

WORKFORCE INVESTMENT ACT

2001
ANNUAL
REPORT



LOUISIANA WORKS™

DEPARTMENT OF LABOR

www.LAWORKS.net

Garey Forster

Secretary

OFFICE OF THE SECRETARY

It is my pleasure to present the 2001 Workforce Investment Act (WIA) Annual Report, which includes the period of July 1, 2000 to June 30, 2001. This report is designed to reflect some of the major activities conducted through the Louisiana Workforce system with statewide and local area performance summaries.

Aligning our workforce and economic development efforts and closing the poverty gap through linking the needs of employers to the skills of workers through demand-side strategies is part of the vision of how the WIA statewide workforce investment system will help Louisiana attain its goals. This vision is a streamlined system, with reduced duplication, and elimination of isolated delivery programs.



Secretary Garey Forster

This system is embarking on a new business re-engineering project that has resulted in redesigned and reinvented training services. The introduction of the Business Service Representative concept, the sales force for the Louisiana Department of Labor (LDOL), has greatly assisted in this endeavor. This has led to a dramatic improvement of our service delivery resulting in a shift from a task-based system to a customer-focused one. Through a shared vision of our local elected officials, local workforce boards and the Governor's State Workforce Commission, these goals can be achieved by integrating the services of the welfare, education and economic development systems with the workforce investment system.

As we embark into the 21st century, the Louisiana Department of Labor has taken the lead in making this vision become a reality by introducing the new LDOL Web site, www.LAWORKS.net. This 24/7 electronic labor exchange between employers and jobseekers, offers employment services, public information, labor market and training provider information. In addition, LDOL has launched a "virtual one-stop office" on our Web site, in which employers can post their job openings and jobseekers can upload their resumés and review job openings. Over the past year, almost 13,000 employers have listed over 100,000 jobs, and we have helped fill about 77,000 of those positions.

The future is bright. With new technology and a revamped employment process, both Louisiana employers and jobseekers will have greater control and more direct access to the LDOL employment exchange system.

Cordially,
Garey Forster

Create a customer focused system which meets the needs of its customers by identifying the needs of businesses for new and upgraded workers and identifying the types of education and training needed by workers to enable them to secure and retain jobs and advance in the workplace.

**Louisiana Strategic Five Year
Workforce Investment Transition Plan**

Aligning our workforce and economic development efforts and closing the poverty gap through work connection and demand-side strategies are part of the vision of how the WIA statewide workforce investment system is helping Louisiana attain its strategic goals. Through the shared vision of the local elected officials, local workforce boards and the State Workforce Commission, Louisiana is redesigning and reinventing its employment and training services. The system is meeting the needs of its customers by identifying the needs of businesses for new and upgraded workers and identifying the types of education and training needed by workers to enable them to secure and retain jobs and advance in the workplace. Through State and local workforce board oversight, the system is constantly evolving and responding to the three C's: Customers, Competition and Change.

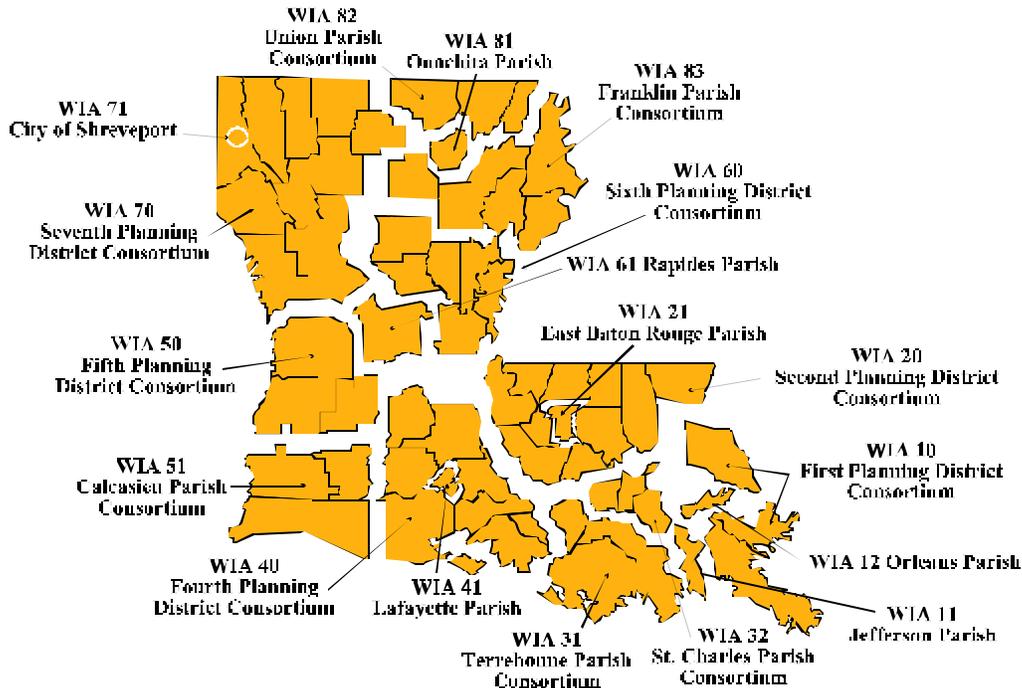
The core of this redesign is a regional One Stop service delivery system with two customers – businesses and jobseekers. Jobseekers have access to several levels of service delivery in each region, each providing access to both self service tools and staff assisted services. In addition, the Louisiana Department of Labor's Virtual One Stop System provides 24/7 Internet-based services to both jobseekers and businesses. This allows customers to make informed choices about service delivery options. For the business community, LDOL has Business Service Representatives coordinating services within each region, facilitating information flow and providing businesses with a single point of contact resulting in an integrated system that can connect the business to all available services.

