



Workforce Innovation and Opportunity Act

Annual Report

Program Year 2018



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John Bel Edwards, Governor
Ava Dejoie, Secretary

Office of the Secretary

December 9, 2019

I am pleased to present the 2018 Workforce Innovation and Opportunity Act Annual Report for Louisiana, which covers the activities, achievements and challenges of the Louisiana Workforce Commission from July 1, 2018, through June 30, 2019.

The past program year has shown continued workforce successes throughout the agency even amidst still-changing environments after the transition to the Workforce Innovation and Opportunity Act (WIOA).

Louisiana has achieved near record lows in unemployment over the last year. While this is great news for the citizens of our state, it presents challenges for the state's workforce system to find qualified workers to meet the ever growing need of employers. However, we are prepared to build upon our partnerships and work smarter to engage populations that are typically disenfranchised.

Louisiana met or exceeded all performance measures under the Workforce Innovation and Opportunity Act Title I and III programs with the exception of Credential Attainment for the youth program. We are currently work with our local areas to provide guidance and technical assistance to ensure performance improvement.

Our community partnerships have come to fruition in the form of additional apprenticeship programs, Industry Sector Partnerships, customized trainings, and State inter-agency collaborations that continue to fulfill our mission of "Putting People to Work" by providing State support and guidance in implementation.

This Annual Report provides a review of how we are implementing the strategies outlined in the WIOA Combined State Plan that are helping to prepare Louisiana workers, educators and workforce partners.

A handwritten signature in blue ink, appearing to read "Ava Dejoie".

Ava Dejoie
Secretary
Louisiana Workforce Commission

STRATEGIC VISION

The Louisiana Workforce Investment Council (WIC), the state's workforce board, supports development of an employer-led, demand-driven workforce development system based on occupational forecasts in which training, education and services for job-seekers prepare Louisiana residents for high wage, high-demand career opportunities in Louisiana.

Louisiana's stakeholders envision a workforce system that will provide pathways for all Louisianans, including individuals who are receiving public assistance, those who are the unemployed or underemployed, those who are deficient in basic skills, as well as persons with disabilities, including disabled veterans and others who have significant barriers to employment. All will have access to education, training and the supportive services needed to prepare for and secure high-demand occupations that pay family-sustaining wages.

To achieve this, LWC set forth Strategic Goals and Objectives. The following outlines the objectives that received particular focus and contributed to success.

Establish Career Pathways as a model for skill, credential and degree attainment for Louisiana citizens to secure jobs that provide opportunities for economic independence and family stability.

The objectives for this goal in which LWC was largely successful during the 2017 program year were to:

1. Engage employers and integrate sector strategy principles to ensure multiple employers, business associations and organized labor are partners in creating demand-driven career pathways, and;
2. Expand utilization of registered apprenticeship by industry sector employers to train workers and meet occupational demands.

Expand career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and the expansion of bridge programs.

The objectives for this goal in which LWC was largely successful during the 2017 program year were to:

1. Expand and incentivize the utilization of evidenced-based workforce strategies that support targeted populations (e.g., the long-term unemployed, individuals with disabilities, veterans, out-of-school youth) into sector-based career pathway initiatives to achieve similar outcomes relative to other populations;
2. Enhance and expand the delivery of integrated re-entry and employment strategies to reduce recidivism among Louisiana's returning citizens and to meet the skill and workforce needs of business and industry;
3. Foster the improvement and expansion of employer-driven regional sector partnerships to meet occupational demands as supported by regional labor market information; and
4. Develop focused, regional workforce initiatives that blend partner resources (co-investment) to educate and train workers for jobs within the workforce region.

Through these efforts, using our integrated service delivery system with community and State partners, implementation of new Industry Sector relationships, quality Career and Training services, and continuous quality improvement Louisiana met or exceeded overall performance in all measures.

WIOA TITLE 1 -IV PERFORMANCE AND ACTIVITIES

Waivers

In Program Year 2018 the Louisiana Workforce Commission did not request any Title I waivers.

WIOA Title I

Performance

Pursuant to WIOA, all states submitting a state plan must propose expected levels of performance for each of the prescribed indicators. Federal guidelines describe the primary indicators of performance as key factors in achieving the goals of WIOA.

Data on primary indicators of performance are collected from Louisiana’s management information systems, Unemployment Wage Records and from the Wage Record Information System 2 (WRIS2). These systems gather exit information on participants and provides real-time data elements for case management and performance reporting.

The table below displays Louisiana’s negotiated rate for each of the required indicators of performance along with the actual statewide outcomes achieved. Pursuant to federal policy, states achieving at least 90 percent of the negotiated goal are considered to have met the goal. Louisiana’s PY 2017-2018 performance exceeded the federal criterion for each of the indicators of performance with the exception of Credential Attainment for the Youth program.

WIOA Title I and Title III PY 2018 Statewide Results

Measure	Negotiated Performance Level	Statewide Performance	Percent of Goal Attained
Adult			
Employment Rate 2nd Quarter After Exit	64.50%	68.10%	106%
Employment Rate 4th Quarter After Exit	64.40%	67.60%	105%
Median Earnings 2nd Quarter After Exit	\$4,900	\$6,009	123%
Credential Attainment	64.30%	63.20%	98%
Dislocated Worker			
Employment Rate 2nd Quarter After Exit	64.30%	67.10%	104%
Employment Rate 4th Quarter After Exit	67.20%	67.90%	101%
Median Earnings 2nd Quarter After Exit	\$6,800	\$7,563	111%
Credential Attainment	70.00%	72.90%	104%
Youth			
Employment Rate 2nd Quarter After Exit	67.00%	73.00%	109%
Employment Rate 4th Quarter After Exit	67.00%	72.90%	109%
Credential Attainment	60.20%	51.80%	86%
Wagner-Peyser			
Employment Rate 2nd Quarter After Exit	61.00%	61.40%	101%
Employment Rate 4th Quarter After Exit	62.70%	62.50%	100%
Median Earnings 2nd Quarter After Exit	\$4,700	\$5,119	109%

WIOA Title I and Title III PY 2018 Over the Year Progress

<i>Measure</i>	<i>Statewide Performance PY17</i>	<i>Statewide Performance PY18</i>	<i>Gain (Loss) PY18</i>	<i>Statewide Performance PY17</i>	<i>Statewide Performance PY18</i>	<i>Gain (Loss) PY18</i>
Adult				Youth		
Participants Served Career Services	8,970	5,578	-3,392	1,331	1,879	548
Participants Served Training Services	1,781	2,487	706	433	563	130
Exiters - Career Services	12,466	4,319	-8,147	540	898	358
Exiters - Training Services	1,014	1,335	321	253	285	32
Employment Rate 2nd Quarter After Exit	63.9%	68.1%	4%	73.9%	73.0%	-1%
Employment Rate 4th Quarter After Exit	62.4%	67.6%	5%	71.8%	72.9%	1%
Median Earnings 2nd Quarter After Exit	\$5,832	\$6,009	\$177	N/A	N/A	N/A
Credential Attainment	77.1%	63.2%	-14%	60.4%	51.8%	-9%
<i>Measure</i>	<i>Statewide Performance PY17</i>	<i>Statewide Performance PY18</i>	<i>Gain (Loss) PY18</i>	<i>Statewide Performance PY17</i>	<i>Statewide Performance PY18</i>	<i>Gain (Loss) PY18</i>
Dislocated Worker				Wagner Peyser		
Participants Served Career Services	2,563	1,292	-1,271	61,575	50,811	-10,764
Participants Served Training Services	553	567	14	2,087	2,545	458
Exiters - Career Services	4,251	1,095	-3,156	68,397	47,427	-20,970
Exiters - Training Services	403	383	-20	1,423	1,441	18
Employment Rate 2nd Quarter After Exit	61.2%	67.1%	6%	59.1%	61.4%	2%
Employment Rate 4th Quarter After Exit	59.9%	67.9%	8%	59.1%	62.5%	3%
Median Earnings 2nd Quarter After Exit	\$7,293	\$7,563	\$270	\$4,921	\$5,119	\$198
Credential Attainment	86.7%	72.9%	-14%	N/A	N/A	N/A

Local Performance

Upon completion of the state’s negotiation with USDOL on state performance goals, performance target negotiations were conducted with each LWDB. As a result, expected levels of performance and goals were agreed upon for each local board. The table below summarizes outcomes based on these goals.

