from one of the four priority industries in each region to identify and refer qualified veteran job seekers prior to referring any non-covered person. Field leadership receives results of this process quarterly for action when necessary.

The State is providing Case Management for Vocational Rehabilitation & Employment referrals in accordance with directives. The DVOP assigned to the Plaquemines BCSC coordinates and monitors case assignments from the New Orleans VR & E office as part of the Memorandum of Agreement with the VA. The DVOP assigned to the Caddo BCSC coordinates and monitors case assignments from the Shreveport VR & E office.

The State embraced the JVSG refocusing that was released in April, 2014. Through the efforts of the JVSG staff members and their One-Stop partners, the state achieved a 94% Intensive Services Rate during PY 14 compared to a goal of 70%. The driving factor behind this success were One Stop staff members conducted initial assessments on incoming Veteran job seekers and only referrals of those identified to have a SBE to a DVOP.

Below is a comparison of the key JVSG metrics between PY 13 and PY14.

Performance Targets for Jobs for Veterans State Grant Funded Services (Source: VETS-200A)				
	PY 14 Goal	PY 14 Actual	PY 13	Gain during Program Year
Intensive Services Provided to Individuals by DVOP Specialists / Total Veterans and Eligible Persons Served by DVOP Specialists in the State (VETS 200A-Line 11, Col. C) / (VETS 200A - Line 8, Col. C)	70%	94%	37%	+ 57%
Veterans' Entered Employment Rate (VEER) Weighted (utilize VPL 06-14, attachment 3)	66%	67%	63%	+ 4%
Veterans Employment Retention Rate (VERR) (VETS 200A-Line 25, Col. C)	81%	81%	80%	+ 1%
Veterans' Average Earnings (VAE) (Six-Months) (VETS 200A-Line 28, Col. C)	\$17,000	\$16,813	\$16,426	+ \$387

Among the successful activities of the Veterans Program:

- The LVER staff, through a partnership with the Disability Employment Initiative (DEI), planned, coordinated, and conducted seven veteran specific job fairs with a focus on disabled veterans; eight employer symposiums, and five supportive service fairs. The supportive service fairs provided attending veterans with individual instruction on resume development from BCSC staff, a briefing on the services offered by local BCSC's, and supportive services within their region. During the employer symposiums, business representatives and hiring managers were provided information about the benefits of hiring disabled and other veterans, future veteran job fairs, and how to identify veterans in the state's proprietary system, HiRE.
- The State JVSG program partnered with the Fort Polk Transitioning Services Team and Warrior Transition Unit to provide workforce development services for transitioning service members and their caregivers. As part of this initiative, Fort Polk has provided office space for a DVOP specialist at no cost to the state. The DVOP assigned to the office at Fort Polk is integrated into the Fort Polk Transition Centers Career Skills Program (CSP) initiative.

f. Business Engagement Initiative

The implementation of the **Business Engagement** initiative focused on garnering and utilizing input from business to build a package of services and strategies to meet business needs today and into the future. There has been a special effort to grow relationships with small businesses and targeted industry sectors and develop a custom package of services for these customers. Business Engagement has increased overall business utilization and value received from the workforce system, while aiming to reduce employer costs to recruit and hire qualified workers and decrease the time it takes to fill vacancies.

In crafting the workforce system so that it is truly demand-driven, the LWC has provided a business service structure consisting of a Regional Industry Sector Coordinator and Business Service Consultants in each of the eight regions.

Along with the new business service structure, the state has developed statewide guidance for soliciting and responding to employer customer feedback regarding service quality and value at the regional and local level.

Within each region the local workforce development boards identify four target industry sectors based on labor market intelligence. Businesses in the targeted industry sectors are engaged by the Business Service Team who markets the services of the LWC and the Business and Career Solutions Centers. The LWC has provided training and professional development to ensure that all local workforce system strategic and operational plans reflect an industry sector-focused, demand-driven approach.

As part of the implementation of the employer engagement initiative, the LWC and Local Workforce Investment Boards partner to develop regional business service teams (state merit and local staff) to engage businesses, to understand their needs/issues, and develop/implement solutions for business.

In order to determine the success of Business Engagement, LWIBs were assessed in the first year utilizing Business Service Metrics. LWC Business Service Metrics were as follows:

1. Overall Market Penetration
2. Targeted Market Penetration
3. Employer Based Training
4. Demand Occupations Job Vacancies with Staff Referral
5. Time Ratio with a Successful Staff Referrals
6. Captured Spider Jobs
7. Repeat Customer

Definition of the Metrics Appendix C

The ultimate goal for Business Engagement is to create a partnership with businesses in order to make Louisiana the best state in which to work and grow a business. This past program year the LWDBs met or exceeded six out of seven measures. The only performance measure goal that the state did not meet was Demand Occupations Job Vacancies with Staff Referrals. The following chart reflects the PY 14 Performance Goals and Actual Performance Levels.

Business Metrics	Goals PY 14	Actual Level
Overall Market Penetration	20%	22%
Targeted Market Penetration	20%	21%
Employer Based Training	328	950
Demand Occupation Staff Referral	50%	21%
Time Ratio	12 Days	12 Days
Captured Spider Jobs	43	300
Repeat Customer	75%	65%

g. Transition from WIA to WIOA Initiative

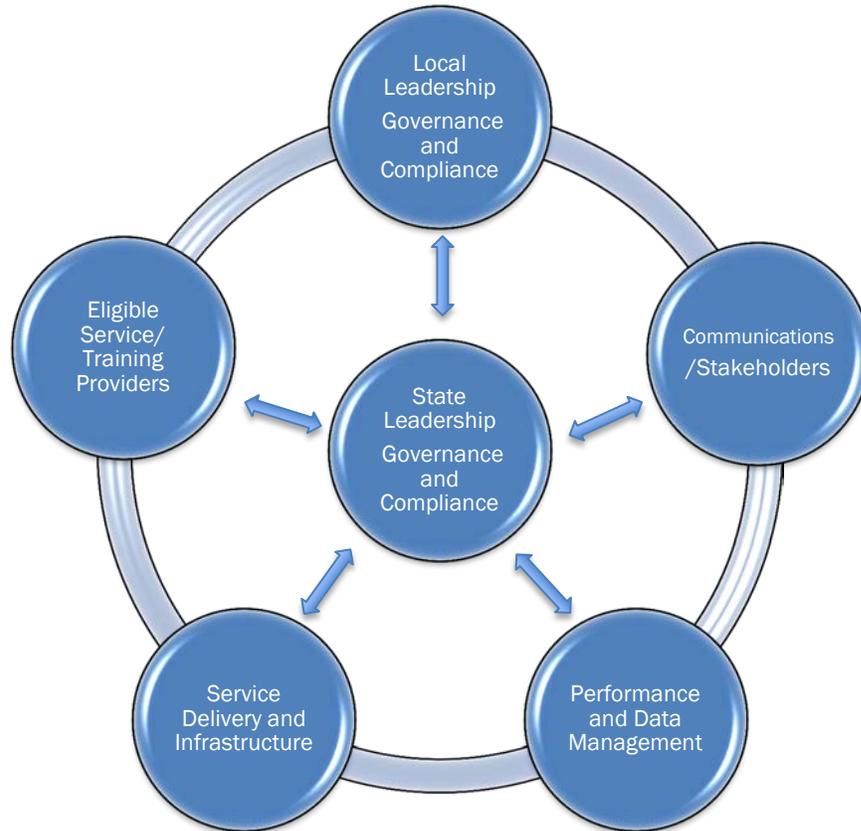
The Workforce Innovation and Opportunity Act (WIOA) of 2015 created flexibility to collaborate across systems at the state and local level in an effort to better address the employment skills needs of current employees, job seekers and employers. WIOA accomplishes this through stronger alignment of workforce, education and social services programs, and improving the structure and delivery of services to all people it serves.

WIOA calls for a collaborative effort on the part of multiple state agencies (Louisiana Workforce Commission (LWC), Department of Children and Family Services (DCFS), Louisiana Community and Technical College System (LCTCS), Louisiana Economic Development (LED), Department of Corrections (DOC), Board of Regents, Department of Education (DOE), etc.) to align and integrate their core programs. Louisiana must develop a four-year state plan/strategy that describes how WIOA core programs (Title I, Adult, Dislocated Worker, Youth, Title II Adult Education, Title III Wagner-Peyser, and Title IV Vocational Rehabilitation as well as, Supplemental Nutrition Assistance Program SNAP, Temporary Assistance for Needy Families Program TANF, etc.) will educate and train the workforce to meet the skills needs of employers.

At an Oct. 27, 2014, meeting, the leadership of LWC, DCFS and LCTCS agreed that an inter-agency team should lead the development of the unified state plan. This team will operate according to the protocols of the LWC's Agency Initiative Management (AIM) Office. The AIM team will develop the unified state plan:

- Develop an inter-agency workforce strategy and high-level implementation plan for the state.
- Divide the state into common regions.
- Create a plan to reach high risk populations and locations.
- Perform asset mapping throughout the state to coordinate and optimize resources.
- Refine the list of eligible training providers.
- Define the flow of jobseekers from entry points in any of these agencies through:
 - A series of assessments, including employment needs and eligibility for services in any agency.
 - The provision of essential services to enroll them with training and/or employment.
 - Placement in 3-, 4-, or 5-star jobs with good wages, existing openings and solid career prospects.