GOVERNANCE

Through legislation championed by the State's business-minded Governor Mike Foster, Act I of the 1997 Louisiana Legislature created a 27-member statewide Workforce Commission. The Commission was charged with transforming a fragmented maze of workforce education and training programs into a system approach that meets customer

needs and produces a world-class workforce. The Commission has taken an active role in providing leadership for the establishment of the state’s workforce development system and implementation of the Workforce Investment Act while viewing its role as a policymaking body that establishes “guiding principles” for the State’s workforce investment system. They have established criteria for membership for the local Workforce Investment Boards and have approved the process for use by LDOL and the LWIBs to certify initial and subsequent eligible training providers. This system is integrated with the State SCORECARD system and makes extensive use of LDOL’s online labor market information system (LOIS). In coordination with the state mandated Occupational Forecasting Conference and LDOL, the Commission has established the top 25 demand occupations for the state and each of the eight labor market regions. The Commission has been instrumental in developing an Industry-Based Certification system.

SYSTEM STRUCTURE



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

labor market information, to incumbent worker training and rapid response activities are seamless in service delivery.

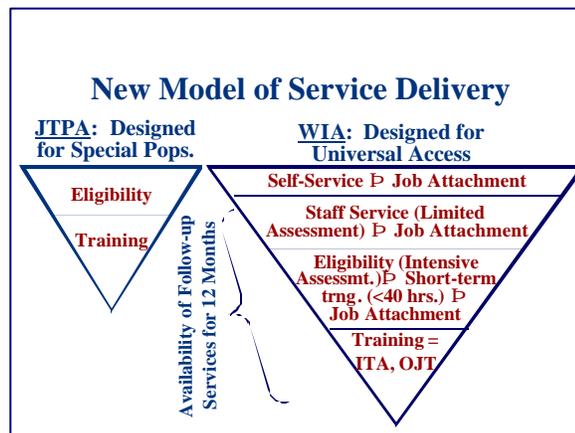
ONE STOP SYSTEM BACKGROUND

LDOL received a one stop implementation grant from USDOL in 1995 to begin building the infrastructure for a one-stop system that followed the four principles of universal access, customer choice, integration of services and performance accountability. JTPA, Job Service, TANF and the Community Service Block Grant grantees began co-location of office staff. LDOL began building the computer connectivity via the Internet to provide core services in an integrated environment and allow these entities to share information. Through the grant, a one-stop point of access was established in each parish.

Using customer feedback as a roadmap, LDOL has moved to the next level of development, integration of services through a new model of service delivery. Building on the lessons learned through the one-stop grant, LDOL began to identify strategies and develop tools and processes to overcome weaknesses in our system and grow and enhance our strengths. Using the capacity of the Internet and computer-based tools, the system moved toward a strategy of providing services when customers need them and with the level of staff assistance the customer desires. At each level of service provision, jobseekers are encouraged to develop appropriate attachments to the workforce while continuing life-long learning and skill enhancements.