WIOA Title I and Title III PY 2018 Local Workforce Development Area Results

Measure	State Goal	# of LWDBs Achieving Goal	% of LWDBs Achieving Goal
Adult			
Employment Rate 2nd Quarter After Exit	64.50%	15 of 15	100%
Employment Rate 4th Quarter After Exit	64.40%	15 of 15	100%
Median Earnings 2nd Quarter After Exit	\$4,900	15 of 15	100%
Credential Attainment	64.30%	9 of 15	60%
Dislocated Worker			
Employment Rate 2nd Quarter After Exit	64.30%	15 of 15	100%
Employment Rate 4th Quarter After Exit	67.20%	15 of 15	100%
Median Earnings 2nd Quarter After Exit	\$6,800	13 of 15	86.7%
Credential Attainment	70.00%	12 of 15	80%
Youth			
Employment Rate 2nd Quarter After Exit	67.00%	14 of 15	93.3%
Employment Rate 4th Quarter After Exit	67.00%	15 of 15	100%
Credential Attainment	60.20%	9 of 15	60%
Wagner-Peyser			
Employment Rate 2nd Quarter After Exit	61.00%	14 of 15	93.3%
Employment Rate 4th Quarter After Exit	62.70%	15 of 15	100%
Median Earnings 2nd Quarter After Exit	\$4,700	12 of 15	80%

Common Exit

Louisiana has a Common Exit policy mandating common date of exit for participants across the WIOA Title I, WIOA Title III, and Trade Adjustment Assistance programs. Consistent with ETA guidance, participants enrolled or co-enrolled in one or more of the foregoing ETA programs remain as participants in all programs in which there is a common period of participation until the participant has not received a service in any Common Exit program for ninety days. After ninety days elapse without receipt of a service in any of the Common Exit programs, the participant will exit all programs, retroactive to the date of the last service received in any enrolled or co-enrolled program.

Effectiveness in Serving Employers

The USDOL developed three approaches for measuring effectiveness in serving employers and asked states to select two of the three approaches to report. Louisiana has selected employer penetration rate and repeat-customer rate as measures of performance for effectiveness in serving employers.

Louisiana reported an Employer Penetration Rate of 18.7% for Program Year 2018. This calculation was made by extracting the total number of employers with twenty or more employees receiving at least one of a set of core categories of services, including job posting, employer based training, resume search, labor market information, incumbent worker training, seminars & workshops, and apprenticeships divided by the number of employers in Louisiana with twenty or more employees, based on our Labor Market Information data. We chose this threshold for total employees due to the enormity of the number of employers with fewer than twenty employees,

especially self-employer sole proprietors and family businesses. Businesses with this employee profile are far less likely to hire a substantial number of new employees. Further, the rate of penetration would be likely be close to or statistically similar to zero, thus useless for analysis, had a denominator of all Louisiana employers been used. However, we have this data available if needed.

Louisiana reported a Repeat Business Customers Rate of 51.6% in Program Year 2018. The Repeat Business Customers Rate was calculated by counting number of businesses that utilized the foregoing core categories of services (for Employer Penetration Rate calculation) or any recorded employer service in our MIS system in the prior PY as the denominator. Of those in the denominator, the businesses that also received any of the mentioned core categories of services (for Employer Penetration Rate calculation) or any recorded employer service in our MIS system in PY18 were counted as the numerator.

Cost of Workforce Innovation and Opportunity Activities

During Program Year 2018, Louisiana expended \$22,752,511 on WIOA Title I Career Services and \$14,070,707 on WIOA Title I Training Services, for a total of \$36,823,218 in WIOA Title I participant service expenditures. During Program Year 2018, Louisiana expended \$8,283,425 on WIOA Title III Career Services, bringing the total expenditures for WIOA Title I and Title III participant services to \$45,106,643 in Program Year 2018.

WIOA Title I and Title III Cost Summary

Adult				
Service	Participants Served (Cohort Period: 7/1/2018-6/30/2019)	Participants Exited (Cohort Period: 4/1/2018-3/31/2019)	Funds Expended (Cohort Period: 7/1/2018-6/30/2019)	Cost Per Participant (Cohort Period: 7/1/2018-6/30/2019)
Career Services	5,578	4,319	\$7,710,501	\$1,388
Training Services	2,487	1,335	\$5,854,312	\$2,358
Percent training-related employment: 19.8 %		Percent enrolled in more than one core program: 82.0%		Percent Admin Expended: 14.0%
Dislocated Worker				
Service	Participants Served (Cohort Period: 7/1/2018-6/30/2019)	Participants Exited (Cohort Period: 4/1/2018-3/31/2019)	Funds Expended (Cohort Period: 7/1/2018-6/30/2019)	Cost Per Participant (Cohort Period: 7/1/2018-6/30/2019)
Career Services	1,292	1,095	\$7,017,042	\$5,469
Training Services	567	383	\$2,857,402	\$5,048
Percent training-related employment: 16.6%		Percent enrolled in more than one core program: 92.0%		Percent Admin Expended: 15.7%
Youth				
Service	Participants Served (Cohort Period: 7/1/2018-6/30/2019)	Participants Exited (Cohort Period: 4/1/2018-3/31/2019)	Funds Expended (Cohort Period: 7/1/2018-6/30/2019)	Cost Per Participant (Cohort Period: 7/1/2018-6/30/2019)
Career Services	1,879	898	\$8,024,968	\$4,275
Training Services	563	285	\$5,358,993	\$9,435
Percent training-related employment: 21.4%		Percent enrolled in more than one core program: 55.8%		Percent Admin Expended: 13.2%
Wagner-Peyser				
Service	Participants Served (Cohort Period: 7/1/2018-6/30/2019)	Participants Exited (Cohort Period: 4/1/2018-3/31/2019)	Funds Expended (Cohort Period: 7/1/2018-6/30/2019)	Cost Per Participant (Cohort Period: 7/1/2018-6/30/2019)
Career Services	50,811	47,427	\$8,283,425	\$163
Training Services	2,545	1,441	\$0	\$0
Percent training-related employment: 18.5%		Percent enrolled in more than one core program: 12.6%		Percent Admin Expended: N/A

Data Validation

Louisiana receives WIOA funding from the USDOL Employment and Training Administration (ETA) based on achieving negotiated performance. ETA's expectations are that work is done in a timely manner and correctly reported on a quarterly basis.