The established teams, illustrated below, have a team lead assigned common core deliverables and actions.



State Leadership Governance and Compliance:

Strategic Goals:

- Develop a “Combined State Plan” which includes a six-core program, plus one or more optional programs which promotes a shared understanding of the workforce needs of the state and a comprehensive strategy for addressing those needs.
- Align programs in a manner that supports a comprehensive in-demand job driven workforce system.
- Guide the implementation and continuous improvement of the workforce development system (addressing alignment, career pathways, sector partnerships, and coordination between partners and local areas).
- Identify and disseminate best practices.
- Develop strategies for technological improvements.
- Streamline statewide workforce and labor market information systems.

Operational Goals:

- Develop a plan to integrate intake, case management, and reporting systems across key programs.
- Develop policies to promote partnerships, collaboration, integration, and alignment of WIOA programs and activities at the state and local levels.
- Develop policy establishing local board certification criteria, the extent to which the local board has insured workforce investment activities are carried out in a way that enables the local area to meet the corresponding performance accountability measures and achieve sustained fiscal integrity.
- Develop policy criteria for certification of One-Stop Centers.
- Develop strategies to support staff training and awareness across the workforce development system and its programs.

Compliance Goals:

- Develop comprehensive State performance and accountability measures to assess core program effectiveness.
- Establish guidelines for determining partners' contributions to infrastructure funds for the one stop system– in the event that a local area fails to reach agreement.

IV: Statewide Activities

a. National Emergency Grants (NEG)

National Emergency Grants (NEG) 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 after mass layoffs, plant closures, and declared emergencies that are determined eligible for public assistance by the Federal Emergency Management Agency (FEMA).

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, in which LWC was awarded a Dual Enrollment NEG of \$510,750 to assist 450 eligible workers. Services were provided from September 1, 2012 – August 31, 2014. Eligible dislocated workers had access to TAA benefits coupled with support from NEG funds to assist with employment, training, and supportive services. LWC's NEG provided assistance to 192 participants of which 128 received Intensive Services.

On April 28, 2014, the USDOL announced the availability of up to \$150 Million for Job Driven NEGs to provide grants to states to drive strategies identified in the January 30, 2014 Presidential Memorandum on Job-Driven Training for Workers at the local level. The LWC was approved for \$6,175,000 to implement new or expanding local and regional job-driven partnerships in an effort to achieve better employment-related outcomes for dislocated workers in five (5) regions within the southern corridor of the state to serve 1,200 eligible dislocated workers. Funding supports recruitment, enrollment, training and placement of eligible participants into work-based training (On-the-Job Training (OJT), Apprenticeship, and Customized Training) within the following industry sectors in Southeast Louisiana: Industrial, Construction, Shipbuilding, Oil and Gas, and employers and other organizations to address labor needs in other demand occupations within the targeted regions.

From July 1, 2014 through June 30, 2015, a total of 544 participants have been served, 402 received Intensive Services, 331 in Training of which 119 in an OJT, 21 received Supportive Services, 298 had exited the program and 194 employed at exit.

b. Rapid Response

Rapid Response is designed to avert potential layoffs and provide readjustment services to workers impacted by plant closures and mass layoffs. The Rapid Response Unit is the designated state point of contact for Worker Adjustment Retraining Notifications (WARN), additionally the unit responds to Non-WARN layoffs. Thus, no matter how small or large a layoff event, the Rapid Response Unit stands ready to assist. Reemployment services are also provided after disasters resulting in mass dislocation and unemployment. 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 2014 layoffs occurred in every region of the state. Many were related to the decline in oil prices. Shipbuilding, transportation, and manufacturing companies servicing the oil and petroleum industry reported layoffs and received assistance from the Rapid Response Unit.

Even with a downturn in oil and gas, the Rapid Response Unit reported fewer layoffs in PY 2014. In PY 2014 the Unit responded to 64 employers and provided services to 4,359 employees/laid off workers, 34 companies filed WARNs in PY 2014.

Rapid Response PY 2012-2014 Data

Program Year	Employers	Employees/Laid Off Workers	WARN
PY 2014	64	4,359	34
PY 2013	62	7,475	26
PY 2012	84	7,923	24

In the two previous years, PY 2012 and 2013, and ending in PY 2014, one of the state's largest employers began a phased closure. Although numerous efforts were made by national, state, and local officials to avert the closure, the facility continued a phased shut-down with layoffs ending in December 2014. It is also worth noting that during PY 2012 and 2013 there were significant job losses as a result of Hurricane Isaac and the oil spill.

PY 2014 layoff and Rapid Response Summary Government and Private Sector

Sector	Employers	Events	Impacted	Attended Orientation	Additional Services	Total Served	WARNs Filed
State	3	3	38	38	10	38	0
Federal	0			0	0	0	0
Local	1	1	166	4	2	4	0
Private	60	89	4155	1508	2014	2167	34
Total	64	93	4359	1550	2026	2209	34

- "Employers" is the total number of WARN, private sector, and government layoffs.
- "Events" is the total number of layoff events. One employer may have had multiple layoffs.
- "Impacted" is the total number of workers affected by the layoff or closure.
- "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" indicates if there was a WARN notice filed.

During **PY 2014** the Rapid Response field team placed a special emphasis on providing enhanced services through operation of temporary worker transition centers at or near the current job site to provide job search assistance while workers were still employed. Additionally, whenever possible job fairs are organized in effort to provide rapid reemployment; such activities have proven to be quite successful. Providing early layoff aversion strategies and intensive reemployment placement prior to an announced layoff will be the prevailing focus of the Rapid Response Unit in PY 2015.

Rapid Response services made the difference:
Employer perspective and thanks from Wingspan Portfolio-

As you know, closing a business is a very difficult time for everyone—the business, its management, the community and most importantly, the employees. After notifying employees of their job ending it was still important to continue business and to continue satisfying the customer/client. Wingspan has been very fortunate to have a workforce that accepted the “bad news” and continued to provide great customer service for our client. I believe what kept them positive was the engagement of the LA Workforce Commission’s services. Janna Taylor, Rapid Response Coordinator, was understanding and helpful immediately when contacted. She and her team conducted the Transitional Workshop, Resume Writing Workshop, Interviewing Workshop and successfully organized a Job Fair resulting in 17 participating companies. With each event, employees began to transform from disbelief mode to being excited about having an interview!

LA Workforce Commission’s services are wonderful; however, what made the biggest impact was Janna. She made the events positive and helped our employees to really understand the job search process. She made my responsibilities in human resources much more positive and enjoyable during a very difficult period of time.

Employees have commented on how they really enjoyed the workshops and how impressive Janna Taylor was in conducting them. Thanks to LA Workforce Commission and thanks to Janna!

Regards,

Carolyn B. Elsea, Wingspan Portfolio

c. Incumbent Worker Training Program (IWTP)

The Incumbent Worker Training Program, which includes the Small Business Employee Training Program (SBET), is a partnership with the LWC, business, industry, and training providers. The IWTP assists in the skill development of existing employees, thereby increasing employee productivity and fostering growth. The IWTP provides funds through customized training contracts. As well as the program is funded by a social charge imposed on employers as part of their Unemployment Insurance Tax contributions. The existence of IWTP does not preclude the use of WIA funds for customized training, but augments this option. The IWTP application specifically asks for information about any pending or current publicly funded training the company may be receiving. This prevents duplication of funding. The program has been reauthorized through June of 2018.

IWTP/SBET Fiscal Year Performance Summary

Fiscal Year	\$ Award	# of Participant Trained	# of Employers Represented	# of Jobs Retained	# of Jobs Created	Average Wage Increase*
2014-2015	\$19,036,763	39,624	715	22,144	1,305	14.7 %
2013-2014	\$21,697,609	52,764	723	24,948	1,909	15.0%

* Average among those workers who actually received an increase in pay

d. Work Opportunity Tax Credit (WOTC)

Through the Work Opportunity Tax Credit program, employers are given an incentive to hire individuals with barriers to employment. Employers receive federal tax credits for employing

veterans, ex-felons, vocational rehabilitation participants or individuals currently receiving or who have recently received public assistance, such as SNAP or TANF. 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. In 2015 the LWC implemented a web based certification process, eliminating a backlog of applications. This tax incentive is for new hires only, and is designed for long-term employment.

State of Louisiana WOTC		
FY	Applications Received	Certifications Issued
2013	73,536	19,759
2014*	75,514	33,192
2015**	51,846	49,038 (as of 9/15/2015)

FY-October thru September

*Entire program is in hiatus beginning 1/01/2014. Funding has been approved but target groups have not been re-authorized.

