



# Workforce Investment Act Program Year 2011

Annual Report



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

## Office of the Executive Director

October 1, 2012

It is my pleasure to present the 2012 Workforce Investment Act Annual Report for Louisiana, which covers our efforts and activities from July 1, 2011, through June 30, 2012.

When this past program year began, Louisiana was moving forward from the Deepwater Horizon oil spill disaster and subsequent drilling moratorium. Despite that historic environmental disaster and national economic challenges that have beset many states for years, our state pushed ahead with the creation of new jobs, our unemployment rate remained lower than the region and nation, and this agency continued its historic reforms. We continue to dismantle silos that have kept us from being more effective, and we're rolling out new programs, integrations and services that will help employers in Louisiana continue to build on the growth and successes they've seen for nearly two consecutive years now.

This annual report provides a snapshot of how the Louisiana Workforce Commission continues to improve and deliver on our commitment to drive employment, improve our business climate and provide excellent service to our customers.

Sincerely,

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

Curt Eysink  
Executive Director

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## I: State News

### Integration of Services

The Louisiana Workforce Commission continued in Program Year 2011 to work on dismantling departmental silos that historically hindered our ability to serve all our customers in the most efficient and comprehensive manner. Several initiatives that stitch together and improve the services we provide to unemployment insurance claimants, employers and job seekers in general are starting to have a dramatic effect in Louisiana, and will continue to do so in the next few years. The programs include:

**Re-Employment:** LWC continues to rise to the challenge to re-employ more jobseekers receiving unemployment benefits (UI) with less funding.

In response, OWD and UI have integrated and aligned services to put UI claimants to work faster and more efficiently. This initiative builds on the foundation of tools currently being used with shared responsibility of compliance and accountability between claimant and staff. Ongoing enhancements will focus more on self-service features, enabling staff and local staff to spend their time with those customers who need more one-on-one attention. The intent is to make sure job seekers have access to a full array of re-employment and training services available throughout the State's Business and Career Solutions Centers, while ensuring that unemployment insurance claimants comply with requirements to obtain benefits.

Unemployed job seekers can access employment information on [www.laworks.net](http://www.laworks.net). Through recent enhancements to the virtual one-stop (formerly known as the Louisiana Virtual One-Stop (LAVOS)), visitors can create a résumé or update an existing résumé, set up a virtual recruiter, and search for jobs. Other portals provide detailed labor market information, such as which jobs are in most demand, and give information and news about environmentally friendly green jobs.

**HIRE (Helping Individuals Reach Employment):** We are on our way to becoming one of only a few states with an integrated online system that delivers seamless services to unemployment benefits claimants, job seekers and employers. HIRE is an innovative platform that the LWC is continuing to develop and implement in phases. In the first phase, scheduled to go live Jan. 1, 2013, claimants will also receive information about job openings, how to do job searches and other re-employment services. In short, it treats the claimant and job seeker as one entity within the LWC system.

**Job Ready:** The Louisiana Job Ready initiative will improve job training, credentialing, and marketability of Louisiana's workforce and drives economic growth for the state. The program will provide an avenue for job seekers to align with demand occupations. Job Ready also will allow employers to reliably match the right people with their open jobs. This program, for job seekers, provides skills assessment and certification, as well as an online career tool. Additionally, employers will be provided with a comprehensive and systematic database of available workforce. Ultimately, this will assist in identifying both the hiring needs of businesses and the available skills of Louisiana's workforce, thus matching the right talent to the right jobs.

### Unemployment Insurance Trust Fund

Although Louisiana has seen its share of economic challenges, our Unemployment Insurance Trust Fund remains strong. Through the second quarter of 2012, Louisiana's UI Trust Fund balance stood at \$806.9 million, fifth strongest in the nation. Louisiana has managed to meet all its unemployment insurance obligations without borrowing a penny, and our average employer tax rate remains the lowest among all states, and we did not have to increase our unemployment insurance taxes in 2012.

By contrast, 18 of the 35 states which borrowed money to meet their unemployment insurance obligations are still paying back trust fund loans.

### **Workers' Compensation Medical Guidelines**

The Louisiana Workforce Commission adopted medical treatment guidelines in July 2011 for injured workers to ensure prompt, consistent treatment for the state's workers.

The guidelines have been a resounding success for workers, employers and the insurance carriers who insure them.

The guidelines determine the treatment for injuries to the spine, upper and lower extremities, neurological and neuromuscular disorders and pain. The guidelines are evidence-based and represent the best standards of care and practices.

Disputes over medical treatment for injured workers that once took up to a year for courts to decide are now resolved in an average of five days by the LWC's state medical director.

As well as saving time, the treatment guidelines save money. Self-insured employers and carriers save an estimated \$25,000 per disputed case in legal expenses. Based on the case load in the first 12 months with guidelines in place, Louisiana employers have saved an estimated \$23 million in legal costs.

### **Fighting Fraud**

Fighting fraud remains a priority at LWC. The agency contracts with SAS, a leading business analytics software and services provider, to build and maintain an enterprise-class fraud detection system. The LWC was the first state agency in the nation to use the system, which uses predictive modeling, social network analysis and traditional data mining to detect suspected improper payments and tax avoidance measures faster and more efficiently.

Partnering with the state's Attorney General's Office to prosecute cases, the LWC has brought referred 166 fraud cases since April 2011 and completed 27 pre-trial interventions.

Among other key steps the LWC's fraud task force has taken:

- Enhanced the fraud reporting form to make it easier and more user friendly for people to report fraud;
- Established and promoted a Fraud Hotline for reporting potential Unemployment Insurance and Workers' Compensation fraud;
- Established an Internet-based fraud reporting feature, which has 14 open cases pending. The site receives several tips a week, which are assigned by tax agent managers to assign for investigation.

### **Second Injury Fund Initiative**

In 2011, the Second Injury Fund Board approved setting aside 1 % of its annual budget and allocating the money for Louisiana Rehabilitation Services to provide direct services to clients. For the year, this amounted to \$467,914 in state funds. But thanks to federal matching funds of \$1,728,865, LRS was able to use \$2,196,779 to assist its clients.

The money helped fund services and assistance including assistive technology, orthotics and prosthetics, physical restoration, assessments, transportation, education/training, supported employment and job development and placement.

LRS's efforts resulted in 625 successfully-employed closed cases, 224 open cases which are forecast as eventual successful closures, and rehabilitative services provided to 888 disabled workers at an average cost per customer of under \$2,500.

## State Legislation

The Louisiana Workforce Commission went into the 2012 Legislative Session with three goals in mind: maintaining the integrity of its Unemployment Insurance Trust Fund, reducing the time it takes injured workers to return to work and eliminating fraud. A number of bills were signed into law, all of which took effect Aug. 1, 2012, including bills which:

- Protect benefits for eligible unemployment insurance claimants and keeps unemployment tax rates low, and places obligations on both employers and separated employees to eliminate fraud.
- Prohibit employers from classifying their employees as independent contractors in an effort to avoid their responsibility to pay into the Trust Fund, thus potentially prohibiting employees from receiving benefits.
- Prohibit anyone with outstanding unemployment insurance obligations from either obtaining or renewing a recreational hunting or fishing license.
- Simplify Louisiana's employer penalty system for failing to file complete and accurate quarterly payroll reports. The new law provides financial penalties for employers who fail to file properly and on time.
- Help LWC eliminate fraud by requiring claim payors to provide payment data to the LWC to ensure employers and claimants don't engage in fraudulent activity.
- Help injured employees receive needed medical attention and get them back to work, empowering utilization review companies to review claimants' medical records and determine whether nonemergency medical treatment is necessary.

Help get injured employees prompt medical attention and get them back to work by providing for electronic filing and review of injury reports.

## Hurricane Isaac

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

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

As well as providing its routine services, LWC takes on the special tasks and responsibilities during hurricanes. The agency's primary disaster activity is to provide meals for everyone who finds themselves in state evacuation shelters. The agency contracts with food vendors for all of the more than 40 state shelters, and coordinates with nonprofit groups and faith-based disaster assistance groups to distribute meals in areas affected by the storm. For Hurricane Isaac, the LWC provided 167,364 hot meals to state shelters, to first responders, to the National Guard points of distribution and to facilities providing disaster benefits for the poor.

## II: Performance Accountability

### Waivers

In Program Year 2011, the Louisiana Workforce Commission (LWC) requested an extension of seven waivers in order to make best use of the state resources. United States Department of Labor (USDOL), Employment and Training Administration (ETA) granted extensions of each of these waiver requests by ETA. These waivers have provided flexibility to state and local areas and allowed them to enhance their ability to improve the statewide workforce system. Louisiana requested and received the following waivers:

<p><i>Waiver of the funds transfer limitation at WIA Section 133(b)(4) to permit states to approve local area requests to transfer up to 50 percent of local area formula allocation funds between the WIA Adult and Dislocated Worker programs. State policy for transfer of funds between adult and dislocated worker programs.</i></p>	<p>This waiver helped align Louisiana Workforce Development strategies to meet the needs of customers and flexibility in the structuring workforce development system. LWIAs were better able to respond to workforce needs by designing programs to meet the needs of the job seeker and employers. For example, LWIA 51 (Calcasieu) was able to transfer \$95,278 from dislocated worker to adult program funds</p>
<p><i>Waiver of the required 50% employer match for customized training at WIA Section 101(8) (C) to permit a match based on a sliding scale as follows: (a) no less than 10% match for employers with 50 or fewer employees, and (b) no less than 25% match for employers with 51 – 100 employees. For employers with more than 100 employees, the current statutory requirements continue to apply.</i></p>	<p>Allowing businesses and industries to apply the sliding scale to determine the match amount helped increase employer participation in WIA Employer Based Training programs at the local level. LWIAs' participation rates increased the number of skilled job seekers receiving training and finding employment in high-skill, high wage occupational areas. Employers benefited by having a labor pool with the marketable skills they require. In addition, Louisiana was able to integrate various funding streams to provide employers with an integrated, seamless approach to workforce development.</p>
<p><i>Waiver of WIA Section 101(31) (B) to permit LWIAs to reimburse the employer for on the job training on a graduated scale based on the size of the business. The following reimbursement amounts will be permitted: (a) up to 90% for employers with 50 or fewer employees, and (b) up to 75% for employers with more than 50 but fewer than 250 employees. For employees with 250 or more employees, the current statutory requirements will continue to apply.</i></p>	<p>The waiver for on-the-job training helped small businesses to use the resources available under workforce development initiatives by focusing on employers' and job seekers' needs while minimizing programmatic and bureaucratic barriers. The sliding scale for the employer match helped to create the necessary flexibility for employers to compare their cost benefit ratio of contributing a match amount to the benefits of a skill increase for their employees. Employers benefited by having a labor pool with the marketable skills they required.</p>

<p><i>Waiver of WIA Section 123 requiring competitive procurement for the follow-up and supportive services elements and inclusion of these elements in the design framework of youth services.</i></p>	<p>The youth program, under the waiver, provided greater effectiveness, efficiency, and continuity of services, thus saving resources that could be spent on additional services and reducing administrative costs. By including the follow-up and support service elements in the design framework, local workforce centers were able to provide greater continuity of services for youth, resulting in higher retention rates. The youth program operates on the premise of long-term participation during which time a strong relationship is likely to be formed.</p>
<p><i>Waiver of the prohibition on the use of Individual Training Accounts (ITAs) for older and out of school youth. In addition allow youth participants 16 to 17 years of age to use Individual Training Accounts. (WIA Section 123, WIA Section 134(d)(4), 20 CFR 661.305(a)(3), 20 CFR 664.510)</i></p>	<p>Louisiana Older Youth, Out-of-School Youth, and youth 16 – 17 years of age benefited from the services provided by certified training providers by allowing the LWIBs to use the ETPL for Older Youth, Out-of-School Youth and youth participants 16 – 17 years of age, with streamlining services and increasing flexibility as results. This waiver allowed a greater number of participants to received training in a faster and more efficient manner. Additionally it provided a positive, individualized option for youth which is not included in the traditional program.</p>
<p><i>Waiver of the current performance measures at WIA Section 136(b) in order to implement the common performance measures.</i></p>	<p>The waiver helped to streamline the performance reporting, encouraged system integration, and enabled local areas to better focus on delivery of customer services rather than costly administrative duties.</p>
<p><i>Waive provisions at WIA Section 122(c) regarding the requirements for eligible training provider subsequent eligibility based on performance data and allow the state to use the initial eligibility determination at WIA Section 122(b) if needed.</i></p>	<p>The waiver allowed training providers to offer continuous, uninterrupted service to WIA customers. It ensured that the increased number of adults and dislocated workers had a system that gave them maximum options of customers' choice in training.</p>

**State-Wide Performance Adult, Dislocated Worker and Youth****Workforce Investment Act Program Performance Measures**

Pursuant to the Workforce Investment Act, Louisiana negotiated with USDOL the expected levels of performance for each of the prescribed measures. As result of a waiver granted to the State, beginning Program Year 2011, Louisiana only reports performance on the level of performance relating to the nine Common Measures. Federal guidelines describe Common Measures as the key measures of success in achieving the legislative goals of WIA. The definitions of Common Measures can be located in the Appendix A.

Data collected on the Common Measures is collected from the Louisiana Virtual One Stop (LAVOS) — the name has been changed to H.I.R.E. (Helping Individuals Reach Employment), Unemployment Insurance Wages Record, and from the Wage Record Information System (WRIS). The MIS system gathers exit information on participants and covers real time data elements referenced above.

***Program Year 2011 Workforce Investment Act Program Performance***

	Negotiated Goal	Actual Performance	% of Goal Attained
<b>Adult</b>			
Entered Employment Rate	56.0%	57.5%	103.0%
Job Retention Rate	70.0%	76.4%	109.1%
Average Earnings Rate	\$12,100	\$13,464	111.3 %
<b>Dislocated Workers</b>			
Entered Employment Rate	68.0%	63.8%	93.8%
Job Retention Rate	72.0%	81.1%	112.6%
Average Earnings Rate	\$13,900	\$16,429	118.2%
<b>Youth Common Measures</b>			
Placement in Education or Employment	57.0%	62.1%	108.9%
Attainment of Degree or Certificate	52.0%	57.1%	109.8%
Literacy and Numeracy Gains	44.0%	53.5%	121.6%

**Adult Program**

The state exceeded all three measures, Entered Employment Rate, Employment Retention Rate and the Average Earnings. Through LWC's Integrated Service Delivery Model and the utilization of the waiver allowing the transfer of funding from the Dislocated Worker program to the Adult, the Local Workforce Investment Areas (LWIAs) have been able to continue providing services to a large number of individuals. The number of individuals that received staff assisted services in PY11 increased to an all-time high of 259,099.