Many aspects of daily work for WIOA programs affect performance reporting for WIOA programs. As part of quality control, OWD will review these functions to determine whether LWDA's are adequately and appropriately meeting deadlines and documentation requirements.

The office of Workforce development provides quarterly regional training and onsite technical assistance to any LWDA deemed deficient in any of the problem areas related to data collection and quality assurance.

Many elements of WIOA enrollment require appropriate documentation be placed in participant files. Documentation sources can be identified with in the case management system HiRE – Helping Individuals Reach Employment.

Title II Adult Education - Integration with One-Stop Partners

The Louisiana Technical and Community College system continues to support the integration of activities sponsored under the AEFLA in multiple areas relative to adult education, career development, and employment and training activities.

In accordance with WIOA regulations, shared infrastructure costs of the One-Stop Delivery System was accomplished through equipment contribution at the local level. The WorkReady U — Adult Education comprehensive literacy center in each region provided an interactive kiosk at each certified One-Stop. The interactive kiosk is in real-time and provides direct telephone access and chat feature for on-demand assistance to trained enrollment management specialists.

Title II infrastructure contribution will be evaluated on a periodic and/or annual basis to determine effectiveness. Data reports will be collected from the kiosk system to support the return-on-investment.

Title III Wagner Peyser

The Louisiana Workforce Commission provides a wide range of reemployment services to customers and co-enrolled customers who were often directly connected to other programs, but who we quickly recognized would benefit other partner program services. Many of these customers were individuals with challenges requiring more intense workforce services, such as homeless veterans, correctional system reentry customers, at risk young adults, etc. Programs that intersect and co-enroll with Wagner Peyser services are listed and described below.

Jobs for Veterans State Grant (JVSG)

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.

The State drives priority of service in referring veterans and other eligible persons to employment opportunities through a standardized review process. Every veteran that qualifies are seen by a Disabled Veteran Outreach Representative (DVOP) and given Individualized Career Services under the framework of case management, which is comprised of a comprehensive assessment and individual employment plan based on the need of each individual veteran. Field leadership

receives results of this process quarterly for action when necessary. In addition, Local Veteran Employment Representatives (LVER) are conducting training to the field on veterans' priority of service to the non-veteran staff in the local offices. Regional Priority of Service training was conducted for all American Job Center (AJC) state staff members and follow up training by LVERs will be conducted for every AJC in the state by the end of this fiscal year. LVERs are pursuing employers to enroll in the Hire Veterans Medallion Program, which incentivizes companies to hire veterans and provide them with a reward from the Department of Defense.

The State continues to provide Individualized Career Services under the framework of case management for Vocational Rehabilitation and Employment (VR&E) referrals in accordance with directives. The Disabled Veteran Outreach Program Specialist (DVOP) assigned to St Bernard AJC coordinates and monitors case assignment as part of the Memorandum of Agreement (MOA) with the Veteran Affairs. The State also has a DVOP in Shreveport, LA that coordinates and monitors case assignment for VR&E clients that have a geographical location near the northern part of the state. These partnerships have resulted in an increase in the number of disabled veterans that we provide intensive services to the State Workforce Agency (SWA), Veterans Administration Regional Office (VARO), DVOP Intensive Service Coordinator (ISC), and Veterans Employment and Training Service (VETS) reviewed the report. There were no "anomalies" reported. The VARO closed cases and provided a date with the "rehabilitated status." The DVET received and accepted the report.

The State embraced the JVSG refocusing through the efforts of the JVSG staff members and their One-Stop partners, the state achieved a 99% Intensive Services Rate during PY 17 compared to a goal of 94%. 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 Significant Barrier to Employment (SBE) to a DVOP.

Below is a comparison of the key JVSG metrics between PY17 and PY18.

Jobs for Veterans State Grant (JVSG)

Measure	Negotiated Goal	Statewide Performance PY17	Statewide Performance PY18	Gain (Loss) PY18
Covered Entrants		830	891	61
Employment Rate 2nd Quarter After Exit	43.7%	52.3%	57.9%	6%
Employment Rate 4th Quarter After Exit	41.7%	52.2%	58.8%	7%
Median Earnings 2nd Quarter After Exit	\$5,038	\$5,747	\$5,692	(\$55)

Source: ETA 9173

Among the successful activities of the Veterans Program, the State began operations for its Veteran's Reentry Program. This program is specifically targeted for supporting an Incarcerated Veterans Reentry Program during the period of January 1, 2018 through December 31, 2018 to assist veterans twelve months prior to release in an effort to thwart recidivism.

The JVSG staff visited various prison facilities throughout the state to assist returning citizens, instead of the five parishes originally fostered with this program in PY16. The JVSG staff has garnered partnerships by working closely with agencies such as: Louisiana Probation and Parole, Volunteers of America, and the Louisiana Prison Reentry Initiative (LAPRI). The JVSG program has also conducted combined training with these partner organizations in an effort to

streamline processes and to understand what each entity can do to assist returning citizens.

The State JVSG program collaborated with the State Apprenticeship program to create on the IT program Apprenti. This program addresses the workforce shortage in the tech industry and identify diverse talent to meet industry needs. The staff traveled throughout the state to partner with the Transition Assistance Programs (TAPS) at each military facility to provide guidance on registering transitioning veterans into the program.

Re-employment Services

Unemployment Insurance (UI) programs play a vital role in the comprehensive, integrated workforce system by providing temporary income support to eligible individuals, who are important customers of the workforce system.

The Louisiana Workforce Commission LWC plays a key role of the workforce system to connect skilled workers with employers who need them, and because UI claimants have recent attachment to the workforce, they are a significant part of the available labor pool for employers.

The Reemployment Services and Eligibility Assessment (RESEA) program identifies unemployment benefits claimants who are likely to exhaust all unemployment benefits and transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX), and connects them with reemployment services to help them quickly return to work.

The RESEA program uses statistical modeling to rank unemployment benefits claimants based on their likelihood to exhaust all unemployment benefits. This process includes a statistical evaluation of numerous work and related factors, including but not limited to length of workforce attachment, occupational field, industry, wages, and location. Claimants are assigned a score, with a higher score indicating a greater risk of exhausting unemployment benefits.

The activities provided selected claimants include orientation, staff assistance with developing an individualized reemployment plan, conducting an unemployment benefits eligibility assessment, providing the claimant with customized labor market information, and other staff-assisted career services at an American Job Center (AJC).

In program year 2018, 15,751 individuals were scheduled for RESEA services. On average, 78 % of scheduled services were successfully completed.

During the fourth quarter of 2018, elicited by the state's failure to meet the Unemployment Insurance, Facilitation of Reemployment performance measure, a complete evaluation of the RESEA program was conducted. Fourth quarter 2018 data key observations were as follows:

- Construction sectors had the largest number of layoffs with high percentages meeting the selection criteria to participate in the RESEA program. Individuals laid off from these sectors also had the highest percentage of individuals return to previous industry.
- On average employment outcomes of individuals that received RESEA services were four percent lower than the total population (including RESEA) that received a first UI benefit payment.
- Approximately 60% of individuals who filed a claim met the RESEA profiled threshold, however only 50% of the eligible profiled pool were sent a letter to participate in the program.

The average, only 40% reported to WIOA title I services and zero for training.