** Entire program is in hiatus awaiting Congressional re-authorization.

e. Registered Apprenticeship

The LWC Apprenticeship Division serves **48** apprenticeship programs that provide employment and training to approximately **3,900** registered apprentices across Louisiana. An additional staff member was added to the team as of September 1, 2015, so we now have two full time employees (one director and one apprenticeship training representative) dedicating 100% of their time to registered apprenticeship. Looking forward, the division’s focus will be on performing program reviews and expanding the number of registered programs throughout the state. Three new non-joint, single employer programs were added to the roster last year: **MMR Constructors** (electricians); **Fire Tech Systems** and **Fire Pro** (pipefitter-sprinkler fitters). Final revisions of Louisiana apprenticeship laws are completed that bring the agency into federal compliance with CFR 29 Part 29. One final minor revision remains pending to Act No. 740 §391, which will be corrected in the upcoming 2016 legislative session. We have been assured by the Office of Apprenticeship that once this revision is made, the agency will receive unconditional recognition as a state apprenticeship agency for federal purposes.

The Louisiana Registered Apprenticeship (RA) Tax Credit expired as of December 31, 2014, and the Legislature declined to renew it. It is our hope that we will be able to reinstate this tax credit in an upcoming legislative session.

f. Louisiana Rehabilitation Services

The mission of Louisiana Rehabilitation Services (LRS) is to assist persons with disabilities in Louisiana to obtain or maintain employment and independence in the community by working with business and other community services. Employment – In State Fiscal Year (SFY) 2015, 2,405 individuals obtained employment as a result of the VR program. The average hourly earnings of these individuals was \$11.66; with average annual earnings of \$20,688.

LRS, through the Disability Employment Initiative, hosted 24 events throughout the state and were attended by employers, community partners and job seekers alike. These events were comprised of Employer Summits, Job Fairs, Asset Development Summits, and an Open House with the Business and Career Solutions Center. These events help to facilitate effective

community partnerships that leverage private resources to better serve individuals with disabilities and improve employment outcomes.

LRS is an active participant in the VR Business Network that provides job leads to VR consumers from all over the country including CVS, Wal-Mart, Convergys, Walgreens, Manpower Inc., Quest Diagnostics, 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 Disability Employment Initiative, Work Pay\$, as well as other state agencies and stakeholders to ensure Ticket-to-Work is successful in Louisiana. LRS maintains a statewide 1-800 ticket hotline number for individuals interested in learning more about their ticket and how VR would be able to assist them. In SFY 2015, LRS received \$1,820,029 from the Social Security Administration's reimbursement program. There are four programs under the umbrella of LRS:

- **Vocational Rehabilitation (VR)**

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

- **Workforce Development** – VR is actively involved with the 16 Workforce Investment Areas. LRS is represented on each of the boards, and VR staff members have a presence in 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.

Transition – The primary focus is to provide services to assist students with disabilities as they transition to adult beyond high school to other settings, such as further training and employment. In SFY 2015, LRS renewed local cooperative endeavor agreements with 64 parishes, three special school systems, charter schools, and the Recovery School District in the New Orleans area. LRS also supported local interagency core teams, helped coordinate resources and job fairs, and participated in cross-agency training and outreach efforts. LRS continues its support of innovative models and practices for transition. The VR Program has designated one transition counselor in six of the eight regions; general caseload rehabilitation counselors are also assigned to work with transition students as needed.

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, Three-hundred-twenty-five (325) individuals received direct assistive technology evaluation and assessment services. This represents a 130% achievement of the project goals for the year.

Services included computer assessment, activities-of-daily-living evaluations, home and job-modification evaluations, adaptive driving and transportation evaluations, educational technology assessments, vehicle modification evaluations, and assessments for seating and wheeled mobility systems. 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 provided a device-rental service for LRS consumers to use of an assistive technology device on a trial basis

- **Second Injury Fund Matching Program** - This initiative 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. Services provided included assistive technology, orthotics/prosthetics, physical restoration, assessment, transportation, education/training, supported employment and/or job development/placement. In the 2015 legislative session the Louisiana State Legislature passed a bill extending the SIF program through 2020.

Job Access Reverse Commute (JARC) In 2015 three parishes initiated Job Access Reverse Commute (JARC) programs with funding from the Federal Transit Administration (FTA). Under the guidelines of the 2015 Workforce Innovation Opportunity Act (WIOA) this project could be expanded in the coming year, as funds are still available.

- **Randolph-Sheppard Business Enterprise Program**

This program provides employment opportunities for the blind by establishing and maintaining Business Enterprise Facilities. The program currently operates 65 facilities throughout the state, employing 300 individuals.

- **Independent Living Part B Program**

This program is administered by LRS through contracts with Independent Living Centers located across the state. The centers are required to provide core services: information and referral; IL skills training; peer counseling; individual and systems advocacy; and services that facilitate transition from nursing homes and other institutions to the community. More than **4,700** individuals received independent living services at an average cost of \$72.42 per consumer during SFY 2015.

- **Independent Living Older Blind Program**

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

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. Last state fiscal year, services were provided to a total of **4,425** individuals.

SUCCESS STORY A Better Bottom Line: Employing People with Disabilities

Jakob Terrebonne – Lafayette Region

Jakob Terrebonne was born with a rare congenital birth defect of the right lower extremity and always used prosthesis. When he was a senior in high school he heard about LRS services through his association with the Hanger Prosthetics and Orthotics Clinic in Lafayette and became a consumer of Louisiana Rehabilitation Services (LRS) in the Lafayette Regional Office. LRS assisted Jakob with tuition, books and supplies, room and board and a new prosthesis which lead to completion of an undergraduate degree in Health and Human Services at Northwestern State University in Natchitoches, Louisiana.

Jakob completed post-graduate work in Prosthetics at the University of Hartford in Connecticut. He obtained his Master's Degree and is currently a Certified Prosthetics. Less than a week after his graduation Jakob obtained employment with Hanger Clinic in Lafayette. He said that he has always wanted to be Prosthetics since childhood and he feels that he can help others because of his own personal experience.



Jakob is very active and participates in triathlons. He is currently training for the Iron Man Triathlon in Austin, Texas. He became interested in triathlons when a prosthetic company sponsored him and bought him a special prosthesis for running. Jakob also enjoys hunting and fishing.

g. Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance for workers who have been totally or partially separated from employment due to the impact of international trade. TAA offers a variety of resources to eligible workers including job training, job search and relocation allowances; as well as TRA (income support while in full-time training) and RTAA (a wage supplement for specific "reemployed" trade-affected workers, 50 years of age and older).

Louisiana statewide TAA activity for PY 2014 had one active petition affecting 350 workers. There were no new petitions filed for certification this program year.

Between July 2014 and June 2015 the TAA training program served 195 participants. There were 35 participants who successfully completed TAA training during Program year 2014 and earned credentials, including Juris Doctorate, Master's, Bachelors, Associates, and Technical diplomas and certifications. Currently, 23 of the 35 recently graduated participants have reported being gainfully employed. The industries trained for and employed in include Cosmetology, Manufacturing, Airplane Mechanic, Gas Company Technician, Surgical Technician, LPN, Phlebotomy Technician, Veterinary Technician, Industrial Technology, Food and Beverage

Management, Heating/AC/Refrigeration, HVAC, Assembly Line Worker, Self-Employed Landscaping Business, School Bus Driver, Part Time IT Support for School Board, ACM Truck Line Driver, and Legal, etc.

TAA Success Story

Robert was a production worker at General Motors in Shreveport, Louisiana earning \$15.78 per hour when the plant closed. He had approximately three (3) years of college but did not finish his degree. Robert came into our Shreveport Business and Career Solutions Center for help. He initially asked for assistance with finding employment. Center staff helped him with his resume and offered an opportunity for retraining. After much consideration, he chose the Airframe and Power Plant Maintenance program at Southern University in Shreveport. He started the program in January 2013 and graduated in August 2014 with his technical diploma. Robert received TRA and financial assistance provided through LWC’s GM NEG (National Emergency Grant) with housing. Not long after he started training, Robert’s car broke down and actually caught on fire and was not able to be repaired. He was provided monthly bus passes through the NEG. Once he finished training, he started the FAA licensing requirements which involved three (3) written tests and an interview with the FAA Board for Louisiana. He obtained employment by the time he finished all of the requirements except the 2 day practical and oral exam in Texas. He chose not to pursue that because he obtained successful employment at Benteler Steel in Shreveport, LA. He started there the end of January 2015 and is earning \$19 an hour.

h. 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. More than 500 and their employees are impacted by the H-2A program annually. 547 farmers were certified by USDOL for the H-2A program in PY 2014, with 7,222 foreign workers employed through the program; 634 more workers than PY 2013. Louisiana ranked fifth in the U.S. for the number of foreign workers employed through the program. More than 150 employers (food processing, recreation, landscaping, tree farming, construction, and other occupations) and their employees are impacted by the H-2B program annually. One hundred fifty-nine (159) employers were certified by USDOL for the H-2B program in PY 2014, with 5,546 workers employed through the program, 1,375 workers more than PF 2013 – a 32% increase. Louisiana ranked third in the U.S. for the number of foreign workers employed through the program.

Foreign Labor Program	Certified Farmers/Employers	Numbers of Workers
H-2A	547 Farmers	7,222
H-2B	159 Employers	5,546

i. Louisiana Job Employment and Training Program (LaJET)

The Louisiana Workforce Commission (LWC) collaborates with the Department of Children and Family Services (DCFS) to achieve the goal of job readiness. The program helps participants become self-sufficient by providing intense job readiness activities that help participants find employment. Currently, LaJET is available in five parishes; Orleans, Caddo, Rapides, Lafayette, and Ouachita.