**Dislocated Worker Program**

The state met the Entered Employment Rate and exceeded the Employment Retention Rate and the Average Earnings measure. The number of dislocated workers served decreased from 5,315 to 3,102.

**Youth Common Measures**

For the second year in a row, the state exceeded all of the three youth common measures, Attainment of a Degree or Certificate, Placement in Employment or Education, and the Literacy and Numeracy Gains.

Louisiana requires that at least 50 percent of all youth participants served under WIA be out-of-school youth. In PY 2011, approximately 70 percent of the 2,896 youth participants served were out-of-school youth.

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

In April of 2011 a two-day workshop was conducted for all Youth Coordinators representing all eighteen LWIAs. Topics of discussion included program design, peer to peer sharing of best practices, and intensive training on the Youth Common Measures and review of key definitions of WIA Standardized Record Data required elements.

**Participants in the Workforce Investments Activities****Three-Year Progress of the Workforce Investment Act Program**

The chart below illustrates Louisiana's historical results, indicating the state's continued development of an Integrated Services Delivery model that it consistently provides service delivery to individuals while maintaining quality outcomes. Over a three year period, there has been an increase in Adult Program participation along with a decrease in both Dislocated Workers and Youth Participation.

	Program Year 2009	Program Year 2010	Program Year 2011
<b>Adult</b>			
Participants	256,553	243,484	259,099
Entered Employment Rate	56.6%	57.7%	57.5%
Job Retention Rate	74.3%	78.4%	76.4%
Average Earnings	\$12,359	\$13,850	\$13,464
<b>Dislocated Workers</b>			
Participants	14,995	5,315	3,102
Entered Employment or Education	64.8%	63.4%	63.8%
Job Retention Rate	78.4%	82.6%	81.1%
Average Earnings	\$16,148	\$18,007	\$16,429
<b>Youth</b>			
Participants	3,368	3,056	2,896
Placement in Employment or Education	54.6%	60.9%	62.1%
Attainment of Degree or Certificate	54.4%	63.6%	57.1%
Literacy and Numeracy Gains	55.5%	61.3%	53.5%

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

**PY 2011 WIA Financial Statement — Operating Results**

<b>Fund Source</b>	<b>Available</b>	<b>Expenditures as of 6/30/11</b>	<b>Percent Expended</b>	<b>Balance Remaining</b>
Local Adult Funds	\$10,412,105.00	\$4,353,465.77	42%	\$6,058,639.23
C/O Funds	\$4,186,289.00	\$4,186,289.00	100%	0.00
<b>TOTAL</b>	<b>\$14,598,394.00</b>	<b>\$8,539,754.77</b>	<b>58%</b>	<b>\$6,058,639.23</b>
Local Dislocated Worker Funds	\$7,274,093.00	\$2,699,513.85	37%	\$4,574,579.15
C/O Funds	\$2,436,546.00	\$2,436,546.00	100%	0.00
<b>TOTAL</b>	<b>\$9,710,639.00</b>	<b>\$5,136,059.85</b>	<b>53%</b>	<b>\$4,574,579.15</b>
Local Youth Funds	\$10,674,728.00	\$4,199,319.00	39%	\$6,475,409.00
C/O Funds	\$6,077,880.00	\$6,077,880.00	100%	0.00
<b>TOTAL</b>	<b>\$16,752,608.00</b>	<b>\$10,277,199.00</b>	<b>61%</b>	<b>\$6,475,409.00</b>
Rapid Response Funds	\$1,039,431.00	0	0%	\$1,039,431.00
C/O Funds	\$2,001,071.45	\$1,441,325.79	72%	\$559,745.66
<b>TOTAL</b>	<b>\$3,040,502.45</b>	<b>\$1,441,325.79</b>	<b>47%</b>	<b>\$1,599,176.66</b>
Statewide Activity Funds	\$1,553,047.00	\$847,773.74	55%	\$705,273.26
C/O Funds	\$2,663,811.59	\$2,663,811.59	100%	0.00
<b>TOTAL</b>	<b>\$4,216,858.59</b>	<b>\$3,511,585.33</b>	<b>83%</b>	<b>\$705,273.26</b>

<b>TOTALS</b>	<b>\$48,319,002.04</b>	<b>\$28,905,924.74</b>	<b>60%</b>	<b>\$19,413,077.30</b>
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**Cost of Workforce Investment Activities**

For the purposes of this cost comparison, funding stream expenditures were divided by the number of total participants served for the program year to derive a cost per participant. Using this method, the cost per participant by funding stream for the program year is estimated as follows: Adults, \$33; Dislocated Workers, \$1,656; and Youth, \$3,549. As compared to program costs for PY 2010, Adult Programs decreased in cost by \$10.00, Dislocated Worker Program costs increased by \$738, and Youth Program costs decreased by \$429. The difference between total participants was an increase in PY 2011 by \$13,242.

**Program Costs**

Program	Total Participants Served	Total Expenditures	Cost per Participant
Adult Programs ( <i>Does not include Self Service</i> )	259,099	\$8,539,754.77	\$33
Dislocated Worker Program	3,102	\$5,136,059.85	\$1,656
Youth Program	2,896	\$10,277,199.00	\$3,549

### III: Louisiana Workforce Commission Initiatives

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

##### **Growing Green Web Portal and Smartphone App**

In October 2011, the Louisiana Workforce Commission launched the Growing Green web portal that provides information on Louisiana's green workforce. The site offers comprehensive information at a glance with user-friendly navigation, a range of career videos of individuals currently working in green jobs in the state. The Growing Green site features interactive online tools that will allow employers and policy makers to track future hiring demand. Job seekers will be able to find training programs in Louisiana for green jobs along with current green job openings. In addition, the site contains findings on 22 industries along with customizable reports, economic impact studies, job projections and statistical data intended to serve as a resource to drive future economic and workforce development decisions in the state. The site also contains information on the state's coastal restoration efforts and career paths in occupations related to coastal restoration.

The Louisiana Workforce Commission also launched a first of its kind smartphone app, "GreenWorks," that is available for download at the Apple App Store and Blackberry App World. This app provides information on the green jobs in Louisiana as well as current news regarding environmentally friendly industry trends across the state.

In 2009, Louisiana and Mississippi partnered to understand and develop new and emerging high-growth industries. Through a 2.3 million grant from the U.S. Department of Labor, the two states created the Louisiana and Mississippi Green Jobs Consortium. The consortium, led by LWC, includes Louisiana State University, Mississippi Department of Employment Security and Mississippi State University. The group conducted an extensive research on the regional green economy, development of workforce solutions and economic development strategies necessary for future jobs. The Growing Green website and the GreenWorks app were developed as part of that effort.

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

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

##### **Louisiana's Top Rated Occupations**

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 forecast that has been enhanced in recent years to better inform the state about workforce demands of Louisiana's employers. While the current system adequately identifies those jobs with the top long-term demand according to the occupational forecast, a broader measure of the quality of the opportunities

in various occupations was developed to incorporate additional job characteristics including typical wage rates, average annual job openings, and current openings for the jobs.

To allow the use of these top demand occupations by a diverse audience across the state, the LWC is developing a seamless workflow that allows individuals to connect to top rated careers choices. Information on training for selected careers and current job openings for these occupations will be part of this new showcase of top rated occupations. Users will also have options to filter their search by highest rated occupations, education levels and wages.

### **Technical Assistance and Training**

During PY 2011, the Labor Market Information unit trained over 300 local and regional office staff on the local and regional labor market tools available for better understanding their occupational demand and labor supply. Strategies on connecting the right employers to job seekers were showcased in hands-on training sessions across the state.

### **Economic Publications**

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

#### ***The Louisiana Workforce Information Review 2011-12***

A compendium of all labor market data series from 2011 through 2012, the report provides an in-depth analysis of Louisiana's diverse workforce. It features a time series analysis of the civilian labor force, employment, unemployment, and unemployment rates; covered and nonfarm industry employment; mass layoff statistics; and occupational employment statistics. It also examines current employment needs gathered via a job vacancy survey and identifies occupations in high demand.

#### ***The Louisiana Labor Force Diversity Data Book 2011***

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

### **Job Vacancy Survey**

In the fourth quarter of PY 2010, supplemental questions were added to the calendar year 2011 Qtr. 2 Job Vacancy Survey to provide data from employers on their hiring of temporary and contract workers, job vacancies offering health insurance, and a wage analysis of the vacant jobs.

### **Findings Related to Temporary and Contract workers**

Employers were asked if they had hired workers through a contractor or temporary help agency in the past year due to a local shortage of those workers. They were asked to specify the origin of contract/temporary workers (in-state or out-of-state) and their job titles. From these responses, the number of positions filled by contract/ temporary workers was estimated for the state by Regional Labor Market Area (RLMA), North American Industry Classification System (NAICS) super sectors and Standard Occupational Codes (SOC).

- There were an estimated 55,601 contract/temporary workers in Louisiana during the past year; of which, approximately 72 percent were filled by Louisiana residents.
- The Shreveport and New Orleans regions have the greatest number of contract/ temporary workers with 13,721 and 13,267 workers respectively. Shreveport and

Lafayette have the highest percent of contract workers among the employed with 7.8 and 7.2 percent respectively.

- The three NAICS super sectors with the most contract/temporary workers, Manufacturing, Professional and Business Services and Construction, account for 64 percent of contract/temporary workers.
- The three SOC major occupation groups with the most contract/temporary workers were Production, Transportation and Material Moving and Construction and Extraction. Production workers alone account for over 16 percent of all contract/temporary workers in the state.
- The three most common occupations among contract/temporary workers were Helpers – Production Workers, Food Preparation Workers and Construction Laborers.

### **Findings Related to Job Vacancies Offering Health Insurance**

Employers reporting vacancies were asked if the vacant positions offered employer supplemented health insurance. From these responses, the number of vacancies accompanied by health insurance was estimated for the state and by Regional Labor Market Areas (RLMA), North American Industry Classification System (NAICS) super sectors and Standard Occupational Codes (SOC).

- There were an estimated 20,141 estimated job vacancies in Louisiana in the second quarter of 2011. Of these, 10,638 or approximately 52.1 percent offered health insurance.
- The Houma RLMA had the highest percentage of vacancies offering health insurance (73.6 percent), while the Monroe RLMA had the lowest (38.2 percent). Percent of vacancies in the New Orleans RLMA (50.8 percent) and Baton Rouge RLMA (42.5 percent) that provided health insurance were lower than the state average (52.1 percent).
- As both educational requirements and experience requirements for vacancies increased, so too did the likelihood that the vacancies offered health insurance.
- Professional & Technical Services was the industry whose vacancies were most likely to offer health insurance. Vacancies in the Wholesale Trade industry were the least likely to offer health insurance.
- Occupations with vacancies in the Business & Financial Operations field were most likely to offer health insurance. Occupations with vacancies in the Personal Care & Service field were the least likely to do so.

### **Findings Related to Wage Analysis of the Vacant Jobs.**

While conducting this Job Vacancy Survey, information was collected on the wages those businesses offer for their vacant positions. Comparative analysis was performed on the data in order to discern the differences between vacancies for jobs paying \$30,000 or more per year (hereafter sometimes referred to as “high paying”) and the total job vacancies.

- There were a total of 20,411 estimated vacancies in Louisiana in the second quarter of 2011, 8,667 (42 percent) which paid \$30,000 or more annually.
- Over 50 percent of all high-paying vacancies could be found in the New Orleans (32.2 percent) or Baton Rouge (18.3 percent) regions.
- 61 percent of all vacancies in the Houma RLMA were high-paying, the highest percentage among all RLMAs.
- The percentage of vacancies which are high-paying increases as education increases. Only 23 percent of vacancies requiring only a high school diploma or less pay more than \$30,000 per year, while 87 percent of vacancies requiring an advanced degree pay over \$30,000 annually.

- In the past year, education requirements for both total and high paying vacancies have moved towards higher education. Bachelor's degrees required for total vacancies increased by 10 percent over the past year, and for high paying vacancies increased by 7 percent.
- Vacancies were much more likely to pay over \$30,000 annually if they required more than two years of experience. 82 percent of vacancies requiring more than two years of experience were high-paying.
- Among high paying vacancies, registered nurses and electricians were the top two occupations by number of vacancies. Among vacancies paying less than \$30,000 per year, retail salespersons and machine setters, operators, and tenders were the top two.
- Total estimated vacancies decreased by 32 percent from the same period in calendar year 2010. High paying vacancies decreased by 19 percent from the previous year's survey.

### **Agency Initiative Management (AIM)**

During the fall of 2011, the LWC developed five strategic initiatives aimed at transforming the way Louisiana's workforce system delivers services to employers and job seekers. These strategic initiatives include: Integrated Fraud, OWD/UI Integration, Louisiana Job Ready, Re-employment, and Business Engagement. These initiatives, often referred to as the AIM Initiatives, have become the central focus of the agency's efforts to drive employment, improve the state's business climate, provide excellent customer service, and create a collaborative culture within the agency.

The AIM **Business Engagement** Initiative is 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. Through special efforts to grow relationships with small businesses and targeted industry sectors and to develop a custom package of services for these customers, the AIM Business Engagement is expected to increase overall business utilization and value received from the workforce system, reduce employer costs to recruit and hire qualified workers, and decrease the time it takes to fill vacancies.