Based on these findings, the RESEA program service flow was restructured to engage individuals sooner after filing a claim, provide more robust services and require one stops to co-enroll

individuals in title I employment and training services at 10 weeks of unemployment. These revisions will go into effect during the fourth quarter of 2019.

STEP Program - Strategies to Empower People

The Strategies to Empower People (STEP) program is a statewide program operated by Department of Children and Family Services (DCFS) designed to assist Louisiana families in becoming economically self-reliant so that their dependence on government benefits for basic needs is minimized, so that cash assistance recipients, with certain exceptions, are actively engaged in meaningful activities designed to enable their transition from cash assistance to self-reliance.

The further intent was that cash assistance recipients demonstrate active and diligent personal responsibility in achieving self-reliance through employment and increased workplace literacy. All appropriate state agencies responsible for employment, training, and educating Louisiana's citizens must cooperate in the pursuit of this goal.

To this end, DCFS and LWC entered into a three-year interagency collaborative contract October 1, 2017, with the general intent that LWC would, through its American Job Centers, provide case management to those individuals identified by DCFS as program participants and referred to LWC.

LWC provides basic employment services, comprehensive skills, needs, and interest assessment which result in development of both a Family Success Agreement, and Individualized Employment Plans. LWC and DCFS share data electronically and co-manage these participants through constructive communication between LWC case workers and DCFS consultants. DCFS and LWC share reporting and responsibility for success.

Program Year 2018 Highlights:

- Referred by DCFS 2,121
- Enrolled in Wagner Peyser 1,836
- Wagner Peyser Case Managed 1,650

ABAWD – Able Bodied Adults Without Dependents

LWC provides opportunities for this subset of the population needing SNAP benefits to participate in specific work or training activities in order to continue receiving assistance as set forth in the federal regulation under the Governor's Executive Order 16-12, and in partnership with DCFS through its Business and Career Centers by providing basic skills assessment and remediation and assistance with resume preparation, job searches, and enrollment in education and training courses. This is accomplished by a partnership referral system by way of electronic data exchange for co-managing scheduling, compliance, reporting, and sanction. Participants in this program are routinely scheduled for a minimum of two service points after which they may be enrolled in intensive case management.

During calendar year 2018:

- 34,342 individuals were contacted and provided an orientation to services
- 29,552 were enrolled into employment services through Wagner Peyser
- 5,178 Youth (18-24)
- 28,479 Adults (24-49)
- 1,395 received individualized intensive services
- 160 were placed in WIOA title I funded training

- 58 received WIOA title I funded supportive services
- 273 achieved direct job placement

Reintegration of ExOffenders

Wagner Peyser funds provide full time dedicated staff working directly in or coordination with Day Reporting Centers. LWC currency supports three centers in St, Tammany, Caddo and combined Orleans/Jefferson parishes.

Staff provide individualized career services to formerly incarcerated persons that contribute to their successful transition to society. Each individual is given a comprehensive assessment and employment plan including follow-up every 30 days ensure gainful employment.

Staff also conduct outreach and advocacy on behalf of the individual to coordinate with local service agencies to provide various needs such as housing, clothing, transportation, legal assistance, etc. coordination with the local shelters – housing, other partners

Efforts to support Transition Centers were in early partner planning stages during PY 18. These centers avail incarcerated individuals, within a year of release, access to services and job preparation activities, that prepare them for reintegration back into society.

In the coming year plans are to expand on these efforts.

Louisiana Rehabilitation Services

The mission of Louisiana Rehabilitation Services (LRS) is to assist persons with disabilities in obtaining or maintaining employment and independence in the community, working with business and other community services. The State of Louisiana continues its efforts to serve as a Model Employer for business through its commitment to improve hiring, recruitment, and retention of people with disabilities through an executive order signed by Governor John Bel Edwards.

The State as a Model Employer and its task force convened in an effort to launch several initiatives that served to enhance the diversity of the public workforce, lead the business community and highlight the State's position as a leader in the protection of civil rights for individuals living with disabilities. The task force issued a series of recommendations and policies that supported the State in achieving the goals of the executive order and the State agencies were encouraged to expand the diversity of the workforce.

LRS designated a Point of Contact, Brenda Bohrer, who served as a conduit of information between LRS and state agency designees relative to persons who are applicants or who have been determined eligible for LRS' vocational rehabilitation program.

The Point of Contact met with numerous State Human Resource Managers to further build relationships and presented at the Society for Human Resource Management meeting as well as a Civil Service meeting. Human Resource Managers with various state agencies were also notified when a LRS consumer applied for a job.

In Program Year 2018, thirty-seven LRS consumers were able to secure employment with the State of Louisiana in universities, state parks, state police, hospitals, correctional facilities and courts, the Governor's Office of Homeland Security and Emergency Preparedness as well as six who were hired with the Louisiana Workforce Commission.

One of the task force activities included training several of the state's HR managers, supervisors and employees of Louisiana Civil Service through the WINDMILLS: Hiring and Retaining People with Disabilities training program. This training has a proven history of assisting those with and without disabilities to better understand the culture of disability in the workplace. It is best defined as an employer-employee training tool designed to change attitudinal barriers and create a new perspective on the unique abilities of individuals.

Title IV - Vocational Rehabilitation Program (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, concerns, abilities, 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:

1. assessment, career guidance and counseling;
2. work readiness and placement;
3. vocational and other training;
4. prosthetics, orthotics, transportation;
5. interpreters and readers; and
6. assistive technology.

In Program Year 2018, 1,384 individuals obtained employment as a result of the VR program. The average hourly earnings of these individuals was \$12.53; with average annual earnings of \$21,478. Of those obtaining successful employment, 77% obtained employment in Louisiana's top demand occupations. This can be attributed in part to training provided to the Rehabilitation Counselors to insure that they are knowledgeable when providing vocational guidance to individuals so they may choose a career goal that is in demand.

Order of Selection

When LRS does not have sufficient funding and/or staff to serve all eligible consumers, federal regulations mandate that individuals with the most significant disabilities be given priority for services. LRS determines who has the most significant disabilities by using an Order of Selection having five categories ranging from most severe to least severe. An individual's limitations resulting from their disability is considered in terms of barriers to employment. Using this information, the individual is placed in the appropriate Order of Selection Category. In July of 2018, LRS had Category 1 open and opened Category 2. Categories 3 – 5 remained closed. LRS served 464 individuals from the waiting list when Category 2 was opened. In October of 2018, Category 3 was opened and 242 were served from the waiting list. Categories 4 -5 remained closed. On December 12, 2018 LRS served another 145 clients from the waiting list in Category 4. In February of 2019, LRS opened Category 4 and served 29 from the waiting list in Category 5. Categories 1 – 4 remain fully open.

Transition

In Program Year 2018, LRS continued to provide services to students with disabilities as they transitioned from high school into adulthood to pursue training and employment. LRS is mandated to expend 15% of the federal grant to make available five core Pre-Employment Transition

Services (Pre-ETS), including job exploration counseling, work-based learning experiences, counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs, workplace readiness training, and self-advocacy. During this time period, LRS provided services to 5,046 students with disabilities.

In addition, LRS currently has 11 active Third Party Cooperative Agreements (TPCA) with local or state education providers to provide Pre-ETS and is continuing to pursue additional TPCA's with local and state education providers.