The targeted population consists of Supplemental Nutrition Assistance Program (SNAP) recipients who are mandatory work registrants. The types and levels of services provided depend on barriers to employment, availability of services, and funding.

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

In **Program Year 2014, 1,004 participants** found employment after completing the LaJET program.

j. Labor Programs

In PY 2014 Labor Programs provided educational services for businesses regarding Minor Labor, Private Employment Service and Medical Payment laws. Thirty-seven workshops and seventy new business educational visits were conducted. LWC University developed an on line training course that was successfully utilized to train over two-thousand (2000) new and existing issuing officers to issue Employment Certificates for minors to work.

Area of Worker Protection:	Education Services For Employers
Minor Labor Laws	4320
Private Employment Service (license and Regulate)	11
Medical Exam and Drug Testing Payment	12

V: Local and Regional Initiatives and Success Stories

a. Initiatives

Region I

Regional Approach for Account Management of Ochsner

Ochsner Health Systems is the largest employer in the State of Louisiana, with 39 facilities across 7 parishes, employing more than 12,000 workers. They hire an average of 3,000 workers each year. The LWC region developed a streamlined method for posting and pre-screening their most in-demand positions. The process includes a single-point of contact with communications coordination throughout the region and beyond. We improved their hire ratio from 2% application to hire conversion to more than 55% within the first 60 days.

Regional Craft Trade Consortium

In response to the construction boom expected in the region, the WIB's began holding stakeholder meetings assessing real-time needs and identifying training capacity of partner training providers and apprenticeships. As a result of these efforts we are developing a single-point-of-entry online application that will provide the employers a readily accessible pool of job candidates 2014.

Region II

Regional Outreach Collaboration

Region two created a regional brochure informing employers about the available services. The materials are designed for flexibility given funding challenges throughout the fiscal year, consisting of a four page description of the region with inserts describing specific programs and services. The result was a professional and attractive outreach material, which is distributed at job fairs, community events and meetings with employers. We printed two thousand brochures, and will be able to amend them as necessary to incorporate changes in branding or services in the future.

Region III

Maritime and Oil and Gas Manufacturing Initiative

The local WIB and economic development entities, determined that Region 3 (Houma) was facing a critical shortage of skilled workers. Labor market data indicated that the demand for skilled workers in these industries is projected to continue growing through at least the year 2022.

Region 3 conducted meetings with education officials, economic development and trade groups as well as the larger employers impacted by shortages of skilled workers.

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

Region 3 has been giving presentations to various faith based groups, schools, and community and government organizations. The presentations include education and training requirements of the skills jobs as well as information about vendors who provide the training. We also include representatives from industry (Bollinger and Edison Chouest) who paint a realistic picture about a career in these demand industries and explain the multiple benefits of working in these industries.

Region IV

Regional Business Service Team

This team includes Business Services staff from LWIA 40 and 41.

The team meets each month to discuss employer activities and coordination of events and services to employers such as:

- Review 200 employer targeted contact list
- Current Job vacancies
- On-Job-Training
- Coordinate seminars, workshops and job/career fairs
- HIRE report review
- Performance

Region V

MOU with the Southwest Louisiana Economic Development Alliance/Chamber

The primary partners in this MOU include: WIB Chairs from LWIA 50 and 51, WIB Directors from LWIA 50 and 51, Post-Secondary School- Sowela, K-12 Education- Calcasieu Parish School Board, Apprenticeship (Plumbers/Pipefitters Local 106, College and Universities- McNeese State University, Business Organization- SWLA Economic Development Alliance, Business-Sasol, Faith Based Organizations- Diocese of Lake Charles, Community Based Organization-United Way. In addition to the primary partners, there are support partners who provide support. Businesses are asked to provide opportunities for OJT/Customized Training, employment, and classroom training.

Southwest Louisiana Workforce Guide

This guide was a collaboration of local service providers, workforce development, the local academic community, and community leaders. It is a road map for job seekers to get from point "A" to point "B" on their workforce journey. The guide includes information to help individuals choose a career, get the training and certifications required, prepare a resume, acquire basic life skills and ultimately land a job that will enable them to obtain a job that will help them to become self-sufficient. The target stakeholder group is the underemployed, undereducated individual who is not currently active in the workforce. Several Resource Guide Orientations have been conducted to provide job seekers information relating to the guide. Rollout and implementation of the Resource Guide has been well-received with more than 6,700 individual electronic downloads **and** 5,000 hard copies distributed. The Resource Guide Steering Committee is currently exploring opportunities to provide craft training scholarships to this target population.

Region VI

Work Ready Community

LWIA 60 and LWIA 61 partnered with the Central Louisiana Economic Development Alliance, the Orchard Foundation, School Boards, higher education, and employers to establish Louisiana's first work ready community initiative. This initiative allows business and industry to measure the foundational skills they need for a productive workforce; individuals to understand what is required by employers; give policy makers the ability to measure skill gaps in a timely manner, and market work ready community in the area. Rapides and Avoyelles Parishes are the only Certified Work Ready Communities in Louisiana. With a total of 10,030 National Career Readiness Certificates issued in WIA 60 & 61, combined, Region 6 is leading the way on the Work Ready Communities initiative. We currently have more than 125 employers supporting this initiative, many of which include it in their hiring process. We anticipate all parishes in Region 6 to achieve certification by February 2016.

Manufacturing Sector Strategy

In order to engage the Manufacturers of Central Louisiana, LWIA 60 and 61 partnered with the Central Louisiana Manufacturing Manager's Council. The Council is made up of approximately 47 manufacturers from Central Louisiana including 26 of the largest manufacturers in the Region. Region VI hosted a council meeting and made a presentation on the advantages in partnering with LWC. This was followed up with one-on-one meetings. As a result, the region has been able to capture 39% of these employers as customers.

Regional Business Services

In an effort to more fully engage our business customers, Region 6 engaged in a new strategy. The top four industry sectors were identified based on projected employment and growth. The top 50 employers were targeted in each sector for engagement. Metrics were put in place to measure the effectiveness of business engagement. Work processes were adjusted to focus on the high demand jobs in these top sectors. An Industry Coordinator was assigned to work on industry sector engagement. A Business Consultant was hired to perform outreach in the region. As a result of these efforts Market Penetration throughout the region rose an average of 14.5%, Staff referrals resulting in a hire to demand occupations increased an average of 6.5%, the average time to make a staff referral resulting in a hire to a demand occupation decreased by 24 days and repeat customers increased by 2%.

Region VII

Monthly Regional Business Services Meetings

Region 7 commenced Monthly Regional Business Services Meetings.

The attendees included WIB Directors, Local Area Coordinators, Site Coordinators, Recruitment & Placement Team Leaders, Business Consultants, the Regional Industry Coordinator, Office of Labor, La Rehab Services – REDS (Re-Employment Disability Specialist), Regional LVER Manager, Small Business Entrepreneur Representative, Rapid Response Coordinator, Disability Resource Coordinator and an Incumbent Worker Training Program staff member.

This collaborative effort enabled great coordination for the many projects throughout the last year and contributed mightily to their success. Our employer and applicant customer were the beneficiaries of this successful endeavor.

Region VIII

Manufacturing and Construction Sector Forum

Region 8 partnered with Workforce Investment Boards and to focus on the demand driven system and our commitment to strengthen employer services throughout our eleven parishes. The Region hosted a Manufacturing and Construction Sector Employer Forum. This event, featured speakers from the three key areas of Education/Training, Workforce Development, and Industry Employers. In addition to this event, local Employer Forums were held in each of the eleven individual parishes. These local forums provided our team the opportunity to promote our services. .

WIA Success Stories Around the State

The best way to show the effectiveness of the LWC’s efforts is through the success of our customers. Here are eight stories — one from each region of Louisiana — that demonstrate how local workforce development officials are creating successes.



Region 1 (New Orleans)

Shelby came into the St. Tammany Business and Career Solutions Center in July 2014. She was a 21 year old parenting youth who was homeless and receiving welfare. She had no prior work experience. Although Shelby had received her GED in 2012, she was basic skills deficient in Math. She needed assistance across the board, from transportation and child care to soft skills. Her self-esteem and confidence levels were extremely low. She was placed in a work experience assignment in the St. Tammany BCSC and progressed continually throughout her time there. All staff in the center contributed to Shelby's training allowing her to gain the skills needed to attain and retain employment. In addition to her work experience, Shelby completed several on-line Microsoft office courses, worked one on one in tutoring with her WIA Youth Counselor, and increased her educational functioning level in Math from 8.2 to a 12.0 Grade Equivalent. She now has a resume, soft skills, and her own transportation. In addition, her Counselor helped her secure childcare and an apartment. She was referred to and interviewed with Information Innovators at Stennis Space Center in July 2015. She began working there on March 16th, 2015 for 40 hours per week at \$14 per hour. She continues to progress on the job.