The AIM **OWD/UI Integration** Initiative is working to assimilate the functions of two distinct departments within the LWC (Office of Workforce Development (OWD) and Office of Unemployment Insurance Administration). From a systems standpoint, the LWC is building upon the success of the Louisiana Virtual One Stop (LAVOS) — the name has been changed to H.I.R.E. (Helping Individuals Reach Employment) — to provide a comprehensive menu of quality services and a streamlined approach that rapidly takes job seekers from initial engagement through a personalized set of services and into jobs. These job seekers will have access to both jobseeker and re-employment services at initial claim/registration and during weekly certification.

The AIM **Re-employment** initiative, which launched statewide April of 2012, requires recipients of unemployment compensation to directly access an array of Business and Career Solution Center (BCSC) services to help them become re-employed more quickly, thereby reducing the duration of unemployment benefits and hasten their ability to regain employment. Claimants receiving re-employment services also will be participants in the AIM **Job Ready** initiative, a system of online services to provide job readiness assessments and remedial curricula. The Job Ready initiative will be implemented statewide in the coming months.

## **Re-employment Pilot**

The Louisiana Workforce Commission continues to integrate and align its Workforce Development and Unemployment Insurance (UI) services to put people to work faster and more efficiently.

The initial goals of the Re-employment Pilot were to reduce the duration of unemployment claims, return claimants to work quicker, and emphasize the shared responsibility between the State and unemployment recipients.

The LWC conducted Phase One of its Re-employment Pilot in the Acadiana area with participants entering the program from August 11, 2011 to February 2, 2012. Recipients of unemployment benefits in the pilot area, with limited exceptions for job-attachment, union status, or out-of-state residency, were required to complete an online resume and set up a virtual recruiter (saved job search) within 2 weeks of their first benefit payment. After 10 weeks, those still receiving benefits were required to visit their local Business and Career Solutions Center for additional job search assistance. Anyone still receiving benefits after 18 weeks was required to return to their local center for maximum assistance.

Approximately 4 percent of the total population of UI claimants in the pilot area was excluded from mandatory participation in the pilot due to job-attachment, union status, or out-of-state residency. After the exclusion of these groups of claimants, 2,215 unemployment recipients of unemployment benefits participated in the initial phase of the pilot

### **Improved Re-employment Rates**

Claimants in the pilot returned to work at a greater rate than the statewide average. The pilot area's re-employment rate was 23 percent greater than the rest of the state, as measured by the number of participants who earned wages in the quarter after receiving their first unemployment benefit. The LWC receives wage record data from employers on a quarterly basis.

### **Reduced Duration of Unemployment Claims**

The pilot successfully reduced the average duration of an unemployment claim, as evidenced by two separate methods of calculating average duration. Average duration of claims, as measured by the Bureau of Labor and Statistics methodology, the total (number of weeks compensated for the month divided by the number of first payments for the month), showed a reduction in the pilot area of 7.8 weeks from the month before the pilot until its end (21.3 weeks in July to 13.5 weeks in February). The rest of the state, however, only reduced its duration by 1.0 weeks over this same time period (20.0 to 19.0). The pilot area shortened its average duration by 6.8 weeks more than the rest of the state.

The actual average duration of claims is calculated by dividing the actual number weeks claimed by pilot participants by the number of participants. For participants who have been in the pilot for at least 6 months, the current average duration of claims is 13.2 weeks.

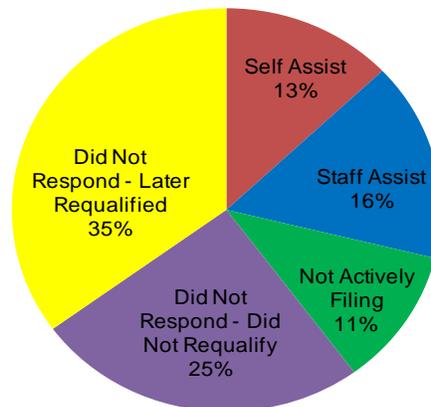
The pilot's goal was to reduce the average duration of claims to shorter than 10 weeks. At over 13 weeks by both measures, the pilot missed this goal. Nonetheless, there was clear improvement in the pilot. The reduction of benefits paid in the pilot area alone saved the Unemployment Trust Fund approximately \$2.6 million (2,215 participants reduced 6 weeks from claims at an average weekly benefit amount of \$197). Based on 2011 claims data, a statewide average reduction of 6 weeks would result in savings of approximately \$120 million annually (101,979 claims reduced an average of 6 weeks at \$197 average weekly benefit amount).

Another way to measure the pilot's impact on the length of claims is through the exhaustion rate, which measures the percentage of claimants who exhaust all 26 weeks of their benefits. The exhaustion rate for the pilot program was 28 percent, a significant improvement over the statewide exhaustion rate of 47 percent.

### Shared Responsibility

When participants received their first UI payment, they also received notice that they must complete a resume and set up a virtual recruiter in the H.I.R.E., which could be completed online or at a local Business and Career Solution Center. Failure to comply within 2 weeks resulted in a suspension of benefits until this requirement was met. Statistics for the first service point are below:

**First Service Point**



71 percent of the pilot participants did not initially meet their responsibilities in the pilot program, which resulted in a suspension of benefits. Only about half of these cut-off participants later fulfilled the requirements to have their benefits reinstated. Of those that did comply, nearly equal numbers chose self-service of the Internet and staff assistance in their local Business and Career Solution Center.

After receiving 10 weeks of benefit payments, participants were required to go to one of the local Business and Career Solution Centers for additional staff assistance with their job search activities. Failure to comply within 2 weeks resulted in a suspension of benefits until the requirement was met. Statistics for this second service point follow:

### Recommendations

After reviewing the positive results of the pilot, the LWC Re-employment Team recommended implementing the re-employment initiative statewide. The initiative would be rolled out in phases with several minor changes. In the statewide rollout, the 2nd Service Point was moved two weeks earlier, from the 10th week to the 8th week, to require claimants to receive more intensive, staff-assisted job search services earlier in their claim. The LWC Re-employment team also recommended removing the Third Service Point (18<sup>th</sup> week), a change which had already occurred during the pilot.

## IV: Statewide Activities

### **National Emergency Grants (NEG)**

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

NEGs are typically awarded for mass layoffs, plant closures, and declared emergencies that are determined eligible for public assistance by the Federal Emergency Management Agency (FEMA).

In PY 2011, assistance was provided to 923 new dislocated workers through NEG funds. During this program year, LWC applied for and was awarded no-cost extensions and incremental funding from USDOL to extend existing NEGs in an effort to expand participant eligibility and continue providing employment and training services to dislocated workers throughout the state. Existing NEGs during PY 2011 included Hurricane Gustav, Urban and Rural, BP Deepwater Horizon Oil Spill, and ARRA On-the-job Training grants.

Hurricane Gustav devastated Louisiana's coastline and caused significant damage to South Louisiana. Individuals were displaced due to the storm and many businesses were forced to temporarily shut down causing a significant economic impact within the state. LWC was awarded \$10,169,323 to provide temporary jobs, supportive services, and training to eligible individuals under this NEG. Hurricane Gustav grant ended December 31, 2011 and provided services to 1,638 individuals.

The BP Deepwater Horizon Oil Spill impacted the state's natural resources and the livelihood of thousands of Louisiana's citizens living and working along the coastline. This \$10 million award is providing assistance to 1,250 eligible dislocated workers affected by the oil spill and long-term unemployed through workforce development services that will enable gainful and sustainable employment. Case management and supportive services are provided to increase the likelihood of success.

The On-the-job Training (OJT) grant totaling \$1,415,062 is designed to assist eligible dislocated workers and heavily impacted communities in quickly recovering from the effects of the economic downturn. This grant is assisting 160 long-term unemployed individuals with workplace training who have been unsuccessful in finding adequate employment. Partial reimbursement for wages will be made available to employers as an incentive for hiring and training these individuals based on the size of the business, the dislocated worker's initial skill level, and the skill level needed to perform the job.

The Urban and Rural grant assists workers who have been displaced as a result of multiple company closures and long-term displaced workers through the devastation of hurricanes impacting Louisiana over the past several years. Louisiana has been awarded a total of \$5,487,300 to provide workforce services to 1,100 eligible individuals.

### **Rapid Response**

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

In PY 2011, Louisiana experienced significant layoffs within the truck manufacturing industry, with 25 layoffs impacting 1,173 workers who were employed with General Motors and its supplier companies. Louisiana experienced a decrease in layoffs within the government sector, with 22 layoff events impacting 1,170 state and local workers, a decrease of 8 percent from PY 2010. State government layoffs occurred in all regions of the state, with parish-level layoffs occurring in Regions 4 and 7 (South and Northwest Louisiana).

In PY 2011, the Rapid Response Unit handled 85 Extended Mass Layoff Actions taken by employers that resulted in the separation of 4,043 workers from their jobs for at least 31 days. These numbers were down from PY 2010, when the state responded to 98 mass layoffs impacting 6,462 workers.

Rapid Response provided re-employment services to 3,852 workers in all regions of the state in PY 2011, an increase from the 2,747 workers who received re-employment services in PY 2010.

### **Incumbent Worker Training Program (IWTP)**

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

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

IWTP, which includes customized training contracts and the Small Business Employee Training Program, awarded a total of **\$28,581,326** to companies in fiscal year **2011 – 2012. 54,572** Louisiana workers from **813** companies were trained; **31,460** jobs were retained; and **1,244** jobs were created. The average wage increase for those workers who received a pay increase after training was **13.5** percent.

**SUCCESS STORY: Firebond**

Fibrebond Corporation received an IWTP grant for \$98,230 to train 270 employees from March 21, 2011 to March 20, 2012. The following is an overview of the group’s assessment of the program from the training director after completion of their contract.

“Continuous and consistent training is very important to our management team at Fibrebond. In the manufacturing industry, continued success depends entirely on efficient production and a qualified workforce. The IWTP grant allowed us to train our employees in driver safety, overhead crane inspection, and general safety practices. Through the extensive driver safety training, drivers developed essential skills and allowed us to decrease our insurance premium by more than 10%. The overhead crane inspections training supplied our employees with necessary knowledge and guidance and allowed us to begin practicing independent inspection services internally, saving time and money along with providing us with a more qualified workforce. The grant also allowed our training provider, Training Logic, to instruct numerous safety training courses such as Electrical Safety and Fall Protection. In 2010, Fibrebond had 8 recordable injuries and an incident rate of 2.3, and in 2011, we had only 4 recordable injuries and an incident rate of 1.1. As a direct result of the safety training courses, our incident rate decreased by 50% from 2010 to 2011.

All of the training programs implemented proved to be more successful than we ever thought possible. Through the IWTP grant, we trained 314 employees, provided an average wage increase of 2.51% and promoted 29 employees.”

**Work Opportunity Tax Credit (WOTC)**

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

**State of Louisiana WOTC**

<b>FY</b>	<b>Applications Received</b>	<b>Certifications Issued</b>
<b>2010</b>	49,789	24,243
<b>2011</b>	51,959	34,066
<b>2012</b>	57,811	41,400

With submission of minimal paperwork and supporting documents, LWC certifies that the employer is eligible to receive between \$1,200 and \$9,000 in tax credits. This tax incentive is for new hires only, and is designed for long term employment. The employee has to work for 120 days for the employer to even use a portion of this tax credit. It takes the employer almost two years to fully benefit from this program.

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

A reduction of costs for both LWC and the employer,

An increase timeliness of certification determinations,

An expansion of outreach efforts

1. Increase of utilization of the tax credits by “Small Businesses”
2. Promote education of the application process,

### **Veterans Program**

Veteran Staff at centers across the state have become a “virtual team.” This was accomplished in part by relocating some personnel and by filling positions strategically such that every major commerce center along the interstate corridors has overlapping coverage. Now, there is a Disabled Veteran Outreach Program Specialist (DVOP) to service veterans with employment barriers, and a Local Veterans Employment Representative (LVER) to service industry partners, available within a reasonable distance. Veteran staff monitors activities and priority of service, providing coordination and referral support for all One Stop Locations statewide.

Veteran Staff members are trained by the National Veterans Training Institute (NVTI), and participate in regular regional training meetings and the statewide leadership meetings. They are focused on the distinct missions of their specialty, which is priority of service, employment service to veterans with barriers (DVOP), and labor market services to employers and federal contractors (LVER).

In addition to providing Case Management Services for veterans completing the VA Vocational Rehabilitation and Education Program, veteran staff also provided Transition Assistance Program (TAP) training to veterans at 78 three-day programs. These programs, held at Belle Chasse Naval Air Station, Barksdale Air Force Base, and Fort Polk, provided training to 2,118 transitioning service members and spouses.

In support of the President’s Veterans Opportunity to Work Act (VOW), veteran staff members reached out to more than 1,400 potentially qualified veterans to encourage and assist them with application for the Veterans Retraining Assistance Program (VRAP). They were also provided Case Management Services to Post 911 veterans as part of the “Gold Card” program.

One DVOP is designated to operate the REALifelines program. The operator is permanently stationed to Ft. Polk, working with the Army Wounded Warrior (AW2) program providing comprehensive case management to service members severely wounded in Iraq and Afghanistan.

Veteran Staff were an integral part in the planning and execution of several job fairs sponsored by Congressmen and the National Chamber of Commerce in partnership with local chambers of commerce across the state. They serve on various workforce boards, other business and industry organizations and are regular presenters in their local areas at business functions. This year, in addition to the nationally sponsored job fairs, they planned and operated 19 local veteran job fairs with attendance by 680 employers.