LRS continued to work with the Louisiana Department of Education to provide Pre-ETS to students in the Jobs for America Graduates (JAG) program. LRS is currently providing those services in 38 parishes, four (4) Charter Schools (University View Academy, Tallulah Charter, and two (2) JS Clark Leadership Academies), one (1) community college (South Louisiana Community College in Lafayette) and three (3) Jefferson Parish Chamber sites. LRS provided Pre-ETS to 595 JAG participants in Program Year 2018. LRS received funding from the Delta Regional Authority to expand our efforts in this area.

Customized Employment

LRS provided training to Vocational Rehabilitation (VR) staff regarding Customized Employment (CE) via several methods throughout the year. First, with the assistance of Workforce Innovation Technical Assistant Center (WINTAC), Marc Gold & Associates was brought in to provide VR staff with an introduction to CE that included the role and focus of Discovery in the CE process, as well as, the Essential Elements of Customized Employment. Also, the LRS training unit provided additional training to Vocational Rehabilitation Counselors, District Supervisors and Regional Managers on LRS' Customized Employment Procedures. LRS continues to receive technical assistance from WINTAC with an emphasis on increasing provider capacity and developing a sustainable model for providing Customized Employment Services. With guidance from WINTAC, LRS has explored using University Center for Excellence in Disability (UCED) which is LSU Health-Human Developmental Center (LSU-HDC) to train our employment providers given the UCED is trained by one of the primary training providers. Recently, LRS, WINTAC, and the UCED has been in discussion with the University of South Florida regarding assisting in this effort.

The agency continues to oversee a Customized Employment Pilot. The first cohort of the pilot is near completion. To date there have been seven (7) individuals certified in Discovery, five (5) in Job Development and two (2) near completion of their certification in Systematic Instruction. A second cohort of the CE pilot began in February 2019. LRS also takes part in a national Community of Practice in Customized Employment also guided by WINTAC.

Workforce Development

VR is actively involved with the 15 Workforce Development Areas (WDAs). LRS is represented on each of the boards and VR staff members have a presence in the comprehensive one stops and other affiliates. 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.

Building relationships with employers and with the business community continues to be a premise in the Employment Initiative as our connections with the Human Resource personnel and hiring managers ultimately connect our consumers with viable jobs. The Rehabilitation Employment Development Specialists and the Statewide Employment Coordinator continue to be active in the community by participating in various events such as Career fairs throughout the state, and by speaking at various re-entry events and conferences such as the Louisiana Workforce Commission Labor Summit. Our Employment Specialists also continue to be active in the Workforce

Development Board One Stop committee meetings, the Mayor's Commission on Disability and Re-entry meetings as well as attending the Business Service meetings within the American Job Centers that are held in various regions.

LRS continues to work closely with the Louisiana Department of Culture, Recreation and Tourism and was able to assist that department in filling some of their seasonal positions; some which lead to permanent employment positions.

LRS continues efforts to assist SSI and SSDI beneficiaries to meet employment goals. LRS continues to collaborate with Employment Networks, 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 Vocational Rehabilitation would be able to assist them. In Program Year 2018, LRS received \$732,404.41 from the Social Security Administration's reimbursement program.

Rehabilitation Engineering/Assistive Technology

Assistive Technology (AT) services include computer assessment, activities-of-daily-living evaluations, augmentative and alternative communication (AAC), 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 provides these on a fee-for-services basis, and utilizes professionals and technical experts on a regional basis.

These AT/RT providers are vetted and determined to be certified by national professional and federal standards by the AT Program Administrator, and the Community Rehabilitation Program (CRP) Administrator. When verified, these are listed in the LRS Technical Assistance and Guidance Manual and in the AWARE™ case management system for the LRS Counselor to utilize for specialized assessments, evaluations and AT acquisition as elements of the consumer's Individualized Plan for Employment (IPE).

LRS has received up to one percent (1%) of the Office of Workforce Development (OWD) Second Injury Fund (SIF). Since the source of this fund is private insurance premiums, the Rehabilitation Services Administration (RSA) provides a match, using the following formula: 78.7% - 21.3%. This represents an annual budget of \$2.45 million which is spent on individuals in IPE's who meet the criterion for Second Injury Fund support in job-retention or job-placement.

Transportation services are one of the 'core services' for LRS consumers, and the AT program manager has been the liaison between LRS/LWC and the La Department of Transportation Development (LaDOTD) which provides state-wide funding for the USC-49 Federal Transit Administration (FTA) 5310 "Elderly & Disabled" transportation network. These are ADA-accessible transit buses and vans that can accommodate our job-seekers.

LRS continues its relationship with the Louisiana Assistive Technology Network (LATAN) with an expanded program, funded by the Rehabilitation Services Administration, to provide statewide demonstration-learning, lending, and purchasing assistance of assistive technology. LATAN provides a device-rental service for LRS consumers to use assistive technology devices on a trial basis. Since 2016 LATAN has been an approved Community Rehabilitation Program (CRP) vendor/provider for wheelchair & seating & positioning assessments, and home modifications for accessibility.

Vision Quest

As part of the Employment First State Leadership Mentoring Program (EFSLMP) Vision Quest grant, Louisiana Rehabilitation Services (LRS) collaborated with the Louisiana Department of

Health (LDH), Office of Behavioral Health (OBH), to begin developing a memorandum of understanding to improve collaboration amongst offices and employment outcomes for individuals with mental illness. This effort was accomplished through facilitated discussions about existing services systems and potential service barriers that included input from engaged stakeholder organizations such as Medicaid, Louisiana Workforce Commission's Office of Workforce Development, the Office for Citizens with Developmental Disabilities, the Developmental Disabilities Council, the Governor's Office of Disability Affairs and the Advocacy Center.

Louisiana Employment First Provider Transformation and Capacity Building Initiative

LRS has taken part in the Louisiana Employment First Provider Transformation and Capacity Building Initiative which expands upon work conducted by the Louisiana's Employment First State Leadership Mentoring Project (EFSLMP) of the Office of Disability Employment Policy (ODEP), in an effort to identify strategies that will result in providers' enhanced ability to obtain competitive integrated employment outcomes. LRS staff participated in Employment Regional Capacity Building Planning Sessions for Regions 3 and 4 in relation to the Employment First Technical Assistance Grant from ODEP. These meetings consisted of the Core State Team along with representatives from Community Rehabilitation Programs, VR Staff, the Governor's Office of Disability Affairs, the Office for Citizens with Developmental Disabilities, family members of individuals with disabilities, and the Office of Behavioral Health. Attendees reviewed profiles of individuals with disabilities and collectively identified ways to help those individuals integrate into the community. In addition, the group discussed ways that the agencies in the region could work together to increase employment opportunities for individuals with disabilities. Subsequently, LRS joined the EFSLMP Community of practice Webinar Series where national subject matter experts presented information geared toward assisting states with reaching their goals toward provider transformation and capacity building.

Randolph-Sheppard Business Enterprise Program

This program provides employment opportunities for the blind by establishing and maintaining Business Enterprise Facilities. The program currently operates 69 facilities throughout the state, employing 128 individuals.

We continue to encourage our blind vendors to offer vending products that allow their customers to make healthier choices when making purchases by offering products that meet the Fit Pick guidelines. This is a national standard which is promoted by the National Automatic Merchandising Association (NAMA). Items meeting the Fit Pick guidelines for healthy vending are being promoted with signage on the vending machines, as well as with a green "pusher" located next to the item in the vending machine.