Brent came into the St. Tammany Business and Career Solutions Center seeking employment in March 2015. He was a 19 year old, homeless youth with no prior work experience. He was planning to go to college, but needed to work because he had to find a permanent place to live. He was previously living with his father, who became ill and had to be put into a nursing home. It was then that Brent became homeless. Job search was difficult because he was lacking job seeking skills and needed assistance in developing soft skills as well. He was placed in a WIA work experience assignment at Habitat for Humanity in April 2015. Brent attended weekly workshops at the St. Tammany BCSC given by his Youth Counselor that focused on soft skills, workplace ethics and behavior, financial literacy and life skills. He also continued to show great progress in his work experience. As of August 2015, Brent is now a permanent full-time employee of Habitat for Humanity, working 40 hours a week and earning \$11 an hour. He has also moved out of his temporary living situation (sleeping on friends' sofas), and has his own place and is planning to attend Delgado Community College in the spring of 2016.

Region 2 (Baton Rouge)

Joseph Kelly - Completed the Site Safety Training at BRCC and is currently employed at ICC-IMTT, in St. Rose, LA, as a full-time Construction Site Safety Supervisor. He has been employed since 6.21.2014, earning \$26.00 an hour. His job duties include audits and investigations. Mr. Kelly stated he loves his job. He has gone from being a laborer to being the one in charge!! He thanks WIA and everyone here for providing him this opportunity. Great Job!!!

Patricia Guillen - Participated in our MAPS (Making a Positive Step) program in 2013-2014. Ms. Guillen earned her high school diploma and enrolled in post-secondary education at Baton Rouge Community College this fall. As a result of her outstanding performance in MAPS, Ms. Guillen has signed an internship agreement with EmployBR and is eligible to work up to five (5) years if she remains in school. Ms. Guillen has proven to be an outstanding young lady and EmployBR welcomes her to our staff.

Region 3 (Houma)

Erica Richardson

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

Region 4 (Lafayette)

LWDA #40

Ms. Desiree Robinson, a 22 year old single female entered the Acadia Parish Business & Career Solutions Center, in August, of 2009 seeking financial assistance. Ms. Robinson was employed at Wal-Mart as a part time cashier, attending LSUE, majoring in Respiratory Therapy. Ms. Robinson's anticipated date to graduate was May, of 2012. In the Spring, of 2010, Ms.

Robinson, was blessed with a little one on the way. Morning sickness and issues during pregnancy affected Ms. Robinson's grades; therefore, she could not attend scheduled summer classes and was placed on probation in the later months of pregnancy. Despite setbacks, Ms. Robinson continued to pursue her education and maintained employment. She would celebrate the arrival of her first child, born in September, of 2010 and shortly thereafter, a second child in September, of 2011. Childcare would force Ms. Robinson to sit out of school during the Fall semester and again in Spring. She was determined not to give up and enrolled back into school during the summer of 2012. Unfortunately, Ms. Robinson did not meet the academic performance and did not attend school again until, Spring of 2013. Motivated to succeed, Ms. Robinson continued to pursue her degree. In the Fall of 2013, she was accepted into clinical and passed all classes that semester. She continued clinical in the Spring, Summer and Fall and graduated in December, of 2014, with an Associate Degree in Respiratory Therapy. Ms. Robinson successfully passed State Boards and secured a job at Lafayette General as a Full Time Respiratory Therapist.

Overcoming many obstacles, Ms. Robinson never gave up! Today, she is a mother of two happy, beautiful children with a very rewarding career. Also, Ms. Robinson contributes the success of her career through the services provided to her by the Acadia Parish Business and Career Solutions Center of LWIA #40.

LWDB 41

Joshua Andrews, an out of school youth, came into the Lafayette Business and Career Solutions Center seeking assistance with obtaining his High School Equivalency Diploma. He was introduced to The KYTE Program and eagerly applied. The following week Joshua took the TABE test and November 2014. Joshua met eligibility requirements. He began the two week Mental Toughness part of the program in worked diligently in increasing his functioning levels and was scheduled to take the official HiSET. On December 18, 2014 Joshua passed the HiSET and earned his High School Equivalency Diploma! He brought in a copy of his certificate and received a \$100.00 incentive payment for his accomplishment.

Joshua immediately enrolled at SLCC in Lafayette and majored in General Studies. He began attending classes on February 3, 2015. He brought in verification of his enrollment and earned another \$100.00 incentive! Through WIA's supportive services, transportation assistance continues to be offered during follow up as he attends school. When asked, what was your life been like prior to entering The KYTE Program and how has it changed now that you have earned your HSED, Joshua answered, "Prior to earning my HSED, I was unaware of opportunities that came along. Opportunities for better employment, the chance to attend college and do something I actually wanted to do in my future endeavors. It put life into perspective. It made me open my eyes to all education has to offer. Also the joy of knowing that I could accomplish something I thought I couldn't makes it all worth it."

Joshua had been experiencing some difficulties in life and accounts the KYTE Program for helping him overcome those obstacles. Joshua stated, "I grew up poverty stricken, unable to finish high school, homeless, and forced to criminal activity after my parents passed just to survive. I was always, like us kids say "going with my move" because I didn't think there was anything else out there for me. I felt stranded on an island. This program let me know that I have a boat, and that boat is my mind, and I have an ore which is my education. With those I can make it anywhere."

"Motivation", is how he described it, when he learned about the supportive services offered through WIA. When asked how these services impacted his life, Joshua responded, "I got PAID to get my GED! I don't know any other place that does that! For a person with nothing, no job, no family, no hope, that money paid bills and put food in my mouth when I had nothing. Nobody

calls me to check up on me or offer help to me but the KYTE program, lets me know that I wasn't forgotten after I earned my GED. Honestly it was one of the best decisions I've ever made in my life to go through with the program."

As a KYTE participant Joshua feels his greatest success as a student was rekindling his love for writing. He mentioned that as a kid he would write stories and after he grew older he lost his passion. Joshua stated, "Having to write everyday about my hopes and dreams pushed me to get that love back. I have recently started writing a book. Hopefully when it's finished I can get it published, and all thanks will be given to the amazing people who take time out of there day to better my generations youth at the KYTE program. Thank you all for giving life to what I thought had died long ago.

Lafayette Business and Career Solutions Center Success Story



Patrick Miller had worked as an IT and networking person in the oil field. He was laid off in December 2014 and came to the center for re-employment services. Upon our suggestion, he completed the interest and skills assessments. One day I review his results and conducted a job search based on skills and interests. To my surprise, not one job was listed that matched at 50% for both skills and interests. I looked at the results of his interest assessment and discovered he was in the wrong field. He was interested in working with people yet he was working with computers. I counseled him on what I found and suggested he find a better match of skills and interests.

He was interested in working, however, and took a job with a computer networking service company. It did not work out. I gave him information on the EMT program through SLCC and Acadian Ambulance Services, explaining how it is a good mix of technical skills and interests in helping others. At that point, he decided to pursue something that matched his interests better and enrolled on his own in EMT training at SLCC in March.

He stopped by in August to let me know he had passed all of his exams. Summer session EMT training was grueling but he stated he is now in a field that is what he should be doing and is in the right place. He attributes his success to the counseling I gave him to pursue a career that better matches his interests. He thanked me for helping him pursue this career. He is very happy with his decision and his successful completion of the EMT program. He is looking forward to working as an EMT.

Region 5 (Lake Charles)

Veterans Success Story FY2015 – Charles Ray Smith

Charles Ray Smith served in the United States Marines Corps and was separated in 2013. His Military Occupational Classification (MOC) was Supply Administration and Operations Specialist. His military duties consisted of shipping, receiving and issuing gear. He has worked odd jobs since 2013, but has been unsuccessful with securing a career. He began utilizing the Calcasieu Business & Career Solutions Center to search for employment in March 2015. The center's Disabled Veteran Outreach Program Specialist determined that Mr. Smith was a Transitioning Service Member in need of intensive services and referred him to center staff for further assistance.

Since Mr. Smith expressed an interest in obtaining new skills, on-the-job training was offered. The development of an individual employment plan, on-line assessments, case management, career planning and career counseling services were provided by center staff. Assessments revealed that Mr. Smith's major strengths are manual labor, organization, and computer skills. Mr. Smith began on-the-job training at Habitat for Humanity in April 2015 and completed training in September 2015. He was trained as a Residential Home Construction Assistant Supervisor and earned \$14.00 per hour. The duration of his training was 20 weeks through the on-the-job training opportunity. Now that he has successfully completed the training period, he will receive benefits and will have an opportunity for advancement within the company. His goals were to successfully complete on-the-job training, secure full-time, permanent employment with Habitat for Humanity and begin to be self-sufficient. Mr. Smith's family has been a great support system. They gave him encouragement and support along the way.

The Business and Career Solutions Center staff is continuing to provide "Veterans Priority of Service" to all veterans who seek services both in job placement and WIOA funded training.

Region 6 (Alexandria)

Laura Hooper

What do you do when faced with two felony drug convictions and your choices are either prison for 10 years or going to Drug Court? In January of 2014, Laura Hooper decided to take her chances in Drug Court. The Rapides Parish Police Jury's YouthBuild program housed at the Rapides Business & Career Solutions Center was recommended by Laura's counselor since she did not have a high school diploma. Laura saw it as a good opportunity and it turned out to be the best decision of her life. During the YouthBuild program, she was able to achieve her HiSET certification and started looking toward the future. She decided to pursue a bachelor degree in Psychology and with the Youthbuild staff's help, she started LSUE in August 2014. She made the Chancellor's list at the end of the 1st semester. She made the Honors Convocation (GPA 3.75) at the end of 2nd semester. Her dream is to get her PhD and either be a Child or Forensic Psychologist. She is currently enrolled in LSUA pursuing that dream. Laura attributed her success to the YouthBuild staff saying, "They *truly* cared."