Among the successful activities of the Veterans Program:

- The Opelousas LVER made contact with the local TV station to develop a weekly Veteran's Corner, which promotes veterans, who are job ready, to employers. The outcome has been very positive. TV stations in the Lafayette area will be approached regarding promoting the same concept.
- The Natchitoches LVER, a partner in the 7th Annual NW LA Veterans Resource & Job Fair in Bossier City, invited C.R. England Trucking to the job fair. Accepting the invitation, this employer sent two candidates to the LWC mobile to apply online. Within two hours, these two veterans had bus tickets and were scheduled to attend their (tuition-free for veterans) diesel driving school the following Monday morning with the promise of a job with C.R. England. A retired Air Force Jet Engine Mechanic was introduced to AAR Aircraft Services, and is now making \$23.00 per hour.
- The New Iberia LVER was made a member of the Iberia Parish Reentry Coalition by Mayor Tim DeClouet of Jeanerette, LA. He is responsible for three local Business and Career Solutions Centers in the region and regularly conducts Veteran Workshops at homeless shelters and the local jail.
- The Bossier City DVOP teaches a monthly workshop at the VA Medical Center for the Initiative Therapy Group going through substance abuse rehabilitation, and averages 22 veteran participants per month. The VA has also requested the DVOP teach classes in their computer lab.
- The East Jefferson DVOP and LVER conduct informational VRAP workshops for small groups of homeless/sheltered veterans at the facilities in the VOA complex, and are working on the same idea for the VA shelter.
- The Monroe DVOP serves on the WORKPAY\$ Job Fair - Monroe committee, held each October. He is also participates in the Accent Marketing job fair, held at their work site in May.
- The Deridder LVER uses LinkedIn to access Labor Market Information, including: Combat to Corporate, Disabled American Veterans, US Military Veteran Network, Professional Overseas Contractors, and many more. In these groups he has found job fairs, companies that want to hire disabled Veterans, and new contracts starting overseas.
- The Baton Rouge LVER and DVOP (both TAP facilitators) provide employment workshops (a condensed version of TAP) for local veterans to make them employment ready.
- The Plaquemines DVOP and state VA VR&E monitor completed training on the Compensation and Pension Claims and Examinations, veteran benefits, policies and procedures in accordance with Title 38 Code of Federal Regulations, Pensions, Bonuses and Veterans Relief. This prepares the DVOP to answer the many questions received daily from veterans and other staff. The DVOP also provides related training to other staff during regional training meetings and statewide leadership meetings.

### **Re-employment Services**

The Employment and Training Administration (ETA) is focused on connecting Unemployment Insurance (UI) claimants with re-employment and training services. To this end, Re-employment Services (RES) ensures that claimants have access to the full array of re-employment and training services available at Business & Career Solutions Centers, while ensuring that claimants comply with all legal requirements governing the receipt of UI benefits. (Training and Employment Notice No. 31 – 09, March 11, 2010).

The re-employment of UI beneficiaries and the reduction of erroneous payments are high priorities for Louisiana. In PY 2011, Louisiana continued to provide re-employment services through a combination of two state initiatives; the Re-employment and Eligibility Assessment (REA) Initiative pilot program funded at \$1,401,949 and the introduction of a Re-employment Services Model program.

The purpose of the REA pilot is to focus on better integration and connection between UI services and center services. The REA program pro-actively integrates with re-employment services and other WIA-funded services geared toward rapid re-employment and reduction in claim duration, thus reducing the demand on Louisiana's Unemployment Insurance Trust Fund.

Louisiana's Business & Career Solutions Centers provide a comprehensive and integrated service delivery model to ensure that UI claimants receive an enhanced level of services leading toward a job-ready labor force. Services include group orientation, UI eligibility assessment, one-on-one career counseling, customized re-employment plans, and referrals to appropriate services such as workshops and/or training.

The chart below provides cumulative statistical information for REA activities for PY 2011:

**July 1, 2011 – June 30, 2012**

Total REA Claimants	Completed Orientation Services	Failed to Appear for Orientation Services
5,249	2,121	2,171

**Source:** H.I.R.E. (Helping Individuals Reach Employment)

### **Registered Apprenticeship**

The LWC Apprenticeship Division serves 51 apprenticeship programs that provide employment and training to approximately 3,000 registered apprentices across Louisiana.

Over the past year, the number of registered apprentices in Louisiana has markedly decreased. The impending shutdown of Huntington Ingalls shipyard — including what was once an impressive registered apprenticeship program in Louisiana — has reduced their number of apprentices significantly. Before announcing the closing of yard, (then) Northrop Grumman consistently maintained approximately 400 apprentices at any given time, making the program one of the largest and most successful apprenticeship programs in the state. At this time, the program has dwindled to 22 registered apprentices.

Initially, when Northrop Grumman began implementing waves of layoffs, the construction and building trade apprenticeship programs were experiencing growth due to ARRA-funded federal construction projects around the state. This helped keep the number of registered apprentices relatively stable statewide. However, now that stimulus funding is leveling off, the loss of Northrop Grumman's program is now impacting the state total.

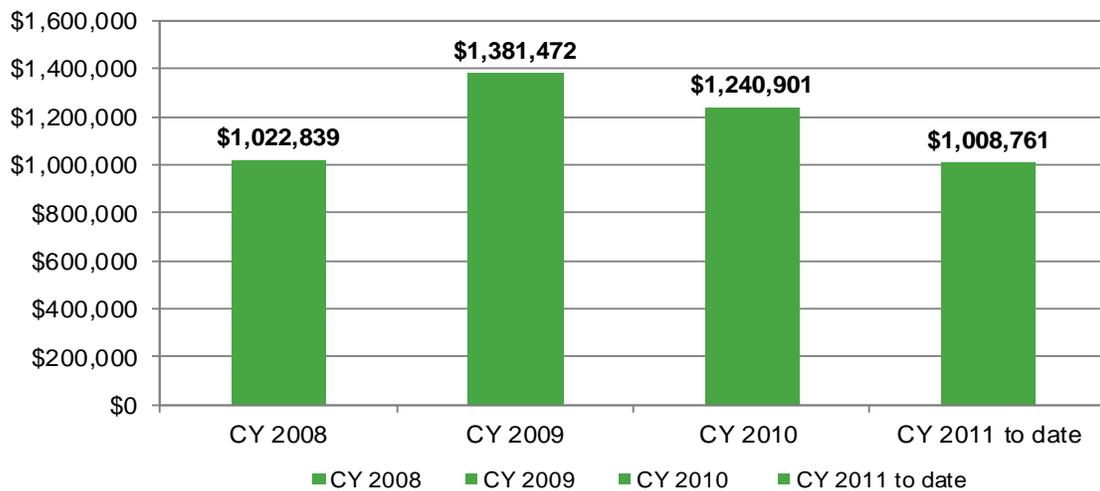
Louisiana currently has the lowest number of registered apprentices it has seen in over a decade. This is due to a combination of factors:

1. Huntington Ingalls/Northrop Grumman closing
2. Construction industry continues to struggle in Lake Charles, Shreveport, Monroe and Alexandria
3. Lack of state-level resources to promote registered apprenticeship or assist with the development and oversight of new programs

As a result of #3, the Apprenticeship Division has redefined its goals, objectives, and measures of success. The focus has shifted away from growth and expansion to maintenance of the overall program and continuing to provide high quality technical assistance to existing program sponsors.

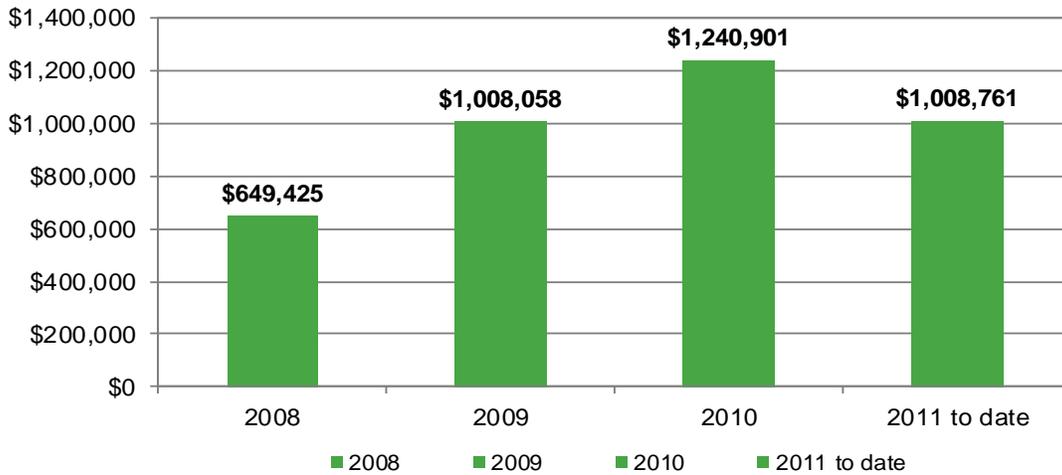
A tremendous amount of time was devoted to further revisions of Louisiana apprenticeship laws and administrative rules to bring the agency into federal compliance with CFR 29 Part 29, and the division is likely to continue doing so for the upcoming year. LWC's application to the USDOL Office of Apprenticeship for the Apprenticeship Division to be recertified as a state apprenticeship agency was conditionally approved in late Spring 2012, with permanent approval pending the implementation of a second round of changes to state laws and rules.

The Louisiana Registered Apprenticeship Tax Credit has now accumulated almost five full years of data, which provides the ability to analyze the trend in utilization with more accuracy. This data is broken down in the following graphs.



**Source:** Register Apprenticeship Partners Information Data System from United States Department of Labor

**Note:** That Northrop Grumman/Huntington Ingalls has not claimed the tax credit since 2009, which was in the amount of \$373,414. It was also claimed for approximately the same amount in 2008. If we do not include this amount in the yearly totals, the following growth trend emerges, showing a significant increase in utilization. Tax credit certification requests continue to be submitted for 2011, so this amount represents those we have received to date.



**Source:** Register Apprenticeship Partners Information Data System from United States Department of Labor

**Louisiana Rehabilitation Services**

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

**Vocational Rehabilitation (VR) Program**

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

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

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

LRS, in partnership with Medicaid Purchase Plan Advisory Council and WorkPay\$ Coalition, continued to participate in the planning and implementation of the Louisiana Job Fairs for people with disabilities. The 2011 job fairs were led by the LWC's Disability Program Navigators. The statewide job fairs were held in nine cities throughout Louisiana.

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

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

LRS continues efforts to assist SSI and SSDI beneficiaries to meet employment goals. LRS continues to collaborate with Work Incentive Planning and Assistance, the Medicaid Infrastructure Grant Advisory Council, as well as other state agencies and stakeholders to ensure Ticket-to-Work is successful in Louisiana. LRS maintains a statewide 1-800 ticket hotline number for individuals interested in learning more about their ticket and how VR would be able to assist them. In FY, 2012, LRS received \$926,368.19 from the Social Security Administration's reimbursement program.

**Workforce Development** – VR is an integral component of workforce development and is actively involved with the 18 Workforce Investment Areas. LRS is represented on each of the 18 boards and VR staff has a presence in the Business and Career Solutions Centers. LRS' program coordinator for rehabilitation technology provides consultation to the Business and Career Solutions Centers. In addition, the agency's rehabilitation employment development specialists (REDS) serve as the liaison for the centers within their region and provide services to individuals who participate in the VR program, such as job seeking techniques and employment development.

**Transition** – The primary focus is to provide services to assist students with disabilities as they transition to adult life and move beyond high school to other settings, such as further training and employment. In State Fiscal Year (SFY) 2012, LRS renewed/revised existing local cooperative agreements with the 64 parishes, four special school systems, charter schools, and the Recovery School District in the New Orleans area, supported local interagency core teams, participated in cross-agency training and outreach, and engaged in capacity building of young adults and family outreach efforts. LRS continues its support of innovative models and practices related to transition. The VR Program has designated one transition counselor in six of the eight regions. However, since most regions are large and include many rural parishes, general caseload rehabilitation counselors are also assigned to work with transition students.

**Rehabilitation Engineering/Assistive Technology** – LRS contracts with Louisiana Tech University, Center for Rehabilitation Engineering, Science and Technology to provide highly specialized engineering and technology solutions to individuals with disabilities. Last fiscal year, 317 individuals received direct assistive technology evaluation and assessment services. Services include computer assessment, activities-of-daily-living evaluations, home and job-modification evaluations, adaptive driving and

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

LRS also continues its relationship with the Louisiana Assistive Technology Network (LATAN) on an expanded program, funded by the Rehabilitation Services Administration to provide statewide demonstration-learning, lending, and purchasing assistance of assistive technology. LATAN is now providing a device-rental service in order for LRS consumers to have a more realistic trial use of an assistive technology device before requesting the VR program to purchase the device. LRS refers consumers to the LATAN finance/loan program to assist them with certain purchases.

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

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

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

Types of services provided included:

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

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

The purpose of the Randolph-Sheppard program is to provide employment opportunities for qualified persons who are blind by establishing and maintaining Business Enterprise Facilities. The program currently operates 84 facilities throughout the state, employing 528 individuals. In 2011 average vendor earnings increased from \$32,398 to \$44,674.

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

The Independent Living (IL) Part B program provides services to individuals with disabilities in order to enhance their ability to function more independently within their family and community. The program is administered by LRS through contracts with Independent Living Centers located across the state. IL Part B funding is used by the IL centers to provide 4 core services: information and referral, independent living skills training, peer counseling and individual and system advocacy. Funds can also be used to provide personal care attendant services and assistive technology, if available. More than

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

### **Independent Living Older Blind Program**

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

ILOB funding is used by the three contractors to provide individualized and small group instruction and provision of assistive technology devices that are geared toward improving independence. Services can include orientation and mobility training; provision of low vision evaluations and handheld and electronic magnifiers; training in performing activities of daily living, etc. More than 2,700 individuals received independent living services at an average cost of \$218 per consumer during fiscal year 2012.

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

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

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

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

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

“Universal Design.” Corporate management of the Pharmacy chain of stores was so impressed that they indicated that they will make the accommodations available in other stores throughout the U.S.

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

Trade Adjustment Assistance is a USDOL program that provides a variety of re-employment services and benefits to workers who have lost their jobs or suffered a reduction of hours and wages as a result of increased imports or shifts in production outside the United States. Workers may be eligible for training, training travel allowance, subsistence allowance, Re-employment Trade Adjustment Assistance (RTAA), Alternate Trade Adjustment Assistance (ATAA), job search, relocation allowance, Trade Readjustment Assistance (TRA) and Health Coverage Tax Credit (HCTC). Certified individuals may be eligible to receive one or more program benefits and services depending on what level of assistance is needed to return them to suitable, sustainable employment.