SERVICE DELIVERY

LDOL initiated a comprehensive workforce development redesign project to re-engineer services provided through LDOL-funded programs into a Customer First Model designed to ensure an increase in customer satisfaction, the highest quality of services and service delivery, and a more cohesive team environment. The results are improved key service areas of the one-stop system, the resource room, and workshop design. Staff is better equipped to function in a triage service delivery system which utilizes strategies from self service to facilitated self service to staff assisted services.



One in four Louisiana citizens live in poverty. In light of this statistic and in order to grow our economy, LDOL has identified three types of customers who must be provided with specific tools and skills to move up the career ladder. Emerging workers include

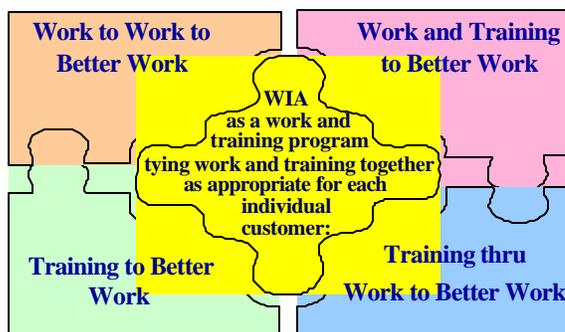
youth and special applicant groups such as welfare recipients transitioning off welfare and displaced homemakers. Transitional workers include dislocated workers and older workers beginning second careers. Incumbent workers include both those workers in need of skill upgrade to move up the career ladder and underemployed workers. To meet these diverse needs, LDOL and the LWIAs have developed several service integration strategies and tools leading to self sufficiency.



Because Louisiana has redefined job goals as income growth goals for its workforce, it is emphasizing rapid attachment to the workforce, where appropriate to the customer, linked to training as needed. Creative post employment services are an essential element for this program design in order to help the customer not only remain on the job but advance to better jobs with higher earnings. As customers utilize appropriate one-stop system services ranging from workplace basic skills to incumbent worker training and advancement in the workplace, new job openings are generated that provide opportunities for customers to enter and advance in the workforce. This loop allows each customer group to enter the system at a different point appropriate to the individual customer. The system no longer front loads service delivery. Instead, it now starts where the customer is, delivering the services the customer needs at the point when they are needed. Workers

are seen as life-long customers of the system who will need solutions to life-long problems. The program design looks at not only what services are needed, but when they should be delivered to be most appropriate to the customer's current needs. The system first determines the problems customers have getting a job, keeping a job and moving up the career ladder. Second it determines the point in time problems occur that affect employment, which is generally after

Program Design Strategies to Self Sufficiency



the person is working. Finally, it creates individual, just-in-time solutions to address whatever barrier is preventing the customer from retaining employment and advancing up the career ladder and improving self sufficiency.

WIA ties work and training together. The self-sufficient program design strategy provides different linkages between work and training depending on the needs of the customer. In a state with a large number of working poor, many of our transitional worker customers need assistance moving from work to better work. Many incumbent workers need to work while in training in order to obtain better work. For emerging workers, training to better work may be the most appropriate path. For customers with transferable skills training through work might be most appropriate. Each LWIA works with participants through core to intensive to training, seeking the most appropriate mix of services to meet the customer's needs and build a life-long relationship between the one stop employment and training system and the jobseeker.

YOUTH

Acknowledging that the demographics of Louisiana youth are not encouraging, our state charted a course to change the way we use our federal and state funding. The system recognized that no single program could offer all of the services needed by the youth in our state. In conjunction with the State Workforce Commission, School-to-Work, and Tech Prep, LDOL and the LWIAs developed a vision and guiding principles for developing a youth system. All programs involved in youth development are committed to creating a system that provides the right interventions at the right time ensuring Louisiana's youth acquire the necessary skills for success in education and employment, and businesses gain a skilled workforce.

Because of Louisiana's high dropout rate and business concerns about the education level of new workers, the system includes an emphasis on out-of-school youth. For those young people who have dropped out of school or completed high school but lack employability skills, we will assist them in establishing a career path to further education and a rapid attachment to work. The system will continue to assist youth in building transferable skills through post-employment strategies not only on their first job, but also their second job and beyond, including service interventions that assist young people attain, retain, and advance to better jobs. The system will design interventions that provide employability and skills training to succeed at each step of a young person's career development.