CarrNeisha Hunter

CarrNeisha Hunter was a single mother with a new born child, receiving Government funds and working part-time as a Direct Service Worker at minimum wage. She enrolled in LPN classes at CLTCC - Rod Brady campus in Jena. When she first came into our center, CarrNeisha stated she was having a hard time financially and due to her financial situation she was thinking about discontinuing her education. I advised her that we had a program available in WIA that could assist her with some financial help. After proving her eligibility, we were able to assist her with transportation, state board fees, and the encouragement to complete her training. She completed with a 3.0 grade point average and received her Diploma. Upon completion of her state boards she went to work at Jena Nursing & Rehabilitation as an LPN making \$15.00, per hour, no longer having to rely on Government Funds and part-time employment to take care of her family. CarrNeisha stated "without our assistance and encouragement she would not have been able to accomplish her goals of becoming an LPN and being able to provide for her family."

Region 7 (Shreveport)

ROBERT BOLDEN

Robert was a production worker at General Motors in Shreveport, Louisiana. He had approximately three years of college before but did not finish a degree. He made \$15.78 an hour. He worked at General Motors for four months. He initially asked for assistance with finding employment and help with a resume with retraining as a last resort. After much consideration, he chose the Airframe and Power Plant Maintenance program at Southern University in Shreveport. He started the program in January of 2013 and graduated in August 2014 with his technical diploma. He also received TRA and a stipend provided through NEG (National Emergency Grant). Robert also received housing assistance through the NEG program. Not long after he started training, Robert's car broke down and was not able to be repaired so he received monthly bus passes through NEG. He sent me a video, the car actually caught on fire. Once he finished training, he started the FM licensing requirements which involved 3 written tests and an interview with the FAA Board for Louisiana. He obtained employment by the time he finished all of the requirements except the two day practical and oral exam in Texas. He chose not to pursue that because he obtained successful employment at Benteler Steel in Shreveport, LA. He started there the end of January 2015 and is earning \$19 an hour. Robert lives in Shreveport, Louisiana.

Jacquentin Brokenberry

Mr. Broken berry was unemployed at the time that services were accessed at the Caddo One Stop Center. He has been laid off from a local assembly plant. Mr. Brokenberry scored a 12.9 grade level in Math on the TABE assessment. Aptitude test results indicated an extremely high interest in Science and Technology. Mr. Brokenberry received Career Development services. A comprehensive assessment and employability plan were completed by local staff. He received WIA assistance in order to complete a six month Pharmacy Technician Program at Ayers Career College. Job Development and Placement services were provided by staff at Ayers College.

During his tenure as a student, he successfully completed the training and secured employment with Boudreaux's Pharmacy in Shreveport. He earned a 3.37 Grade Point Average during classroom training. At the age of twenty-four, he has been employed full-time for approximately one year with his current employer. Case Management staff was responsible for completion of

assessment, development of employability plan, co-coordinating services with educational provider, monitoring progress, and ensuring maintenance of accurate information on HIRE. Results of assessment, testing, and aptitude scores indicated that student had a good probability of achieving the originally designated employment goal.

Region 8 (Monroe)

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

a. 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.

b. Appendix B**Tables from ETA 9091 - Program Year 2014****Statewide****Local Workforce Investment Areas****Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63.0%	63.5%	33,579
			52,926
Employment Retention Rate	82.0%	83.5%	33,066
			39,604
Average Earnings	\$14,800	\$14,212.00	\$469,806,053.46
			33,057

Outcomes for Adult for Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	390	75.73	1695	62.71	723	38.81	4606	49.53
	515		2703		1863		9300	
Employment Retention Rate	488	87.46	1780	82.95	679	73.17	4182	81.65
	558		2146		928		5122	
Average Earnings	5951810.59	12271.77	31820589.74	17876.74	8054723.40	11862.63	62751927.51	15005.24
	485		1780		679		4182	

Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.06%	835	65.98%	1720
		1043		2607
Employment Retention Rate	89.58%	1160	85.51%	2137
		1295		2499
Average Earnings	\$14,682.06	\$16,928,411.72	\$13,977.22	\$29,841,374.55
		1153		2135

Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0%	64.64%	1746
			2701
Employment Retention Rate	87.0%	86.75%	1473
			1698
Average Earnings	\$17,500	\$15,196.70	\$22,384,739.50
			1473

Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	69.78	97	36.9	31	52.01	324	76.92	30
		139		84		623		39
Employment Retention Rate	87.63	85	81.25	26	85.02	244	87.88	29
		97		32		287		33
Average Earnings	\$16,593.90	1410481.78	\$16,040.54	417054.12	\$14,875.24	3629559.62	\$14,347.35	416073.24
		85		26		244		29

Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	78.3%	285	72.48%	187
		364		258
Employment Retention Rate	89.72%	288	85.78%	187
		321		218
Average Earnings	\$14,699.48	\$4,233,449.93	\$13,035.88	\$2,437,708.97
		288		187

Youth (14 – 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placed in Employment or Education	68%	70.26%	404
			575
Attainment of Degree or Certificate	65%	65.48%	385
			588
Literacy and Numeracy Gains	60%	62.22%	219
			352

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	
Adults	84.92	33690	\$541.37	21471297.56	0.96%	324	\$6,033.58	\$202,583,382	47.31	395
		39673		39661		33579		33576		835
Dislocated Worker	86.97	1469	87.23%	\$22,438,120.31	2.35%	41	\$6,889.86	\$12,029,691.82	41.05	117
		1689		\$25,724,294.31		1746		1746		285

Participation Levels

Reported information	Total Participants Served	Total Exiters
Total Adults Customers	312,174	290,621
Total Adults (self-service only)	265,512	244,520
WIA Adults	305,720	288,009
WIA Dislocated Workers	8,515	3,644
Total Youth (14 – 21)	1,739	718
Out-of-School Youth	1,166	530
In-School Youth	573	188

Cost of Program Activities

Program Activity	Total Spending
Local Adults	\$9,029,417.00
Local Dislocated Worker	\$8,104,878.00
Local Youth	\$7,773,471.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$1,728,195.00
Statewide Required Activities (up to 5%) WIA Section 134(a)(2)(B)	\$2,446,983.00
Statewide Allowable Activities WIA Section 134(a)(3)	
	N/A
Total of All Federal Spending Listed Above	\$29,082,944.00

First Planning District Consortium – LWIA 10

Total Participants Served		Adults 13,887
		Dislocated Workers 963
		Older Youth (19 – 21) 32 Report Total Youth 73
ETA Assigned # 22045	Total Exiters	Adults 13,158
		Dislocated Workers 704
		Older Youth (19 – 21) 12 Report Total Youth 28

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	61.0%
	Dislocated Workers	61.0%	55.0%
Retention Rates	Adults	78.0%	86.0%
	Dislocated Workers	81.0%	85.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,300	\$17,540
	Dislocated Workers	\$18,200	\$16,516
Placement in Employment or Education	Youth (14 – 21)	65.0%	75.0%
Attainment of Degree or Certificate	Youth (14 – 21)	50.0%	87.0%
Literacy and Numeracy Gains	Youth (14 – 21)	61.0%	83.0%

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

Jefferson Parish Department of Employment & Training – LWIA 11

Total Participants Served		Adults 28,632
		Dislocated Workers 324
		Older Youth (19 – 21) 96 Report Total Youth 112
ETA Assigned # 22015	Total Exiters	Adults 26,765
		Dislocated Workers 239
		Older Youth (19 – 21) 63 Report Total Youth 71

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	55.0%	63.0%
	Dislocated Workers	60.0%	73.0%
Retention Rates	Adults	75.0%	83.0%
	Dislocated Workers	81.0%	85.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,200	\$13,840
	Dislocated Workers	\$18,200	\$18,541
Placement in Employment or Education	Youth (14 – 21)	55.0%	71.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	75.0%
Literacy and Numeracy Gains	Youth (14 – 21)	60.0%	72.0%

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

Orleans Parish – LWIA 12

Total Participants Served		Adults 24,821
		Dislocated Workers 1,061
		Older Youth (19 – 21) 114 Report Total Youth 220
ETA Assigned # 22025	Total Exiters	Adults 24,929
		Dislocated Workers 560
		Older Youth (19 – 21) Report Total Youth 19

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	63.0%
	Dislocated Workers	63.0%	64.0%
Retention Rates	Adults	75.0%	85.0%
	Dislocated Workers	82.0%	86.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$11,700	\$12,609
	Dislocated Workers	\$14,700	\$13,035
Placement in Employment or Education	Youth (14 – 21)	65.0%	39.0%
Attainment of Degree or Certificate	Youth (14 – 21)	55.0%	62.0%
Literacy and Numeracy Gains	Youth (14 – 21)	40.0%	13.0%