From July 2011 through June 2012, 12 petitions were filed on behalf of 2,025 dislocated workers, resulting in the certification of six petitions for TAA/ATAA/RTAA services and benefits. These certifications provided services and benefits to 971 participants in Region 1 (New Orleans), Region 7 (Shreveport), Region 4 (Lafayette) and Region 6 (Alexandria). Various industries and businesses were affected, including automotive and parts (front bumpers, radiators, and floor coverings), medical, oilfield services, chemical material, distribution warehouse center, call center, and wood product veneers.

### **SUCCESS STORY: Trade Assistance Act (TAA) Program Success Story Jennifer Sonnier**

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

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

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

### **Fidelity Bonding**

The program is a tool to assist prospective job applicants who would otherwise be overlooked through the normal hiring process. Bonds, ranging in coverage from \$5,000 to \$25,000, are free to the employer with no deductible amount and cover an employee for a six-month period. This covers the employer's liability for that employee for any dishonest act that the employee might commit during that time period. The bonds are available to any employee who otherwise would not be available for commercial bonding. Bonds can be issued to the employer as soon as the applicant has a job offer with a scheduled date to start work.

The program, well received by the La. State Department of Corrections, has enabled convicted felons to become bondable and prove their honesty in the workplace.

In FY 2011, 4 bonds were issued.

In FY 2012, 48 bonds were issued.

This partnership between LWC and Department of Corrections has been accomplished by attending job fairs, prison pre-release classes, as well as probation and parole meetings at both the state and federal level. Most were unaware of this beneficial program and it is being utilized as a hiring incentive, thus assisting the Department of Corrections in reducing the recidivism rate.

### **Foreign Labor**

The Foreign Labor Certification Unit manages all H-2A Agricultural Temporary Foreign Labor and H-2B Non-Agricultural Temporary Foreign Labor applications submitted to USDOL by Louisiana employers who need workers. Through these programs, jobs are first offered to U.S. workers, with the remaining unfilled jobs filled with foreign workforce. The programs are especially important for employers who have difficulty in hiring workers on a seasonal basis or who need to hire a group of workers quickly for peak periods of labor demand.

More than 500 farmers (crawfish, rice, livestock, citrus, corn, nursery crop, soybeans, strawberries, vegetable, and pecans) and their employees are impacted by the H-2A program on an annual basis. Some 495 farmers were certified by USDOL for the H-2A program in PY 2011, with 7,409 workers employed through the program. Louisiana ranked fourth in the U.S. for the number of foreign workers employed through the program.

More than 195 employers (food processing, recreation, landscaping, tree farming, construction, and other occupations) and their employees are impacted by the H-2B program on an annual basis. Some 175 employers were certified by USDOL for the H-2B program in PY 2011, with 4,795 workers employed through the program. Louisiana ranked second in the U.S. for the number of foreign workers employed through the program.

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

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

The LWC collaborated with the Louisiana Department of Children and Family Services in October 2010 to achieve the goal of job readiness by providing the Louisiana Employment Assistance Program (LEAP). The LEAP program resulted in the streamlining of both the Strategies to Empower People Program formally known as S.T.E.P. and the Louisiana Job Employment and Training Program formally known as LaJET. The LEAP program is designed to help participants in their transition from cash assistance and or nutrition assistance to self-sufficiency by providing intense job readiness activities and job search training with employer contacts, helping

participants obtain and retain employment. Currently, LEAP is active in St. Tammany, Jefferson, Orleans, Baton Rouge, Terrebonne, Lafayette, Calcasieu, Rapides, Caddo, and Ouachita parishes.

A combination of LaJET and STEP participants were referred to LEAP, of which a total of three separate groups were identified: STEP, LaJET with children, and LaJET without children. STEP participants have priority for the referral program. LaJET referrals are determined using recent quarterly wage records in order to identify those most likely to re-enter the workforce after receiving the services.

LEAP is comprised of four components that range from job readiness classes to self-directed job search, along with WIA services for those who qualified for the program. In Program Year 2011 the LEAP program served 6,305 participants.

#### **SUCCESS STORY:**

##### **The following testimonial reflects the feelings of many clients of the LEAP Program in Rapides Parish:**

Hello, my name is Kristin P. I am 32 years old and I have no children as yet. I am a 1998 graduate of Bolton High School in Alexandria, Louisiana. I attended LSUA in the nursing curriculum after high school. I maintained a full time job while attending LSUA and was able to pay my tuition without grants or other support. However, my grade point average was not high enough to gain acceptance into the clinical area of the nursing program at LSUA. I started Louisiana Technical College in the LPN curriculum and completed in July 2007. I was drawing unemployment when I applied for food stamps and had to take a two week class with LaJET to be eligible. My teacher, Ms. Lavern, was absolutely wonderful working with the students and very knowledgeable about creating my resume on laworks.net. I learned that employers look at this website and call in prospective employees based on their resume. I received many phone calls from employers who persistently check the website after I created my resume. I gained employment at Pinecrest and am very happy with my future with the State of Louisiana. Before this class and before I posted my resume online, I was having difficulty finding a job. I am very grateful for taking this class and for the help I received from Ms. Lavern. I strongly suggest that people who are seeking employment should go to the workforce commission and post their resume online at laworks.net. The workforce commission was very helpful to me. They will help anyone seeking employment find the job best suited for them based on their skills and prior experiences.

Best wishes to all who are seeking employment.

### **Labor Programs**

Labor Programs successfully reached out and provided educational services for numerous businesses regarding laws governing Minor Labor , Private Employment Service and Medical Payment. Eleven workshops were conducted for employers, 55 new issuing officers training sessions were held, and 43 new business educational visits were made.

In an effort to align Louisiana's laws with federal laws and simplify employer compliance, the Louisiana Workforce Commission proposed legislation during the 2011 session that became law under Act 177. Minors under the age of 16 may not be allowed to work between the hours of 7:00 P.M. and 7:00 A.M. except from June 1 through Labor Day when the evening time is extended until 9:00 P.M. Now, if employers are compliant with Louisiana law, they will also be compliant with federal law.

In the 2012 session, Act 837 was passed allowing employment certificates to be issue at private schools without needing approval from the parish superintendent. This should increase the number of issuing sites and make obtaining a certificate easier for the minor.

Recently, in a cooperative effort with the Louisiana Restaurant Association, the Intention to Employ Minors form was changed, and re-named the Application to Employ Minors form. The new form is clearer with instructions for obtaining the actual employment certificate, and removed wording that employers perceived as threatening.

Area of Worker Protection:	Education Services For Employers
<b>Minor Labor Laws</b>	6,003
<b>Private Employment Service (license and Regulate)</b>	24
<b>Medical Exam and Drug Testing Payment</b>	18

## V: Local and Regional Initiatives and Success Stories

### Initiatives

#### *Region 1*

##### **Expanding Regional Economic Development Partnerships**

In 2011, the Region One Workforce Investment Board (WIB) partnership entered into an agreement to partner with the Regional Planning Commission to leverage resources to purchase a license for EMSI, an advanced economic and workforce development data system. As this is the same data system that is used by Louisiana Economic Development (LED), it gave them the ability to further their credibility in the region. This new partnership opened doors for additional relationship building with numerous other economic development entities. The Region was also able to utilize data to assist St. Tammany Economic development in their effort to recruit a new large business to the area. Recently, the Region was able to expand the partnership to include Greater New Orleans, Inc. to further leverage resources and share in the cost. Additional efforts are planned in the coming year to use this data to build even stronger relationships with all economic development entities and other related associations in the region.

##### **Regional Commitment to Employer Based Training to Yield High Value Results**

Region One made a commitment to focus additional investments and efforts to promote employer based training in order to be more truly demand driven. The approach was a strategic decision of the region based upon the statistics that Employer Based Training (EBT) yields higher levels of positive outcomes both statewide and nationally. Each local area either has or is in the process of identifying specific funding investments to dedicate toward this effort. An example of this includes recent adoption of one WIB having set an official goal of committing 40 percent of training funds to EBT.

##### **Region One Moves Beyond the Typical Job Fair**

In an effort to provide the highest quality and highest value to businesses, a specialized career fair for the Healthcare industry was held in 2011. What made this event different is the inclusion of multiple stakeholder partnerships involved in the planning, high-level pre-screening of job seekers to match employer needs, job seekers by invitation only, employer fee-for-service, and employers being provided with a CD copy of all candidate résumés. Employers expressed in the follow-up survey 100% satisfaction with the event. It is an event like this, as well as other employer focused initiatives that we continue to cement the value in more fully engaging employers to meet their needs with customized solutions.

## **Region 2**

### **Pizza Hut Initiative**

In partnership with the Baton Rouge Business and Career Solutions Center, Urban League of Greater New Orleans provided services to employees impacted by the closure of Pizza Hut locations operated by Lundy Enterprises, throughout Baton Rouge and surrounding Parishes. The primary objective was to move dislocated, displaced workers back into gainful employment through intake and screening, case management, skills training, and job placement. Local labor market information was utilized to place these displaced workers into appropriate jobs and skills training. During program year 2011, this project conducted an aggressive outreach effort to identify the impacted workers, as a means to encourage participation in job search and training activities. This program served as a pathway to connect displaced workers with local WIBs and community agencies.

### **Youth Expo**

May 14, 2011 marked the Mayor-President Melvin “Kip” Holden’s – City of Baton Rouge 2011 Youth Expo at the Baton Rouge River Center Exhibition Hall Baton Rouge, Louisiana. The Expo hosted by the City of Baton Rouge and Workforce Investment Act (WIA)-Local Area 21 included Work Readiness Workshops, Social Services, Educational, and Business Showcases. In addition, Citadel Broadcasting hosted a live remote and encouraged all youth who were looking for summer employment and information on furthering their education and resource information to attend the expo. Over 400 participants from East Baton Rouge Parish and surrounding areas attended the event. These youth included, but were not limited to, youth entering college, youth receiving a trade, youth entering the workforce directly from high school, and out-of-school youth.

## **Region 3**

### **Deep Water Horizon Initiative**

One initiative in which LWIA 31 was engaged during PY 11 involved entrepreneurial training for existing businesses affected by the Deep Water Horizon Oil Spill and for other effected citizens wanting to start new business. LWIA 31 partnered with Options for Independence and used a National Emergency Grant (NEG) to fund classroom training to teach eligible participants about the different functional areas of business. The participants were a combination of English speaking and Vietnamese citizens. About 50 eligible participants were enrolled in the program. Upon completion of the classroom training, participants with existing businesses were given the opportunity to apply for a capitalization grant of \$5,000 to repair equipment damaged as a result of the oil spill or to market their businesses to potential customers.

In a second initiative, LWIA 31 partnered with Terrebonne Parish Adult Education and L.E. Fletcher Technical and Community College to fund training in Certified Nursing Assistants and Welding for citizens who are dual enrolled in GED programs. About Ten participants successfully completed the program.

## **Region 4**

### **Regional Collaboration with Community College System**

Working as a team or in partnership allows agencies to utilize the skills of each agency to assist the other reach success with a project or grant. This is exactly what was developed between the Region IV Community and Technical College System and the Business and Career Solutions Centers within the region for the High Growth & Emerging Industries (HGEI) Transportation Grant awarded to South Louisiana Community College, formerly Acadiana Technical College. A Memorandum of Understanding (MOU) spelled out the terms and conditions; so everyone's role is clear. The Business and Career Solutions Center Staff, experts on job seeking skills, teach classes for the Community and Technical College System. The agreement includes teaching the Freshman Orientation each semester for the grant students. Prior to graduation from their transportation related curriculum, the students attend a Job Seeking Skills class allowing each of them to post their resumes in the H.I.R.E. and obtain assistance with placement in employment. Class schedules are derived in cooperation with each institution and allows for some flexibility to meet the needs of the school and the Career Solutions Center. Once classes are near completion, job fairs are held so all the students can apply for and meet employers that have training related occupations. This is a "win-win" situation for employers, students, and the Business and Career Solutions Centers who are able to leverage funds from the grant to provide additional training for Workforce Investment Act customers with the funding earned under this grant. In these tough economic times with budget cuts and limited funding, any additional moneys earned help stretch limited funds to serve more individuals in the region. Through the MOU, this regional consortium has agreed to support students being trained through this grant in the following fields: Aviation, Automotive, Industrial Agriculture, Diesel Mechanic, Nondestructive Testing, Welding, Warehouse Specialist, Commercial Vehicle Operator, and Heavy Equipment Operator. To date, the program has yielded the following results:

- ✓ Total Participants Served: 853
- ✓ Total Participants Completed Education: 358
- ✓ Number Entered Training-Related Employment: 164
- ✓ Employment Retention: 79
- ✓ Number of Employers Making Direct Student Hires: 78

Since this grant is valid through June 30, 2013, the likelihood exists that there will be continuing positive increases in these figures throughout the 2012 – 2013 academic year.

### **Regional Monitor**

The Lafayette City-Parish Consolidated Government (LCG), through Local Workforce Investment Areas (LWIAs) 40 and 41, entered into a Memorandum of Understanding (MOU) for the utilization of a Regional Monitor. The purpose of the MOU is to establish and outline integrated services of a Regional Monitor. In the spirit of coordination and regionalization, the parties agreed to work together and use the monitor presently employed by LWIA 40 as a regional monitor for both LWIAs. The parties agreed that approximately 20 percent of the Regional Monitor's time be spent conducting monitoring reviews and activities for LWIA 41. The Regional Monitor utilizes Region IV's monitoring handbook and forms. LWIA 41 submits monthly reimbursement to LWIA 40 for each day that the Regional Monitor conducts monitoring reviews and activities for LWIA 41. The Oversight Regional Monitoring Committee, consisting of members from LWIA 40 and LWIA 41, reviews the monitoring reports to ensure compliance and provides a summary of the reports for final WIB action/approval.

## **Region 5**

### **Collaborative Activity in Region 5**

#### *1) Activity Planning by WIB Staff from LWIA 50 and 51*

The LWIA 50 and 51 staff in Region 5 has met with WIB members to identify businesses that are common to both workforce areas in the Region. The Healthcare, Retail, and Manufacturing, were identified as important sectors in the region. As businesses were identified, targeted planning occurred with the Business Services Representatives to provide regional services.