Independent Living Part B Program

Independent Living Centers located across the state provide core services: information and referral; IL skills training; peer counseling; individual and systems advocacy; and services that facilitate the transition from nursing homes and other institutions to the community. More than 3,048 individuals received independent living services at an average cost of \$111.31 per consumer during Program Year 2018.

Independent Living Older Blind Program

The four rehabilitation centers contracting with the Independent Living Older Blind (ILOB) program provided services such as orientation and mobility training; low vision evaluations and handheld

and electronic magnifiers; training in performing activities of daily living, etc. to a total of 4,122 individuals 55 years of age or older and having significant visual impairments at an average cost of \$95.34 per consumer.

Customer Satisfaction

Customer satisfaction surveys were conducted by Local Workforce Development Areas throughout the year. The methodology varies between local areas. Many areas initially designed surveys for either every customer or those whom received specific services, depending on the area. Local areas use these results to make adjustments and implement changes within a one stop center. that state's ability to effect system change is limited.

In the coming year, Louisiana will be developing policy and a standardized survey that will enable the state to better assess the one stop centers and services that truly meet the needs and expectations of business and job seekers.

ADDITIONAL PROGRAM ACTIVITIES/SUPPORTS

The Trade Adjustment Assistance (TAA)

The TAA program helps workers who have lost their jobs as a result of international trade get back to work. These workers have been adversely affected by foreign trade such as having lost their jobs due to a decline in production or sales, or the outsourcing of jobs to foreign countries. The TAA program offers a variety of benefits and services to eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage subsidy to workers 50 years of age and older.

TAA is a critical partner of the WIOA Dislocated Worker and Adult programs. As such, co-enrollment of workers covered under certified petitions (TAA-certified workers) in partnership with the WIOA Dislocated Worker or Adult Program is a priority of LWC and its TAA program. In order to accomplish this, TAA-certified workers are referred to, and encouraged to access, all appropriate services offered through their local One Stop Centers. In addition to the services offered by TAA, these services include, but may not be limited to, labor market information, training referrals, career planning, and follow-up services to assist them in reentering the workforce.

For PY 2018, Louisiana instituted three (3) new petitions. Two (2) out of the three (3) petitions instituted were certified, covering an estimated 175 workers. During the program year, Louisiana had a total of twelve (12) active petitions affecting a total of 1,972 workers. In addition, Louisiana provided TAA services to workers under four (4) out-of-state certified petitions. Between July 1, 2018 and June 30, 2019, the TAA training program served approximately 70 participants. Fourteen (14) participants completed TAA training during the program year and received the following credentials:

1. Associate Degrees in Medical Office and Health Information Technician
2. NCCER Safety Certification
3. Associates of Applied Science in Process Technology
4. A.A.S. Degree in Information Technology
5. CDL Certifications and Licenses
6. Network Systems Administration/Cisco Certification
7. Post-Baccalaureate Certification in Computer Information Systems
8. A.A.S. in Business & Technology
9. Technical Diploma in Residential A/C & Refrigeration Technician
10. Certificate of Technical Studies/Medical Coding Specialist

Seven (7) of the most recent graduates have reported that they are gainfully employed. The professions in which they are employed include:

1. Truck Drivers / Transportation Industry
2. LA. State Technical Support Specialist / Information Technology Industry
3. Government Solutions Senior Capture Manager / Information Technology Industry
4. Process Technician / Oil & Gas Industry
5. Maintenance Technician, and / HVAC Industry
6. Business Account Specialist / Retail Industry

Trade Activity - FY 2018(October 1, 2017 - September 30, 2018)	
Number of Petitions Instituted	3
Certifications	2
Estimated Workers Covered	175
Training Fund Allocation	\$1,200,822
Total TAA Funding (TAA, TRA, A/RTAA)	\$1,660,822
New TAA Participants	61
Total TAA Participants	102
New Training Participants	14
Total Training Participants	33
Participants in Training on Last Day of Quarter	24
New TRA Recipients	1
Total TRA Recipients**	6
Total Exiters	52

Success Story

Lisa's Story: (Trade Affected Worker from GE Dresser)

"I worked for the same company for 27 years. As a licensed, professional engineer, I was fortunate to find a job in my hometown after living away for a number of years. This company came to Central Louisiana in 1962 and offered employment to thousands of families during the fifty-six years that it was here. Due to mergers, buyouts, and corporate greed, this plant was closed in 2016 with the bulk of the operations moving to China.

As an older displaced worker, the opportunities for my skillsets were minimal in this area. Therefore, I made the decision to explore different options and try a different career path. With assistance through Trade Adjustment Assistance, I have been able to complete the training and licensing requirements to be a home inspector. I offer my engineering background, in addition to the home inspection training, in order to provide new home buyers with a thorough understanding of the condition of their home at the time of inspection. I plan to offer commercial inspections, mold inspections, and a variety of specialized inspections, as well."

STATEWIDE ACTIVITIES

Rapid Response(RR)

Rapid Response (RR) acted upon 112 notifications of a possible layoff occurrence in PY2018. 19 of those came from Worker Adjustment and Retraining Notification (WARN) Act notices while the others came from news articles, rumors, or other notifications. Retail sales accounted for 52% of our layoff notices for the year as several large chains have shuttered their operations.

Rapid Response delivered 101 separate activities for 36 different companies that provided 2001 intensive services to impacted individuals. Services provided to the affected workers included general orientation sessions, resume writing workshops, job search workshops, interviewing skills workshops, and job fairs.

Rapid Response has started the Hire A Laid Off Worker (HALOW) initiative. LWC has created a link on the LWC homepage to assist employers find qualified workers by showcasing the job titles of workers impacted by layoffs worked by the Rapid Response Unit. An employer is able to select the job title, which notifies our Business Liaison who links the employer to the candidate.

Rapid Response has begun an outreach agenda by requiring a minimum of 5 business contacts weekly. Rapid Response coordinators work with Industry Sector Specialists and Business Services Representatives to outreach to targeted companies to showcase services available and build a contact network of prospering businesses that could be used for quick placement of workers affected by a layoff. RR also coordinates with state and local economic development organizations on layoffs. This coordination has allowed Rapid Response to set up direct interaction between hiring employers and available workers. This interaction comes in many forms: job fairs, employer specific hiring events, candidate referrals, and employer participation in orientation efforts.

When Coordinating a RR orientation, Staff from UI, the local AJC, TAA, and our Veteran's program are included in the orientation session. We have also invited Louisiana Rehabilitation services, Louisiana Housing Authority, and Medicaid when appropriate. Rapid Response also assists in gathering information and submission of a Trade petition as well as helps facilitate TAA services with the employer.

Louisiana Labor Summit

The 2019 Louisiana Labor Summit was held in New Orleans, Louisiana for three and a half days, starting with pre-summit workshops, which focused on specialized trainings, a Workforce Investment Council meeting, and discussions designed to enhance workforce solutions statewide. The event boasted a registration of over 550 attendees and was highlighted by a keynote address from Governor John Bel Edwards.

The summit provided a platform for workforce partners and stakeholders to learn and share best practices, including best practices from the New Jersey Department of Labor and Workforce Development. This session focused on nationally recognized training & employment programs.