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

St. Charles Parish Consortium – LWIA 14

Total Participants Served		Adults 8,924
		Dislocated Workers 415
		Older Youth (19 – 21) 7 Report Total Youth 13
ETA Assigned # 22090	Total Exiters	Adults 8,291
		Dislocated Workers 175
		Older Youth (19 – 21) 5 Report Total Youth 17

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	66.0%
	Dislocated Workers	68.0%	70.0%
Retention Rates	Adults	77.0%	83.0%
	Dislocated Workers	81.0%	85.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,500	\$15,078
	Dislocated Workers	\$18,200	\$15,883
Placement in Employment or Education	Youth (14 – 21)	41.0%	86.0%
Attainment of Degree or Certificate	Youth (14 – 21)	40.0%	90.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	0.0%

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

Second Planning District Consortium - LWIA 20

Total Participants Served		Adults 36,484
		Dislocated Workers 638
		Older Youth (19 – 21) 44 Report Total Youth 113
ETA Assigned # 22050	Total Exiters	Adults 35,097
		Dislocated Workers 170
		Older Youth (19 – 21) 27 Report Total Youth 41

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	59.0%	64.0%
	Dislocated Workers	68.0%	68.0%
Retention Rates	Adults	78.0%	83.0%
	Dislocated Workers	85.0%	86.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800	\$14,218
	Dislocated Workers	\$18,200	\$13,514
Placement in Employment or Education	Youth (14 – 21)	54.0%	84.0%
Attainment of Degree or Certificate	Youth (14 – 21)	62.0%	90.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	94.0%

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

East Baton Rouge Parish - LWIA 21

Total Participants Served		Adults 28,781
		Dislocated Workers 250
		Older Youth (19 – 21) 47 Report Total Youth 173
ETA Assigned # 22005	Total Exiters	Adults 26,860
		Dislocated Workers 98
		Older Youth (19 – 21) 26 Report Total Youth 152

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	62.0%
	Dislocated Workers	63.0%	81.0%
Retention Rates	Adults	76.0%	85.0%
	Dislocated Workers	81.0%	81.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,200	\$14,129
	Dislocated Workers	\$15,000	\$14,129
Placement in Employment or Education	Youth (14 – 21)	50.0%	61.0%
Attainment of Degree or Certificate	Youth (14 – 21)	60.0%	57.0%
Literacy and Numeracy Gains	Youth (14 – 21)	53.0%	33.0%

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

Lafourche Parish – LWIA 31

Total Participants Served		Adults 11,605
		Dislocated Workers 603
		Older Youth (19 – 21) 19 Report Total Youth 73
ETA Assigned # 22085	Total Exiters	Adults 10,403
		Dislocated Workers 183
		Older Youth (19 – 21) 20 Report Total Youth 50

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	63.0%
	Dislocated Workers	68.0%	64.0%
Retention Rates	Adults	74.0%	79.0%
	Dislocated Workers	76.0%	100.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,400	\$13,368
	Dislocated Workers	\$14,000	\$15,541
Placement in Employment or Education	Youth (14 – 21)	65.0%	80.0%
Attainment of Degree or Certificate	Youth (14 – 21)	49.0%	35.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	82.0%

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

Fourth Planning district Consortium – LWIA 40

Total Participants Served		Adults 24,010
		Dislocated Workers 1036
		Older Youth (19 – 21) 55 Report Total Youth 93
ETA Assigned # 22060	Total Exiters	Adults 21,719
		Dislocated Workers 391
		Older Youth (19 – 21) 43 Report Total Youth 72

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	65.0%
	Dislocated Workers	65.0%	63.0%
Retention Rates	Adults	77.0%	81.0%
	Dislocated Workers	80.0%	86.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,700	\$13,909
	Dislocated Workers	\$16,200	\$14,170
Placement in Employment or Education	Youth (14 – 21)	57.0%	70.0%
Attainment of Degree or Certificate	Youth (14 – 21)	57.0%	60.0%
Literacy and Numeracy Gains	Youth (14 – 21)	46.0%	54.0%

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

Lafayette Parish – LWIA 41

Total Participants Served		Adults 12,628
		Dislocated Workers 932
		Older Youth (19 – 21) 26 Report Total Youth 83
ETA Assigned # 22020	Total Exiters	Adults 11,449
		Dislocated Workers 188
		Older Youth (19 – 21) 8 Report Total Youth 42

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	62.0%
	Dislocated Workers	68.0%	68.0%
Retention Rates	Adults	77.0%	84.0%
	Dislocated Workers	83.0%	94.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$11,400	\$13,557
	Dislocated Workers	\$16,900	\$17,713
Placement in Employment or Education	Youth (14 – 21)	53.0%	84.0%
Attainment of Degree or Certificate	Youth (14 – 21)	58.0%	59.0%
Literacy and Numeracy Gains	Youth (14 – 21)	54.0%	59.0%

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

Fifth Planning District Consortium – LWIA 50

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

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	72.0%
	Dislocated Workers	68.0%	87.0%
Retention Rates	Adults	81.0%	87.0%
	Dislocated Workers	83.0%	78.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800.00	\$18,760
	Dislocated Workers	\$18,200.00	\$17,663
Placement in Employment or Education	Youth (14 – 21)	45.0%	76.0%
Attainment of Degree or Certificate	Youth (14 – 21)	40.0%	68.0%
Literacy and Numeracy Gains	Youth (14 – 21)	40.0%	50.0%

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

Calcasieu Parish Consortium – LWIA 51

Total Participants Served		Adults 20,383
		Dislocated Workers 607
		Older Youth (19 – 21) 57 Report Total Youth 91
ETA Assigned # 22010	Total Exiters	Adults 19,125
		Dislocated Workers 259
		Older Youth (19 – 21) 16 Report Total Youth 25

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	69.0%
	Dislocated Workers	66.0%	80.0%
Retention Rates	Adults	81.0%	85.0%
	Dislocated Workers	85.0%	95.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800	\$17,095
	Dislocated Workers	\$16,500	\$16,798
Placement in Employment or Education	Youth (14 – 21)	65.0%	85.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	81.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	100.0%

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

Sixth Planning District Consortium – LWIA 60

Total Participants Served		Adults 10,160
		Dislocated Workers 261
		Older Youth (19 – 21) 53 Report Total Youth 115
ETA Assigned # 22070	Total Exiters	Adults 9,094
		Dislocated Workers 91
		Older Youth (19 – 21) 15 Report Total Youth 22

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	57.0%
	Dislocated Workers	68.0%	62.0%
Retention Rates	Adults	79.0%	83.0%
	Dislocated Workers	79.0%	91.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800	\$13,613
	Dislocated Workers	\$15,000	\$16,972
Placement in Employment or Education	Youth (14 – 21)	65.0%	88.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	71.0%
Literacy and Numeracy Gains	Youth (14 – 21)	60.0%	61.0%

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

Rapides Parish – LWIA 61

Total Participants Served		Adults 9,105
		Dislocated Workers 223
		Older Youth (19 – 21) 37 Report Total Youth 59
ETA Assigned # 22035	Total Exiters	Adults 8,726
		Dislocated Workers 101
		Older Youth (19 – 21) 5 Report Total Youth 8

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	69.0%
	Dislocated Workers	56.0%	84.0%
Retention Rates	Adults	77.0%	84.0%
	Dislocated Workers	81.0%	94.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,500	\$14,695
	Dislocated Workers	\$14,900	\$15,114
Placement in Employment or Education	Youth (14 – 21)	65.0%	100.0%
Attainment of Degree or Certificate	Youth (14 – 21)	63.0%	75.0%
Literacy and Numeracy Gains	Youth (14 – 21)	50.0%	100.0%

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

Seventh Planning District Consortium – LWIA 70

Total Participants Served		Adults 23,010
		Dislocated Workers 558
		Older Youth (19 – 21) 77 Report Total Youth 105
ETA Assigned # 22075	Total Exiters	Adults 23,062
		Dislocated Workers 215
		Older Youth (19 – 21) 20 Report Total Youth 32

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	61.0%
	Dislocated Workers	68.0%	68.0%
Retention Rates	Adults	76.0%	83.0%
	Dislocated Workers	84.0%	90.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$12,500	\$12,164
	Dislocated Workers	\$16,600	\$13,123
Placement in Employment or Education	Youth (14 – 21)	65.0%	57.0%
Attainment of Degree or Certificate	Youth (14 – 21)	55.0%	52.0%
Literacy and Numeracy Gains	Youth (14 – 21)	63.0%	76.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	4

City of Shreveport – LWIA 71

Total Participants Served		Adults 18,276
		Dislocated Workers 173
		Older Youth (19 – 21) 18 Report Total Youth 66
ETA Assigned # 22040	Total Exiters	Adults 16,485
		Dislocated Workers 78
		Older Youth (19 – 21) 13 Report Total Youth 41

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	55.0%	60.0%
	Dislocated Workers	64.0%	78.0%
Retention Rates	Adults	76.0%	85.0%
	Dislocated Workers	85.0%	86.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$10,500.00	\$11,839
	Dislocated Workers	\$13,500.00	\$12,729
Placement in Employment or Education	Youth (14 – 21)	59.0%	79.0%
Attainment of Degree or Certificate	Youth (14 – 21)	45.0%	82.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	69.0%