#### *2) Collaboration and staff sharing*

With the shrinking allocation from United States Department of Labor, Region 5 is collaborating and sharing certain functions in order to save money that can be directed to services for the participants in the region. Examples include:

1. Monitor functions (MOU agreement has been developed)
2. Planner: Staff currently meets to formulate the Plan
3. BSR and/or OJT staff are shared, particularly where a business has offices in both LWIAs
4. Training and Safety Representative is currently shared
5. WorkKeys® Assessment: LWIA conducts WorkKeys Assessment for the refineries and other shared employers.
6. MOUs have been and will continue to be developed for shared staff and cost pertaining to regional activities. Activities dealing with adults, dislocated workers and youth programs are shared by the region.

## **Region 6**

### **Summer Youth Employment-City Project**

Instead of vacationing, hanging out with friends or spending the summer working a job, ten of our community's youth participated in a summer internship with the City of Alexandria. The program, which was funded by the City of Alexandria, lasted for six weeks. The objective of the program was to provide a meaningful work experience where the young adult could receive hands-on training under a skilled supervisor. The Rapides Business & Career Solutions Center provided counseling, monitoring and support services, ensuring that each intern had sufficient equipment and/or materials to perform their work. Interns were given the Career Decision Making survey, designed to help discover the kinds of occupations they might like. Every effort was made to place each intern in a work environment that included realistic work tasks, increasing their awareness of the career paths and needed education available to them. In addition, 15 skills were identified and determined as critical skills for interns to have before beginning work. Worksite supervisors completed a mid-point evaluation designed to give feedback to the intern regarding their performance and a post evaluation designed to measure the intern's performance and skill level as result of the training they received. The City Project was a great success! Each of the interns is continuing their journey with a better understanding of individual academic or career goals.

### **Connecting with Graduates**

A special collaboration between the Rapides Business & Career Solutions Center and Central Louisiana Technical College began in mid-March. A series of workshops called "Launch Your Job Search with LaWorks" is a new strategy to improve the success of upcoming graduates in acquiring employment upon graduation. This new strategy increases the applicant pool on laworks.net from which employers can select candidates and educate students on all the features available on laworks.net, including how to complete a winning résumé, interviewing skills, and searching for jobs in today's tough and ever changing workforce. We have completed 6 workshops to date. The Center and Central Louisiana Technical College feel these workshops are significant and necessary part of a graduate establishing themselves in their desired careers. The Centers under the three WIBs in the region are each working with their local Louisiana Technical College to improve the employment rate of their recent graduates.

### **Improving Employment Outcomes through Education**

The Orchard Foundation is a nonprofit local education fund established as a resource for Central Louisiana that works with school districts, businesses, and communities to improve educational opportunities in a nine-parish service area: Allen, Avoyelles, Catahoula, Grant, LaSalle, Natchitoches, Rapides, Vernon and Winn. We believe that

Orchard provides outstanding opportunities to develop leaders in education which enhance the education efforts in Central Louisiana. Cenla Work Ready Network is a system designed to link education with workforce development efforts and aligns them with regional economic needs. Key components include:

- Career Ready 101 - Career training course that prepares students for certification with WorkKeys assessments.
- WorkKeys - Job skills assessment system leading to the National Career Readiness Certification (NCRC).
- National Career Readiness Certificate (NCRC) - Portable, evidence-based credential that measures essential workplace skills and is a reliable predictor of workplace success.
- Assistance to high schools for development of industry-based certifications.

### ***Region 7***

The Local Workforce Areas 70 and 71 have been working on several initiatives during the past Program Year (PY) 2011.

#### **General Motors**

The General Motors (GM) Plant in Shreveport will permanently close its assembly and stamping plants in late August 2012. A Worker Transition Center was opened at GM in March 2012. The Center is staffed by a workforce development team, as well as, a United Automotive Workers (UAW)/GM employee. LWIAs 70 and 71 have worked closely with LWC, and the U.S. Department of Labor to gather information and submit a National Emergency Grant to help cover the needs of the affected workers from this massive layoff. An announcement was made on July 24, 2012 that a two million dollar grant would be awarded to assist workers who will be affected by the plant closing. Plans continue to be made to help these workers transition into the next phase in their lives. Plans are in the works to hold a Job Fair on October 25, 2012 to assist these workers in connecting with employers in our community that have job openings. LWIAs 70 and 71 plan to use on-the-job training as a way to help these workers obtain jobs, as well as assist our local businesses in training new

employees. The expectation is that this will decrease the unemployment in our area by putting affected workers back to work.

### **On-the-job Training**

On-the-job training (OJT) is considered one of the most beneficial training opportunities. It assists an employee that may not possess the skills needed for a job a chance to learn a new job while earning an income. It also allows an employer a chance to train an employee with less expense to them. This is an area that is being explored to assist with the recent and upcoming layoffs in Region 7. Manufacturing is a resource that USDOL is emphasizing at this time. There are currently contracts being processed at this time with Ron Pack, Doerle Foods, and General Electric in the manufacturing field. We are also pursuing other efforts with a variety of employers.

Sixty-seven participants are currently in training or have completed training in the OJT program for PY 2011. LWIAs 70 and 71 have and will focus their attention on writing OJT contracts during the PY 2012 program year. USDOL and the LWC are encouraging the LWIAs to place more focus targeting on-the-job training instead of the traditional classroom training. Both agencies are emphasizing Business Engagement in Region 7. Business Service Representatives and local staff will be in the field every day, meeting with employers, and will use all resources available to follow up on job listings and making employer contacts.

### **Youth Program**

Over the last several years, funding for the Region 7 Youth programs has experienced many funding reductions. The LWIA 70 Youth program has suffered and this has resulted in low enrollment of youth, a lack of funding for tuition, books, and supplies for those youth enrolled, no financial supportive services, and no paid work experience programs. The intent of LWIA 70's Youth program is to better coordinate and facilitate services to disadvantaged youth. The LWIA 70 Youth program is focused on disadvantaged out of school youth, using the following strategies:

**Provide Youth Coordinators** that will monitor and guide local staff in the implementation and presentation of the local Youth program. This will ensure that all of the youth enrolled in the LWIA 70 Youth program will be receiving the same services at the same level.

**Have Monthly Meetings** with youth participants in our 10 parish consortium in order to address any issues or problems the youth are experiencing. Guest speakers will be invited to attend meetings.

**Strive for Cooperation** on all parts: the Youth, the local staff, as well as, the parents and/or guardian of the youth. It is imperative that all individuals involved work together for the benefit and success of the youth.

**Have open communication with the youth.** Today's youth utilize social media and text messaging. They tend not to use email and typically do not respond to letters. There are several internet sites, such as [www.textem.net](http://www.textem.net), that allows you to text from a computer for free. The local staff can set up an account, be able to text and receive the texts to their email. This communication system can be utilized to confirm monthly meetings and appointments.

**Provide Financial Incentives** to the youth. Example: If the youth takes his/her GED, we will refund him/her the cost of their GED. If he/she obtains his GED or other Diploma, we will provide them with a financial congratulatory reward. Youth will also be given a financial incentive for attending the monthly meeting and if a parent or guardian attends, they will be given an extra amount. Again, cooperation is necessary.

**Provide Guest Speakers** who will be invited to attend the meetings, to address information on such topics as money, budgeting, alcohol and substance abuse, insurance, pregnancy, STDs, and parenting. Some of these guest speakers will be from other agencies, which will provide a referral source for the youth.

**Provide Work Experience** for the youth. There are monies available to allow for a small work experience program. The youth are given an opportunity to work in a “real world” job to gain experience, as well as references, which will lead to better career opportunities.

## **Region 8**

### **PHOCAS – Our Continued Local and Regional Initiative**

Workforce Investment Board (WIB) Service Delivery Area (SDA)-83, Inc.’s Health Profession Opportunity Grant (HPOG) awarded by the U.S. Department of Health and Human Services (USDHHS) in September 2010 has provided WIB-83 with the means to expand their local and regional workforce service strategies. The HPOG (Northeast Louisiana Professional Healthcare Opportunities – Careers and Support) is now known regionally as PHOCAS. This five-year project is designed to provide healthcare education and training – along with supportive services – in all of northeast Louisiana to Temporary Assistance for Needy Families (TANF) recipients and others determined low-income.

Building upon the collaborative partnership that WIB-83 established with Louisiana Delta Community College (LDCC) in 2001, we now have an Interagency Agreement (contract) that provides enhanced and direct services to PHOCAS participants at all of the eight LDCC campuses. Initially, our partnership with LDCC was made possible by the USDOL Youth Opportunity grant awarded to WIB-83. Then more recently, with NLWC’s (& WIB’s) successful partnership with LDCC for the implementation of the Community Based Job Training Grant that ended on February 14 of this year which served the entire Region 8 Labor Market Area (with the addition of Lincoln Parish). Our robust and resilient partnership with LDCC supports the efficacy of collaboration of workforce and education.

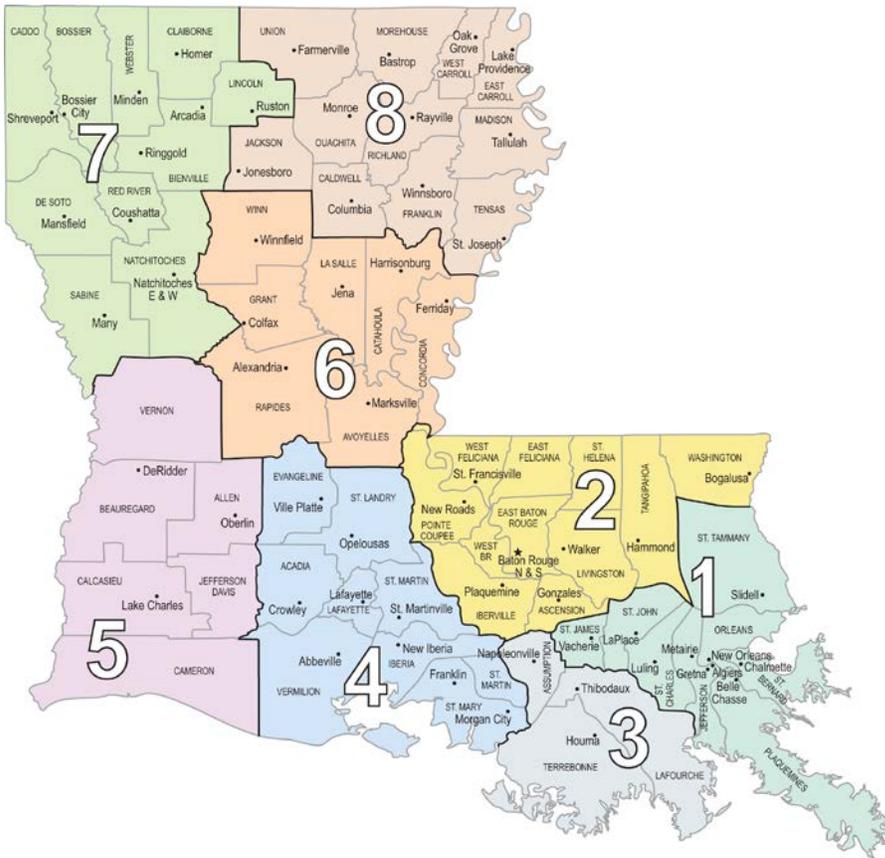
Partnering with the educational providers alone is not all that was needed to successfully and dynamically serve the residents of Region 8, which is made up of 11 parishes covering 6,500 square miles with an approximate population of 300,000. One half of the population resides in one parish. The attempt to serve individuals regionally is best managed through the Business and Career Solutions Centers located in every parish in northeast Louisiana, as they are familiar with their customers both job seekers and businesses. WIB-83 effectively contracted with WIB-81 and WIB-82 for their assistance with enrollment and career coordinator services in their career solutions centers. Thus, regionally, residents of northeast Louisiana may have easy access to information about the PHOCAS Project and the services and opportunities that it can provide. BCSCs, also, serve as a site for PHOCAS Student Liaisons to meet with their participants.

As PHOCAS nears the end of program year two, WIB-83 can reports that hundreds of individuals are gaining needed healthcare education and training which can lead to employment in high demand occupations. Sponsorship for training ranges from C.N.A.

to R.N. and utilizes all 8 campuses of LDCC, ULM, GSU, LA Tech, etc. As of July 31, 2012, PHOCAS has served 653 participants. Presently, PHOCAS anticipates the enrollment of approximately 220 persons in Fall 2012. This will bring the total of individuals served to more than 873.

**WIA Success Stories Around the State**

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



**REGION 1 (NEW ORLEANS) SUCCESS STORY:**

A 27-year old female visited our St. James Business and Career Solutions Center to seek financial assistance for a training program. The young lady was a single parent of two, receiving public assistance, and looking for better opportunity for her family. She enrolled in the Industrial Instrumentation of Technology Program at South Central Louisiana Technical College in Reserve. The member is very grateful for the staff assistance provided with the WIA funding. The member has since then obtained her Associate of Applied Science in Industrial Instrumentation Technology. She is currently employed with Turner Industries in Norco earning wages of \$12.50 per hour, with fringe benefits.

Region 2 (Hammond) Success Story:

Aug 27 12 12:39p

p. 2

August 23, 2012

Joyce M. Williams  
5760 Hwy. 43  
Amite, LA 70422

To Whom It May Concern:

My name is Joyce Williams and I am 50 years old.

After being unable to find employment, I received a scholarship through the Workforce Investment office which made it possible for me to attend the Ruth Cook Medical Assistant Program. After completion of this course, I immediately went to work at North Oaks Hospital!

This could not have been possible without the scholarship from the Workforce Center and the training at the Ruth Cook School!

Sincerely,



Joyce Williams

**REGION 3 (HOUMA) SUCCESS STORY:**

Among LWIA 31 customers achieving success is Kimberly Naquin who was a 27 year-old divorcee with 2 small children who successfully completed a GED program. She worked in the Terrebonne Career Solutions Center as a General Office Clerk under the Work Experience Program to learn new skills. During her participation her work time was scheduled so that she could attend classes at the Bayou Cane Adult Education center to complete GED requirements. She did successfully complete the GED program.