Business Services

Registered Apprenticeship

The LWC Apprenticeship Division expanded to 64 apprenticeship programs that provide employment and training to approximately 3,800 registered apprentices across Louisiana. Historically, Louisiana's apprenticeship programs have been centered around occupations within the Construction sector. LWC continues to cultivate prospects in expanding programs to other industry sectors. As result of our efforts, the following programs were added to the state's registered apprenticeship list.

- Alliance for Media Arts + Culture (Digital Video Editor, Multimedia Producer)
- Morton Salt (Industrial Electrician, Industrial Mechanic)
- Nexus LA/ Apprenti Louisiana (Cyber Security Support Technician)
- Oceaneering (Non-Destructive Testing Technician, Remotely Operated Vehicle Junior Tech, and Service Tech)
- Bossier Parish Community College (Electrical Technician, Industrial Maintenance Technician)
- IBM (11 occupations including Application Developer, IT Specialist, and IT Lab Technician)

With expansion grant funding, over the next year, 15-30 programs will be provided incentive funding expected to generate approximately 150 new apprentices, expanding the capacity of existing programs, creating new programs, and registering non-registered programs. There are also funds to aid pre-apprenticeship programs that prepare individuals for Registered Apprenticeship programs.

Using funds from the State Apprenticeship Expansion grant, approximately 65 individuals were provided supportive services and/or stipends in PY 18 to supplement WIOA funding and the initial periods of apprenticeship when wages are lowest. These supportive services included, but were not limited to: tools/supplies, gas reimbursement, and child care.

Incumbent Worker Training Program (IWTP)

Louisiana’s Incumbent Worker Training Program (IWTP) creates training partnerships among the LWC, business and industry, and training providers. The IWTP is designed to benefit business and industry by assisting in the skill development of existing employees, thereby increasing employee productivity and company growth. The program is funded by a portion of Unemployment Insurance tax contributions dedicated solely for customized training.

IWTP/SBET Fiscal Year Performance Summary

Fiscal Year	\$ Total Contracts & Awards	# of Participants Trained	# of Employers Represented	# of Jobs Retained	# of Jobs Created	Average Wage Increase*
2018-2019	\$26,820,025.08	60,255	774	29,177	1,400	13.56%
2017-2018	\$22,608,459.28	56,038	697	28,612	1,264	12.29%

* Average among those who actually received an increase in pay

FY 18-19 = IWTP – 159 contracts for \$22,654,388; SBET 1660 awards for \$4,165,637.08.

FY 17-18 = IWTP – 126 contracts for \$18,868,882; SBET 1558 awards for \$3,739,557.28.

Success Stories

(SBET) Rob Wise, an employee of Mayer & Associates in Baton Rouge, was instrumental in convincing his employer to take advantage of SBET from 2005 through 2011. Because of SBET, he was able to take technical computer classes and add new certifications to his resume. He became self-employed at his own small information technology firm, IT Inspired LLC and has used SBET since 2018 to grow his own staff's skills.

(SBET to IWTP) In 2010, Techneaux Technology had 3 employees, but expanded rather quickly. The company received its first SBET approval in 2013 and continued for 6 more years, allowing employees to learn crucial technical skills and earn certifications. Since that time, Techneaux has grown too large to utilize SBET. The company received approval for its first IWTP contract in February 2019 and are continuing to train their employees.

(IWTP) The maintenance-learning leader at International Paper is responsible for training all maintenance personnel to troubleshoot, repair and maintain all equipment. The task requires training electrical and mechanical employees from the entry level to advanced levels. Some of International Paper's employees are qualified to perform training exercises/classes within their specific areas, but finding the time to train and keep the mill running becomes a problem. The IWTP grant has made training possible by allowing the company to bring in vendors to help train new hires and advanced employees. Once new hires are trained, these advanced employees are able to take other classes and help train, while the newly hired, trained employees practice their skills on the job. Many of the mechanical associate employees were able to take the Bearings class, which allows them to complete requirements for promotion to the Journeyman One position. In addition, the grant has made safety training easily obtainable for all employees.

The Work Opportunity Tax Credit (WOTC)

The WOTC program makes a federal tax credit available to employers who hire individuals from eligible target groups. LWC is responsible for facilitating this process in Louisiana. WOTC operates under federal law and directives from both the US Department of Labor and the Internal Revenue Service. LWC, employers, employer's legal representatives, and newly hired employees are all stakeholders in the success of this program.

In order for employers to benefit from this program, newly hired employees must be part of at least one current active target group specifically defined by USDOL and certified by LWC.

Goals

1. Provide a Federal tax credit to participating employers (reducing their income tax liability) for hiring individuals from certain target groups who have consistently faced significant barriers to employment.
2. Incentivize workplace diversity and facilitate access to good jobs for American workers.
3. Assist targeted workers in moving from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers.
4. Continue to be a national best practice state for automation in processing of certifications.

USDOL statistics show that from 2002-2013 approximately 1.8 million certifications were issued for the TANF and long-term TANF target groups. Therefore, the total federal savings for just the TANF target groups (approximately 20 percent of WOTC certifications) is around \$130.9 billion over that period. The savings for Supplemental Security Income (SSI) recipients and veterans are higher still. For WOTC's newest target group, long-term unemployment recipients, the federal savings in terms of federal benefits estimate at \$28,000 per individual. Louisiana benefits similarly.

Based on program history of an ever-evolving list of target groups including various modifications for veterans, food stamp and TANF recipients, designated community residents, at-risk youth, and the long-term unemployed, the WOTC program shows a high degree of flexibility as a policy tool, and potential future additions may include foster youth, members of the National Guard and student loan recipients.

Outcomes

USDOL has named Louisiana a national best practice because of work in automating this program. We are able to process more than 80,000 applications annually with only three full time and two-part time staff.

Each Certified Application represents an individual from a targeted group (significant employment barriers) that has attained employment.

Implementing Sector Strategies

Louisiana launched 5 Industry Sector Partnerships across the 8 regions of the state. Two more regions are in the planning phase of launching new partnerships.

Region 1 and 3 - The Certified Utility Line Worker Program

The Center for Energy Workforce Development (CEWD) and the Louisiana Energy Workers Consortium (LEWC) identified a need for workforce development for the energy industry of 551 line workers statewide. In response to the identified need, Louisiana launched an initiative for connecting Workforce and Economic Development and partnering with the Louisiana Community and Technical College System (LCTCS) to develop and deliver certified training programs.

The Louisiana Energy Workforce Consortium holds face-to-face meetings yearly to explore “re-energizing” their consortium work, analyzing curriculum, outcomes and future plans. Participating in the meetings are the 7 utility industry employers, colleges, Louisiana Workforce Commission representatives such as Registered Apprenticeship and Industry Sector Specialist, and members of the LEWC. LEWC Officers: Gary Brazile, Chair, Sr. Region Operations Manager, Entergy; Rusty Burroughs, Co-Chair, President of Nuline Utility Services and Melonie Stewart, Immediate Past Chair, Vice President of Customer Service, Entergy.

- Region 1 – Delgado Community College completed 1 cohort of 16 participants with LWC and local workforce development areas (JOB 1) investment of \$184,896.
- Region 3 – Fletcher Technical Community College trained in two completed cohorts of 30 participants with a LWC and local workforce development areas (First Planning District, Jefferson Parish, River Parish, and LAT 31) investment of \$289,847.00
- 100% employment of all candidates in FY18.