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

Ouachita Parish – LWIA 81

Total Participants Served		Adults 12,229
		Dislocated Workers 50
		Older Youth (19 – 21) 49 Report Total Youth 200
ETA Assigned # 22030	Total Exiters	Adults 11,130
		Dislocated Workers 29
		Older Youth (19 – 21) 8 Report Total Youth 19

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	58.0%	59.0%
	Dislocated Workers	68.0%	57.0%
Retention Rates	Adults	78.0%	85.0%
	Dislocated Workers	81.0%	92.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$12,800	\$12,126
	Dislocated Workers	\$16,500	\$14,620
Placement in Employment or Education	Youth (14 – 21)	55.0%	67.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	67.0%
Literacy and Numeracy Gains	Youth (14 – 21)	50.0%	90.0%

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

Union Parish Consortium – LWIA 82

Total Participants Served		Adults 7,622
		Dislocated Workers 129
		Older Youth (19 – 21) 24 Report Total Youth 31
ETA Assigned # 22100	Total Exiters	Adults 7,467
		Dislocated Workers 45
		Older Youth (19 – 21) 16 Report Total Youth 20

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	62.0%
	Dislocated Workers	68.0%	82.0%
Retention Rates	Adults	77.0%	83.0%
	Dislocated Workers	85.0%	90.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$10,000	\$11,993
	Dislocated Workers	\$14,400	\$16,719
Placement in Employment or Education	Youth (14 – 21)	65.0%	64.0%
Attainment of Degree or Certificate	Youth (14 – 21)	57.0%	54.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	70.0%

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

Franklin Parish Consortium – LWIA 83

Total Participants Served		Adults 7,965
		Dislocated Workers 146
		Older Youth (19 – 21) 18 Report Total Youth 33
ETA Assigned # 22095	Total Exiters	Adults 7,590
		Dislocated Workers 39
		Older Youth (19 – 21) 13 Report Total Youth 20

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	58.0%	63.0%
	Dislocated Workers	68.0%	100.0%
Retention Rates	Adults	76.0%	81.0%
	Dislocated Workers	80.0%	100.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,800	\$17,108
	Dislocated Workers	\$14,300	\$11,877
Placement in Employment or Education	Youth (14 – 21)	65.0%	44.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	56.0%
Literacy and Numeracy Gains	Youth (14 – 21)	62.0%	50.0%

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

c. Appendix C

Key Performance Indicators for Business Metrics PY 2014

Overall Business Market Penetration

PRIMARY DATA SOURCE

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Services to employers are automatically recorded by HiRE and manually entered into HiRE by Business and Career Solutions Center (BCSC) staff. The HiRE system has the capability to have service codes added to indicate business market penetration activity.

GOAL SETTING METHODOLOGY

The Louisiana Labor Market Information 1st Quarter Summary of Employment and Wages for 2014 contains a census of business data by parish, including count and size of employee pools of operating businesses. The number of unique businesses employing ten or more people in the parishes contained within a given Local Workforce Investment Area (LWIA) will function as the denominator for this KPI.

The numerator for this measure over the rolling four quarter period will include the number of unique businesses with ten or more employees, registered in HiRE, which independently or with BCSC staff assistance, engaged with the HiRE system by having either:

- Posted a job in HiRE
- Provided Employer Based Training to a job seeker
- Conducted a resume search
- Utilized customized Labor Market Information services for a specific industry or occupation
- Received Incumbent Worker Training Program (IWTP) funding
- Attended seminars and/or workshops

Targeted Business Market Penetration

PRIMARY DATA SOURCE

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Services to employers are automatically recorded by HiRE and manually entered into HiRE by Business and Career Solutions Center (BCSC) staff. The HiRE system has the capability to have service codes added to indicate business market penetration activity.

GOAL SETTING METHODOLOGY

The Louisiana Labor Market Information 1st Quarter Summary of Employment and Wages for 2014 contains a census of business data by parish, including industry of operation. The numerator for this measure will include the number of unique businesses in the targeted industries, registered in HiRE that independently or with BCSC staff assistance, have either:

- Posted a job in HiRE
- Provided Employer Based Training to a job seeker
- Conducted a resume search

- Utilized customized Labor Market Information services for a specific industry or occupation
- Received Incumbent Worker Training Program (IWTP) funding
- Attendees at seminars and workshops

The denominator for this measure will be 200 businesses in each LWIA – the top 50 businesses in the construction industry and the top 50 businesses in each of the top three industries in the corresponding Workforce Region.

Employer Based Training

PRIMARY DATA SOURCE

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Training services provided by employers are recorded in HiRE by Business and Career Solutions Center (BCSC) staff.

GOAL SETTING METHODOLOGY

This is a count-based measure. The baseline will be gathered from historical training data identified by LWIA as recorded in HiRE and reasonable expectations of the ability of BCSC staff in each LWIA to build relationships with employers willing to and capable of providing training services to job seekers. The desired percentage increase in the baseline count will be determined by existing and expected market conditions and available resources to facilitate employer based training.

Measured training service contracts to employers and training services delivered to individuals will include:

- The provision of on-the-job training services to adults
- The provision of Youth on-the-job training services
- The provision of customized training services
- The provision of apprenticeships
- The provision of services funded by IWTP

Demand Occupation Job Vacancies with Staff Referrals

PRIMARY DATA SOURCE

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Job listings are recorded in HiRE by Business and Career Solutions Center (BCSC) staff and employers. Specifications for demand occupations are accessible by LWIA, with occupational codes (two digit plus four digit extension) and corresponding star ratings from the Occupations in Demand List in Labor Market Information. LWIA's may add selected demand occupations based on their local economic drivers and market conditions.

GOAL SETTING METHODOLOGY

This is a percentage measure. The numerator for this measure will be the number of job vacancies for demand occupations in HiRE, by LWIA, receiving at least one staff referral of a job seeker to fill the position. The denominator for this measure is the number of job listings for demand occupations in HiRE, by LWIA.

Time Ratio for a Successful Staff Referral

*A successful candidate is one who is referred by staff to a demand occupation job vacancy and is later hired.

PRIMARY DATA SOURCE

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Job listings are recorded in HiRE by Business and Career Solutions Center (BCSC) staff and employers. Staff referrals are recorded in the HiRE system. Specifications for the demand occupations are accessible by LWIA, with occupational codes (two digit plus four digit extension) and corresponding star ratings from the Occupations in Demand List in Labor Market Information.

GOAL SETTING METHODOLOGY

This is a chronological measure. The measure is the average number of days elapsed from the date of posting of all job vacancies for demand occupations in HiRE with a staff referral resulting in a job seeker placement until the date of the related staff referral in HiRE resulting in job placement in a demand occupation.

*Ratio of Staff Referrals Resulting in Placement to Self-Referrals Resulting in Placement***PRIMARY DATA SOURCE**

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Job listings are recorded in HiRE by Business and Career Solutions Center (BCSC) staff and employers. Staff referrals and self-referrals are recorded in the HiRE system. Staff referrals resulting in placement can be recorded by staff. Self-referrals resulting in placement can be indicated in HiRE by staff, or by the employer upon indication of hiring for a job vacancy.

Demand occupations are 3, 4, and 5 star occupations. Specifications for the 3, 4, and 5 star occupations are accessible by Workforce Region, with occupational codes (two digit plus four digit extension) and corresponding star ratings from the Occupations in Demand List in Labor Market Information.

GOAL SETTING METHODOLOGY

This is a comparative measure. The numerator for this measure is the number of staff referrals to job vacancies for demand occupations in HiRE resulting in an employer hiring action. The denominator for this measure is the number of self-referrals to job vacancies for demand occupations in HiRE resulting in an employer hiring action. The goal is to maximize this staff referral to self-referral ratio over time.

*Capture of Spider Jobs***PRIMARY DATA SOURCE**

The primary source of information for this measure is data recorded in the MIS system for the Louisiana Workforce Commission (LWC), HiRE. The HiRE system searches online job listing venues and displays those listings, searchable by keywords, in HiRE.

GOAL SETTING METHODOLOGY

The Office of Workforce Development (OWD) is considering adding an activity code to the HiRE system that would serve as a tag indicating a spider-to-HiRE job listing. Should this happen, this tag will be the means by which spider-to-HiRE job listings are tracked in HiRE by LWIA. This measure will be calculated quarterly.

Repeat Customers

PRIMARY DATA SOURCE

The primary source of information for this measure is data recorded in the MIS system of the Louisiana Workforce Commission (LWC), HiRE. Staff records employer services in the HiRE system. The HiRE system automatically indicates the activities performed by employers without staff assistance.

GOAL SETTING METHODOLOGY

This is a measure of retention. The numerator of this measure is a count of the unique employers who received at least one BCSC/HiRE service in the baseline year. The denominator is a count of the unique employers who received at least one BCSC/HiRE service in the prior year. The goal is to increase and/or maximize that percentage from year-to-year. The services to be counted for numerator and denominator for this measure are as follows:

- Posted a job in HiRE
- Provided Employer Based Training to a job seeker
- Conducted a resume search
- Utilized customized Labor Market Information services for a specific industry or occupation
- Received Incumbent Worker Training Program (IWTP) funding
- Attended seminars and/or workshops



Louisiana Workforce Commission
Post Office Box 94094
Baton Rouge, LA 70804-9094