Another success story concerns Wayne Kelly who reported to the Terrebonne Career Solutions Center for services as Gold Card member for serving in the U.S. Army. Mr. Kelly was a participant in our mentoring program which gave him the skills and insight to secure a job with T3 Energy as a Manufacturing Specialist. He is currently studying to take the Law Enforcement exam so that he can become a police officer. He remains a member of our mentoring program to receive the guidance and motivation to achieve his goal.

**REGION 4 (LAFAYETTE) SUCCESS STORY:****Employers Go from Job Vacancies to Hires Within One Day**

Mr. Charles Collins submitted an application for work at the Business & Career Solutions Center in Opelousas, Louisiana on December 5, 2011. Throughout the past few years, Mr. Collins experienced personal challenges and was living at the Lighthouse Mission in Opelousas. Due to continuous use of drugs, Mr. Collins lost his wife, child and family. He was spiraling down with no hopes of a future or ever seeing his family again. Mr. Collins (Charlie) began to contemplate his life, now living under a bridge, he knew this was not God's intentions for him. Charlie reached out for help from the Lighthouse Mission in Opelousas. Staff welcomed him with open arms; there he received counseling and encouragement. He was then referred to the LWIA 40 Business & Career Solutions Center – Acadiana Works Inc. who initially provided valuable work experience activities, including mentoring, to give Charlie the an opportunity for successful employment. Staff assisted him in finding initial employment with the private sector as a laborer for Air Exchange in Opelousas. Positive feedback was received from the employer regarding Charlie's conduct, work ethic, and positive attitude. Staff also assisted him in obtaining additional training regarding non-destructive testing. Soon after completion of training, Charlie received another job offer from Accurate to work as a Non-destructive Trainee, checking wells regarding pipe. Currently, he is working near San Antonio, Texas making \$13.50 an hour and an \$850 per week living stipend. He has since purchased a vehicle for the first time in many years and is accumulating savings. Recently, he has reconnected with family members that he had not communicated with in several years.

**REGION 5 (LAKE CHARLES) SUCCESS STORY:**

## Success Story

Submitted by: Geraldine Ringo

Brandon Blalock came to the Business & Career Solutions Center in early January 2011. Brandon had just received a layoff notice from the City of Sulphur that his employment was coming to an end. He stated after filing for unemployment insurance, he realize that the benefits was not enough to support his family, and all of the financial responsibility that came with it. Brandon was directed to numerous job vacancies of which he was qualified. He came to the office every single day faithfully; to speak with me in reference to job vacancies he reviewed on our website. Because Brandon had many skills, it was not hard to refer him to many employers. After months he received many interviews but no promise of employment. Brandon was determining to stay in the field of safety. One morning he came in and started a conversation about a website he created for a cancer patient to help raise money for treatment; I realize he had many other skills outside of safety. Brandon expressed his knowledge of computers, but stated that he had not earned a degree in the field. One morning in early September 2011 he came in and said, Ms. Ringo I am not leaving until you help me find employment, he literally did not leave. I think he stayed that day for about five hours. As we were reviewing jobs, I notice a job vacancy for Learning System Manager at PPG. I explained to Brandon that if we did his resume to highlight his computer skills, I think he might have a chance at this Job, despite the degree. As I forgot to mention earlier Brandon only has a high school diploma. After completing his resume, I contacted the Human Resource Manager at PPG and ask if he would take a look at Brandon's resume for the Learning System Manager's position. The resume was emailed, Brandon got an interview, and the rest was history. Brandon began working at PPG on 10/03/2011. Just to mention Brandon lost his employment earning 38,000.00 per year to earning 65,000.00 a year, what a raise. It is the joy from our customers when landing their dream career, which brings a sense of accomplishment to the center. This is what Brandon had to say:

Mrs Ringo,

I thought I would have been by there by now but my schedule is loaded with work. I started at PPG this week and the job is awesome. I appreciate everything you've done and want you to know how important your work is to people in the position I was in. Your encouragement and assistance was such a blessing during a terrible time in ones life. Thank you and please contact me if you need anything.

Brandon Blalock

I hope all is well with you, I just wanted to say hello, tell you thanks again for being so pleasant, and most of all: I wanted you to see the signature below. How awesome is that!!

**Brandon Blalock**

Learning System Manager  
PPG Industries, Lake Charles, LA  
[blalock@ppg.com](mailto:blalock@ppg.com)

**REGION 6 (ALEXANDRIA) SUCCESS STORY:**

Aaron Weisman, a resident of Beauregard Parish, was enrolled at Northwestern State University in Natchitoches, La. majoring in Industrial Engineering. Aaron had attended a private school that was not accredited in the state of Louisiana. Therefore, he did not qualify for any scholarships or Pell Grants. He took out student loans to pay for schooling. After being in school for a year, his sister informed him about the services available at the Beauregard Business and Career Solutions Center.

In November 2009, Carla Esters, Employment Consultant, completed paperwork required for him to enter the WIA Program. He completed all assessments required including: TABE and WorkKeys. He scored high in all areas of the TABE test and received a Gold certificate for WorkKeys. Aaron was approved for training assistance with tuition, books, and supportive services in January 2010.

Aaron graduated from NSU on December 16, 2011, with a Bachelor of Science degree in Industrial Engineering. He came back into the center for assistance with his job search and completed job applications. Aaron applied at Gilchrist Construction, where in the application process he had to take WorkKeys again. He was assessed at the Rapides Business & Career Solutions Center by DeAnna Land and his score increased in Applied Mathematics to a seven which is the highest level, while still maintaining the Gold certificate level. On 7/12/2012, Aaron began to work for Gilchrist as a Project Coordinator/Production Engineer making \$19.70 an hour with health benefits. After a year of employment, he will be offered 401K, life and disability insurance. Aaron states that "the WIA program was very helpful because I had no other assistance for my schooling." He is also very appreciative of the one-on-one assistance provided by Ms. Esters. He feels that having to take WorkKeys during the WIA enrollment process helped to prepare him for the assessment he had to take to obtain employment at Gilchrist. He credits the WIA program and the Business & Career Solutions Centers for providing the assistance necessary to enable him to finish his college education and obtain self-sufficient employment.

**REGION 7 (SHREVEPORT) SUCCESS STORY:****The Plant closed and nobody knew what to do?**

I wanted to take the time to say thank you and to explain how the WIA program has impacted my life. First off, I wanted to thank you personally for being there anytime I had a question and making the process simple. You kept me informed of changes as well being there if I just needed to talk which made me feel as though you were by my side through the entire process. Secondly, the WIA program helped me put the pieces of my life back into place and add stability to my future.

I worked in the automotive industry most of my life through many ups and downs. I watch the decline of many jobs and seen families torn apart over the uncertain future that was ahead of us all. After nine years, the day came when the plant closed and nobody knew what to do. I knew at that moment I needed a way out of the unstable lifestyle I found myself in, but did not know how. I heard through gossip among friends about programs available to us to retrain into new career fields and decided to look into it. Within a week, I spoke to you, enrolled at Southern University, and never looked back.

The WIA program was a blessing sent to me when I needed it most and in many ways gave me the push I needed to succeed. The program helped with the financial burden and allowed me to focus on my goal but the help didn't stop there. There is an extra element in the program no one ever mentioned I feel has helped more than anything, I call it "For the Good of the Program." What I mean by this is, for all the people, time, money, and efforts it took to develop WIA and for it to continue to help others, the program needs success. Therefore, I was determined to succeed. After completing my nursing degree I now work for Willis Knighton Health Systems as a Registered Nurse with better pay, better benefits, and a secure future.

Without the WIA program, I could have never gone back to school to better my life for myself and my family and I wanted to thank you!

Thanks for everything

Thomas C Tyler, RN

**REGION 8 (MONROE) SUCCESS STORY:**

Our Morehouse Business and Career Solutions Center has been excited to be a part of assisting in matching people up with jobs in the Morehouse Parish area through the opening of DG Foods. Current operations for DG Foods now include 400 employees. Staff from our Morehouse Business and Career Solutions Center has developed a great working relationship with DG Foods from the initial job fair into the any current job vacancy needs. LWIA 82 has been able to stay in an ongoing working relationship with the company to find ways to assist them with any additional staffing or other business service needs they might have. The LWIA has benefited by a working relationship with a company in gaining insight into the needs of a business of this size from the initial startup of operations throughout their future workforce expansions.

We are also pleased to say we recently were able to extend our working relationship with the company and add representation on our WIB from DG Foods, one of the biggest employers in our area. Attached is a letter from the Human Resources Manager in reference to the Job Fair held in 2011 for the initial staffing needs of the company.

Kathy,

I just wanted to let you know how much DG Foods, LLC appreciates the hard work and effort that you and your staff dedicated to our job fair. The efforts that you and your group put into making the job fair a success were beyond any other than we have experienced. Words cannot express the way your team and our team were able to get in there and work together as one! It was awesome! Your hard work as a group truly makes our job a lot easier. We feel very fortunate to have formed a positive partnership with all of you and we are looking forward to many years of working with you and your team.

Thanks again!

Joey Allen  
Human Resources Manager  
DG Foods, LLC

## VI: Appendix

### Appendix A

#### Definitions of Common Measure

##### **Adult Entered Employment Rate**

Of those who are not employed at registration:

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

##### **Adult Employment Retention Rate at 6 Months**

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

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

##### **Adult Average Earnings Change in 6 Months**

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

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

##### **Dislocated Worker Entered Employment Rate**

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

##### **Dislocated Worker Employment Retention Rate at 6 Months**

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

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

##### **Dislocated Worker Earnings Replacement Rate in 6 Months**

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

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

##### **Placement in employment or education**

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

##### **Attainment of a Degree or Certificate**

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

##### **Literacy and Numeracy Gain**

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

## Appendix B

### Tables from ETA 9091 - Program Year 2011

Statewide - pages 47-53

Local Workforce Investment Areas - pages 54 - 71

#### Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	56.0	57.5	36,854
			64,137
<b>Employment Retention Rate</b>	70.0	76.4	44,035
			57,659
<b>Average Earnings</b>	\$12,100	\$13,464.10	592,583,341
			44,012

**Outcomes for Adult for Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	Count	Rate	Count	Rate	Count	Rate	Count	Rate
<b>Entered Employment Rate</b>	390	65.5	2,593	57.6	438	37.5	3,093	44.7
	595		4,501		1,168		6,925	
<b>Employment Retention Rate</b>	481	81.0	3,107	78.1	533	70.9	3,507	76.4
	594		3,977		752		4,590	
<b>Average Earnings</b>	5,497,084	\$11,695.90	53,000,171	\$17,058.30	6,475,163	\$12,148.50	55,044,787	\$15,700.20
	470		3,107		533		3,506	

**Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
<b>Entered Employment Rate</b>	70.5	1,183	57.1	35,671
		1,677		62,460
<b>Employment Retention Rate</b>	83.8	1,853	76.1	42,182
		2,212		55,447
<b>Average Earnings</b>	\$14,422.60	26,508,786	\$13,422.40	566,074,555
		1,838		42,174

**Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	68.0	63.8	1,778
			2,787
<b>Employment Retention Rate</b>	72.0	81.1	2,320
			2,861
<b>Average Earnings</b>	\$13,900	16,429.4	38,083,424
			2,318

**Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	64.7	183	55.3	21	46.8	223	56.8	21
		283		38		476		37
Employment Retention Rate	80.3	200	96.4	27	75.0	240	75.0	15
		249		28		320		20
Average Earnings	\$19,589.30	3,917,867	\$17,689.20	477,609	\$18,567.40	4,456,177	\$11,677.00	175,155
		200		27		240		15

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
<b>Entered Employment Rate</b>	72.5	393	61.7	1,385
		542		2,245
<b>Employment Retention Rate</b>	83.8	392	80.6	1,928
		468		2,393
<b>Average Earnings</b>	\$18,041.30	7,072,184	\$16,101.40	31,011,240
		392		1,926

**Youth (14 – 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	N/A	62.1	453
			729
<b>Employment Retention Rate</b>	N/A	57.1	440
			771
<b>Average Earnings</b>	N/A	53.5	366
			684

**Other Reported Information**

Reported Information	12 Month Employment Retention Rate	12 Month Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Worker)	Placements in Non-traditional Employment	Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment	Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services
<b>Adults</b>	77.4	\$511.80	1.3	\$5,513.10	46.2
	48,520	32,073,858	476	202,997,515	546
<b>Dislocated Worker</b>	81.2	91.0	2.9	\$7,263.40	33.3
	3,706	58,599,343	1,778	12,863,431	131
					393
					1,183

### Participation Levels

Reported information	Total Participants Served	Total Exiters
<b>Total Adults Customers</b>	260,855	211,982
<b>Total Adults (self-service only)</b>	170,349	144,076
WIA Adults	259,099	210,828
WIA Dislocated Workers	3,102	2,100
<b>Total Youth (14 – 21)</b>	2,896	1,184
Out-of-School Youth	2,034	907
In-School Youth	862	277

### Cost of Program Activities

Program Activity		Total Spending
<b>Local Adults</b>		\$8,539,754.77
<b>Local Dislocated Worker</b>		\$5,136,059.85
<b>Local Youth</b>		\$10,277,199.00
<b>Rapid Response</b> (up to 25%) WIA Section 134(a)(2)(B)		\$1,441,325.79
<b>Statewide Required Activities</b> (up to 5%) WIA Section 134(a)(2)(B)		\$3,511,585.33
<b>Statewide Allowable Activities</b> WIA Section 134(a)(3)	<b>Program Activity Description</b>	
	N/A	
<b>Total of All Federal Spending Listed Above</b>		\$28,905,924.74

## First Planning District Consortium – LWIA 10

<b>Total Participants Served</b>		<b>Adults</b> 12,445
		<b>Dislocated Workers</b> 1,016
		<b>Older Youth (19 – 21)</b> 66 <b>Report Total Youth</b> 139
<b>ETA Assigned # 22045</b>	<b>Total Exiters</b>	<b>Adults</b> 9,238
		<b>Dislocated Workers</b> 661
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 17