Region2 – IT

The Louisiana Apprenticeship Council approved the Apprenti IT apprenticeship program in 2018. After receiving over 300 applications for the first cohort for a cybersecurity analyst role, 85 applicants were phone screened, while 30 were brought in for subsequent face-to-face interviews.

Ten apprentices were selected by the five participating companies – EATEL, Blue Cross and Blue Shield of Louisiana, General Informatics, Trace Security, and Transformyx. The apprentices

started their very intense 10-week training with the training provider, LANTEC of Louisiana, on January 7, 2019. During this training, the apprentices attended training for 40 hours per week and had to pass the Network+ industry based certification.

Nine out of 10 apprentices completed the training at LANTEC and passed the Network+ certification without error. These apprentices then moved on to their respective employers on March 18, 2019, for the on the job training portion of their apprenticeship. The on the job training portion is scheduled to be completed in March of 2020. The nine apprentices are flourishing in their roles as professional Cybersecurity Analysts.

Region 3 - Healthcare

Region 3 LAT Healthcare Sector Partnership began under the initiative of Louisiana Workforce Commission and through the efforts of Industry Sector Specialists Cheri Blanchard, and Jacquelyn Craddock. Other support partners include: LAT Workforce Development Board Director Frank Lewis, Region 3 Business & Career Solutions Center Director Lorey Owens, Terrebonne Economic Development Authority- Katherine Gilbert-Theriot Fletcher Technical - Tandra LeMay, and Terrebonne Parish School Board/Adult Ed- Marilyn Schwartz.

The first meeting was held March 8, 2018, with 22 Representatives from a cluster of businesses, small to large in all lines of health care attending.

17 Industry Representatives volunteered to work on Task Force on the following items:

1. Collaboration among agencies/organizations - Sharing patient info across region & organizations for coordination of care. Improve electronic communication. Educating all, providers/patients on community resources. Networking. Grant writing.
2. Collaboration for workforce development - Consortium for grants, increased presence in high schools-internships/apprenticeships, Jump Start initiative, improve quality of candidates to industry specs, encourage career paths in needed occupations with a track for advancement, increase regional training limits for LPNs, increase funding assistance to individuals for medical training.
3. Mental health - Providers work together for better outpatient care after in-patient. Transparency in available beds. Address drug/behavioral health before it becomes acute.
4. Wellness - Education, schools and community. Engagement with community planning for better access to walking tracks, bike paths, parks, fresh & affordable nutrition.
5. Technology- Telemetry, Telemedicine, patient direct access to care. Platforms for sharing data across all systems.
6. Regulations - MACRA & MIPS. Improve reimbursement. Transportation/Technology coming together-payer support.

Eventually, committees were condensed into three and proceeded to work on Workforce Development, Mental Health, and Collaboration.

The Healthcare Sector Partnership launched a pilot program through Fletcher Technical Community College a Hybrid Pharmacy Technical program, 50 hours online (minimum) with 2-day in classroom labs and an 80 hour technician externship. There were 4 participants and 1 presently going through an externship with Lady of the Sea. The other 3 are still completing coursework. LAT 31 funded 1 participant at a cost \$1,499.00.

A launch of Clinical Medical Assistant is expected in FY 19 along with an online Bayou Regional Medical Resource Guide.

Region 6 - Healthcare

The Central Louisiana Healthcare Sector Partnership was launched to identify opportunities for growth

in the healthcare industry in central Louisiana and to identify and address issues that may hinder this growth. The groups is made up of over 30 healthcare businesses from the area and over a dozen support partners. The group has identified two priority areas:

1. Marketing the healthcare industry
2. Enhancing the talent pipeline

Two workgroups have been fanned to address these areas.

Achievements:

1. The marketing group has created a logo for the group to use in its outreach efforts.
2. The Central Louisiana Chamber of Commerce agreed to make healthcare the featured industry sector in their yearly marketing campaign for central Louisiana.
3. The pipeline group decided to focus its efforts on doubling the number of registered nurses produced by the three institutions of higher education in Central Louisiana and is currently formulating plans. The employers have agreed to help the training providers to achieve funding to make this happen.

Region 7 – Manufacturing

The Northwest Louisiana Manufacturing Sector Partnership was launched in November of 2016. These employers decided to concentrate on two goals: (1) Increasing the Flow of Local Talent into Manufacturing Careers and (2) Marketing Modern Manufacturing. This team partnered with the Manufacturers Managers Council and NLEP (North LA Economic Partnership) to pursue these initiatives.

One project they focused on was the promotion & expansion of North Louisiana Manufacturing Week. This past October it produced significant results. For example, *Manufacturing Week went from two weeks to three weeks.*

Northwest Louisiana Manufacturing Week Results

Description	2014	2019
School Systems	2	10
Student Participation	150	1,401
Tour Sites	7	35
Tours Given	8	62

Region 7 – IT

The North Louisiana IT Sector Partnership was launched in late January of 2019. The Group changed the name to CIO (Chief Information Officer) Roundtable. The team decided on three

areas of focus: (1) Marketing I-20 and Northwest Louisiana Cyber Corridor, (2) Building the Talent Pipeline, and (3) Industry Needs (Improve Collaboration with Academia in the Region, Enhance Local Vendor Networking and Grow Affinity Groups).

The team is utilizing a sub-group, TECHBY20, to pursue some of these goals. With NLEP's (North Louisiana Economic Partnership) assistance, their 1st Major Attempt is a Symposium titled "Mapping Our Technology Ecosystem" scheduled for November 13, 2019. The initial goal of this symposium is to showcase the vibrant technology ecosystem in North Louisiana.

Region 8 - Healthcare

The Northeast Louisiana Healthcare Sector Partnership was renamed the NELA Healthcare Alliance.

The NELA Healthcare Alliance represents nearly 40 diverse healthcare organizations in Northeast Louisiana. The alliance is comprised of hospitals, long term care facilities, skilled nursing facilities, home health organizations and others who together, in addition to providing critical needed healthcare to community members, provide nearly twenty percent of all jobs in our region. These healthcare organizations have come together in an ongoing network (The Northeast Louisiana Healthcare Alliance)

to tackle the most pressing healthcare issues of this region together, including workforce issues, networking opportunities, and pressing policy topics that warrant a collective action.

Successes

1. Put together a Region 8 Hospital Resource Guide
2. Hosted Legislative Luncheon which directly resulted in 2 pieces of proposed legislation with one that passed (SB478: Provides relative to LPN Licensure- There is no longer a charge to look up LPN License).
3. Enhanced an existing Louisiana Delta Community College CNA education program to address customer service deficiencies defined by healthcare providers in the region. Industry Partners and support partners have also worked together to redesign C.N.A. curriculum to include a Behavioral Health course to address the lack of Behavioral Health Techs in the area. Since the start of the Alliance, 54 classroom hours and 24 clinical hours have been added to the C.N.A. curriculum as a direct response to industry feedback. This additional training is also available in shorter format for existing healthcare staff.
4. C.N.A. Training Opportunities expanded to non-traditional sites. As a result of overwhelming need by industry partners from the Alliance, Louisiana Delta Community College (LDCC) created and implemented this training on-site at the facilities rather than the school, at the expense of the facility. (Facilities: Landmark, Fannerville, Deerfield and Guesthouse).

Summary

We continue to expand partnerships and integration and will continue engagement in partner planning activities and continuous evaluation and quality improvements in WIOA policy implementation.