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	54.4
	<b>Dislocated Workers</b>	68.0	59.1
<b>Retention Rates</b>	<b>Adults</b>	70.0	75.9
	<b>Dislocated Workers</b>	72.0	80.0
<b>Average Earnings</b> (adults/DW) <b>6 Months Earnings Increase</b> (Older Youth)	<b>Adults</b>	\$12,100	\$14,603.20
	<b>Dislocated Workers</b>	\$13,900	\$19881.60
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	56.7
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	42.9
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	50.0

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

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

<b>Total Participants Served</b>		<b>Adults</b> 27,897
		<b>Dislocated Workers</b> 266
		<b>Older Youth (19 – 21)</b> 186 <b>Report Total Youth</b> 252
<b>ETA Assigned # 22015</b>	<b>Total Exiters</b>	<b>Adults</b> 19,231
		<b>Dislocated Workers</b> 131
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 87

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	52.7
	<b>Dislocated Workers</b>	68.0	59.8
<b>Retention Rates</b>	<b>Adults</b>	70.0	73.2
	<b>Dislocated Workers</b>	72.0	75.0
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$13,535.90
	<b>Dislocated Workers</b>	\$13,900	\$19,770.50
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	52.0
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	67.6
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	56.7

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

**Orleans Parish – LWIA 12**

<b>Total Participants Served</b>		<b>Adults</b> 13,669
		<b>Dislocated Workers</b> 410
		<b>Older Youth (19 – 21)</b> 207 <b>Report Total Youth</b> 405
<b>ETA Assigned # 22025</b>	<b>Total Exiters</b>	<b>Adults</b> 9,812
		<b>Dislocated Workers</b> 207
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 46

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	56.0
	<b>Dislocated Workers</b>	68.0	61.8
<b>Retention Rates</b>	<b>Adults</b>	70.0	72.0
	<b>Dislocated Workers</b>	72.0	75.2
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$10,799.10
	<b>Dislocated Workers</b>	\$13,900	\$12,584.90
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	77.3
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	70.3
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	36.7

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

## St. Charles Parish Consortium – LWIA 14

<b>Total Participants Served</b>		<b>Adults</b> 6,680
		<b>Dislocated Workers</b> 87
		<b>Older Youth (19 – 21)</b> 59 <b>Report Total Youth</b> 110
<b>ETA Assigned # 22090</b>	<b>Total Exiters</b>	<b>Adults</b> 5,670
		<b>Dislocated Workers</b> 65
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 16

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	55.3
	<b>Dislocated Workers</b>	68.0	78.8
<b>Retention Rates</b>	<b>Adults</b>	70.0	77.9
	<b>Dislocated Workers</b>	72.0	81.4
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$14,148.00
	<b>Dislocated Workers</b>	\$13,900	\$20,451.10
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	29.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	11.8
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	25.0

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

## Second Planning District Consortium - LWIA 20

<b>Total Participants Served</b>		<b>Adults</b> 29,960
		<b>Dislocated Workers</b> 172
		<b>Older Youth (19 – 21)</b> 90 <b>Report Total Youth</b> 204
<b>ETA Assigned # 22050</b>	<b>Total Exiters</b>	<b>Adults</b> 22,978
		<b>Dislocated Workers</b> 153
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 59

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	58.2
	<b>Dislocated Workers</b>	68.0	75.3
<b>Retention Rates</b>	<b>Adults</b>	70.0	77.9
	<b>Dislocated Workers</b>	72.0	83.3
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$15,167.60
	<b>Dislocated Workers</b>	\$13,900	\$18,080.20
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	65.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	56.5
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	74.4

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

**East Baton Rouge Parish - LWIA 21**

<b>Total Participants Served</b>		<b>Adults</b> 18,312
		<b>Dislocated Workers</b> 66
		<b>Older Youth (19 – 21)</b> 79 <b>Report Total Youth</b> 269
<b>ETA Assigned # 22005</b>	<b>Total Exiters</b>	<b>Adults</b> 16,718
		<b>Dislocated Workers</b> 90
		<b>Older Youth (19 – 21)</b> <b>Report Total Youth</b> 34

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	55.8
	<b>Dislocated Workers</b>	68.0	64.3
<b>Retention Rates</b>	<b>Adults</b>	70.0	76.0
	<b>Dislocated Workers</b>	72.0	79.7
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$13,281.40
	<b>Dislocated Workers</b>	\$13,900	\$16,723.10
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	54.5
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	38.5
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	50.6

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

**Lafourche Parish Consortium – LWIA 31**

<b>Total Participants Served</b>		<b>Adults</b> 9,543
		<b>Dislocated Workers</b> 77
		<b>Older Youth (19 – 21)</b> 51 <b>Report Total Youth</b> 122
<b>ETA Assigned # 22085</b>	<b>Total Exiters</b>	<b>Adults</b> 7,901
		<b>Dislocated Workers</b> 42
		<b>Older Youth (19 – 21)</b> 17 <b>Report Total Youth</b> 41

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	55.9
	<b>Dislocated Workers</b>	68.0	63.5
<b>Retention Rates</b>	<b>Adults</b>	70.0	76.2
	<b>Dislocated Workers</b>	72.0	71.4
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$14,658.00
	<b>Dislocated Workers</b>	\$13,900	\$15,890.20
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	83.3
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	50.0
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	68.1

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

**Fourth Planning district Consortium – LWIA 40**

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

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

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

## Lafayette Parish – LWIA 41

<b>Total Participants Served</b>		<b>Adults</b> 14,909
		<b>Dislocated Workers</b> 35
		<b>Older Youth (19 – 21)</b> 40 <b>Report Total Youth</b> 115
<b>ETA Assigned # 22020</b>	<b>Total Exiters</b>	<b>Adults</b> 13,348
		<b>Dislocated Workers</b> 14
		<b>Older Youth (19 – 21)</b> 2 <b>Report Total Youth</b> 18

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	57.7
	<b>Dislocated Workers</b>	68.0	92.3
<b>Retention Rates</b>	<b>Adults</b>	70.0	78.6
	<b>Dislocated Workers</b>	72.0	83.3
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$13,024.90
	<b>Dislocated Workers</b>	\$13,900	\$19,955.95
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	52.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	62.5
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	55.9

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

**Fifth Planning District Consortium – LWIA 50**

<b>Total Participants Served</b>		<b>Adults</b> 6,410
		<b>Dislocated Workers</b> 56
		<b>Older Youth (19 – 21)</b> 43 <b>Report Total Youth</b> 121
<b>ETA Assigned # 22065</b>	<b>Total Exiters</b>	<b>Adults</b> 5,502
		<b>Dislocated Workers</b> 28
		<b>Older Youth (19 – 21)</b> 20 <b>Report Total Youth</b> 21

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	63.8
	<b>Dislocated Workers</b>	68.0	80.6
<b>Retention Rates</b>	<b>Adults</b>	70.0	76.9
	<b>Dislocated Workers</b>	72.0	91.7
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$16,225.50
	<b>Dislocated Workers</b>	\$13,900	\$21,395.60
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	47.8
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	33.3
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	45.8

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	1	7

**Calcasieu Parish Consortium – LWIA 51**

<b>Total Participants Served</b>		<b>Adults</b> 17,542
		<b>Dislocated Workers</b> 115
		<b>Older Youth (19 – 21)</b> 46 <b>Report Total Youth</b> 98
<b>ETA Assigned # 22010</b>	<b>Total Exiters</b>	<b>Adults</b> 15,247
		<b>Dislocated Workers</b> 124
		<b>Older Youth (19 – 21)</b> 29 <b>Report Total Youth</b> 40

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	60.2
	<b>Dislocated Workers</b>	68.0	64.3
<b>Retention Rates</b>	<b>Adults</b>	70.0	77.3
	<b>Dislocated Workers</b>	72.0	82.2
<b>Average Earnings (adults/DW)</b> <b>6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$14,820.00
	<b>Dislocated Workers</b>	\$13,900	\$16,991.60
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	65.5
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	72.4
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	85.7

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

## Sixth Planning District Consortium – LWIA 60

<b>Total Participants Served</b>		<b>Adults</b> 6,795
		<b>Dislocated Workers</b> 254
		<b>Older Youth (19 – 21)</b> 72 <b>Report Total Youth</b> 128
<b>ETA Assigned # 22070</b>	<b>Total Exiters</b>	<b>Adults</b> 3,513
		<b>Dislocated Workers</b> 119
		<b>Older Youth (19 – 21)</b> 25 <b>Report Total Youth</b> 44

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	73.4
	<b>Dislocated Workers</b>	68.0	77.5
<b>Retention Rates</b>	<b>Adults</b>	70.0	79.3
	<b>Dislocated Workers</b>	72.0	79.1
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$14,294.30
	<b>Dislocated Workers</b>	\$13,900	\$19,088.40
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	100
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	87.5
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	71.0

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

## Rapides Parish – LWIA 61

<b>Total Participants Served</b>		<b>Adults</b> 7,374
		<b>Dislocated Workers</b> 796
		<b>Older Youth (19 – 21)</b> 39 <b>Report Total Youth</b> 93
<b>ETA Assigned # 22035</b>	<b>Total Exiters</b>	<b>Adults</b> 6,014
		<b>Dislocated Workers</b> 1,037
		<b>Older Youth (19 – 21)</b> 8 <b>Report Total Youth</b> 33

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	62.0
	<b>Dislocated Workers</b>	68.0	55.9
<b>Retention Rates</b>	<b>Adults</b>	70.0	77.0
	<b>Dislocated Workers</b>	72.0	81.1
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$12,487.00
	<b>Dislocated Workers</b>	\$13,900	\$14,140.50
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	96.3
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	65.5
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	0*

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

\*No Participants

## Seventh Planning District Consortium – LWIA 70

<b>Total Participants Served</b>		<b>Adults</b> 21,430
		<b>Dislocated Workers</b> 579
		<b>Older Youth (19 – 21)</b> 86 <b>Report Total Youth</b> 158
<b>ETA Assigned # 22075</b>	<b>Total Exiters</b>	<b>Adults</b> 17,089
		<b>Dislocated Workers</b> 494
		<b>Older Youth (19 – 21)</b> 39 <b>Report Total Youth</b> 70

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	56.6
	<b>Dislocated Workers</b>	68.0	62.1
<b>Retention Rates</b>	<b>Adults</b>	70.0	76.0
	<b>Dislocated Workers</b>	72.0	84.1
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$12,058.40
	<b>Dislocated Workers</b>	\$13,900	\$17,047.10
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	61.1
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	50
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	66.7

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

**City of Shreveport – LWIA 71**

<b>Total Participants Served</b>		<b>Adults</b> 13,055
		<b>Dislocated Workers</b> 199
		<b>Older Youth (19 – 21)</b> 48 <b>Report Total Youth</b> 103
<b>ETA Assigned # 22040</b>	<b>Total Exiters</b>	<b>Adults</b> 11,665
		<b>Dislocated Workers</b> 181
		<b>Older Youth (19 – 21)</b> 21 <b>Report Total Youth</b> 66

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	54.6
	<b>Dislocated Workers</b>	68.0	65.8
<b>Retention Rates</b>	<b>Adults</b>	70.0	75.6
	<b>Dislocated Workers</b>	72.0	84.4
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$10,666.40
	<b>Dislocated Workers</b>	\$13,900	\$15,474.40
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	55.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	32.4
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	66.7

<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	4	4

## Ouachita Parish – LWIA 81

<b>Total Participants Served</b>		<b>Adults</b> 9,528
		<b>Dislocated Workers</b> 123
		<b>Older Youth (19 – 21)</b> 59 <b>Report Total Youth</b> 215
<b>ETA Assigned # 22030</b>	<b>Total Exiters</b>	<b>Adults</b> 8,980
		<b>Dislocated Workers</b> 124
		<b>Older Youth (19 – 21)</b> 6 <b>Report Total Youth</b> 21

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	57.7
	<b>Dislocated Workers</b>	68.0	74.1
<b>Retention Rates</b>	<b>Adults</b>	70.0	76.9
	<b>Dislocated Workers</b>	72.0	80.7
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$11,282.40
	<b>Dislocated Workers</b>	\$13,900	\$13,471.50
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	55.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	75.0
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	12.5

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

**Union Parish Consortium – LWIA 82**

<b>Total Participants Served</b>		<b>Adults</b> 4,376
		<b>Dislocated Workers</b> 157
		<b>Older Youth (19 – 21)</b> 43 <b>Report Total Youth</b> 87
<b>ETA Assigned # 22100</b>	<b>Total Exiters</b>	<b>Adults</b> 3,350
		<b>Dislocated Workers</b> 63
		<b>Older Youth (19 – 21)</b> 20 <b>Report Total Youth</b> 31

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	64.3
	<b>Dislocated Workers</b>	68.0	79.8
<b>Retention Rates</b>	<b>Adults</b>	70.0	76.3
	<b>Dislocated Workers</b>	72.0	89.6
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$12,182.10
	<b>Dislocated Workers</b>	\$13,900	\$15,689.30
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	77.8
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	67.7
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	63.2

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

## Franklin Parish Consortium – LWIA 83

<b>Total Participants Served</b>		<b>Adults</b> 5,139
		<b>Dislocated Workers</b> 99
		<b>Older Youth (19 – 21)</b> 47 <b>Report Total Youth</b> 72
<b>ETA Assigned # 22095</b>	<b>Total Exiters</b>	<b>Adults</b> 4,229
		<b>Dislocated Workers</b> 58
		<b>Older Youth (19 – 21)</b> 10 <b>Report Total Youth</b> 15

Reported Information	Participants Served	Negotiated Performance	Actual
<b>Entered Employment Rates</b>	<b>Adults</b>	56.0	56.6
	<b>Dislocated Workers</b>	68.0	70.8
<b>Retention Rates</b>	<b>Adults</b>	70.0	74.9
	<b>Dislocated Workers</b>	72.0	76.2
<b>Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)</b>	<b>Adults</b>	\$12,100	\$13,726.20
	<b>Dislocated Workers</b>	\$13,900	\$11,648.00
<b>Placement in Employment or Education</b>	<b>Youth (14 – 21)</b>	57.0	90.9
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 – 21)</b>	52.0	57.1
<b>Literacy and Numeracy Gains</b>	<b>Youth (14 – 21)</b>	44.0	64.1

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



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