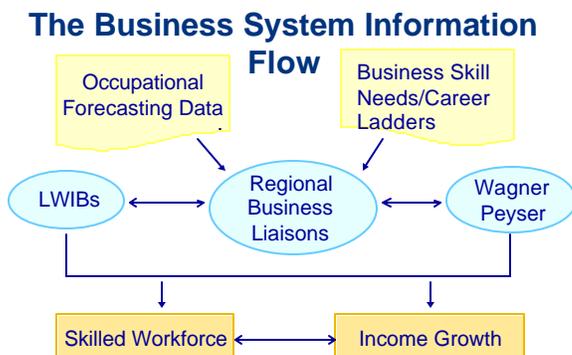
Three initiatives are currently underway to further this goal. LDOL and the LWIA have worked with the National Guard's Youth Challenge program for a number of years, providing services to youth after they return home. LDOL and the National Guard have developed a Job Challenge program. This residential program provides skill training in several skills to selected Youth Challenge graduates. We are currently conducting long-term followup on graduates of this program to determine its effectiveness as an

alternative training path. The state workforce commission has spearheaded the implementation of industry-based certifications in training programs, working with the education system and industry organizations including automotive, restaurant, and chemical. In industries and occupations without national skill standards, the LWIAs and LDOL Business Service Representatives are working with businesses to identify these standards. The LWIBs in conjunction with the businesses and education are building regional skill standards transportable across the region. This will provide another type of portable certification. LDOL has developed a comprehensive work readiness system identifying over seventy skills needed to successfully attain and retain a job. Through a combination of classroom training and work-based learning, youth will be equipped with the critical employability skills identified by businesses. In addition, a workforce commission workgroup is working on the use of WorkKEYS in the school system in coordination with the one-stop centers. The goal is to provide students entering the workforce with credentials that assure business that they are investing in a worker with both the basic and technical skills needed to enhance both business and individual growth.

Louisiana is one of ten states invited to join NGA's youth policy network. This connection has assisted the state bring together the entities involved in youth services and develop an action plan for youth development. This youth system strategic plan looks not only at employment and training services, but also at the support infrastructure needed to be successful. The blueprint which has been developed identifies common performance measures across the system and the contribution each entity can make to a system approach to helping young people prepare for employment and life-long learning. This process will help develop future customers to the one stop system we are developing today.

BUSINESS SERVICES

Louisiana's approach to implementation of WIA reflects the state's vision that the



employment and training system has to support the business customer. Determining the key existing industries and occupations, what industries are expected to grow and how the growth will affect employer demands on the local labor force are the foundation of the system. Data from the state's occupational forecasting conference is assisting in this process. LDOL is developing an enhanced business information tracking system to assist local areas synthesize this data. It will identify

industries and businesses facing the severest labor shortages, rapid expansion and growth,

those with large numbers of entry-level jobs, those experiencing high turnover rate, and career ladders within and across business and industry. The supports for this system include WIA, Wagner Peyser, other one-stop partners and LDOL's Regional Business Liaisons. Through training for emerging and transitional and incumbent workers, these entities are developing both business growth and income growth strategies.

LDOL's Regional Business Liasons serve as the hub of the business services system. By working with Wagner Peyser and the LWIBs to better utilize both forecasting data and information on skill needs, the system can build strategies to develop a better-skilled workforce and income growth. LDOL's BSRs provide businesses with a point of contact for the entire workforce development system. Through the use of WorkKEYS profiles to identify basic skill requirements of specific jobs and the tools available through the Louisiana Virtual One Stop (LAVOS) to identify the job's skill sets, the BSRs can assist the business determine areas of concern and connect them to the appropriate program or combination of programs to provide assistance. For example, the state's Incumbent Worker Training Program, coupled with Adult Education and WIA Title I on-the-job training, can assist a business upgrade the skills of their current workforce and provide entry-level employment for emerging workers. In addition, this process provides a guidebook to helping programs avoid duplication and begin to work seamlessly together.

INCUMBENT WORKER TRAINING PROGRAM

Incumbent Worker Training is designed to benefit business and industry by assisting in the skill development of existing employees, increasing employee productivity, and the growth of the company. Both are expected to result in the creation of new jobs, the retention of jobs that otherwise may have been eliminated, and an increase in wages for the trained workers.

A company may be eligible for participation in this initiative if it has operated in Louisiana and contributed to the state's Unemployment Insurance System for at least three years. In addition, an employer, or consortium of employers with similar needs, must have at least 15 employees to be trained. Preferential consideration is given to those companies that select public training providers, donate equipment and supplies to the program, and participate in the Welfare-to-Work initiative. Special emphasis is placed on entry-level incumbent worker training. Employers must exhibit a long-range commitment to employee training.

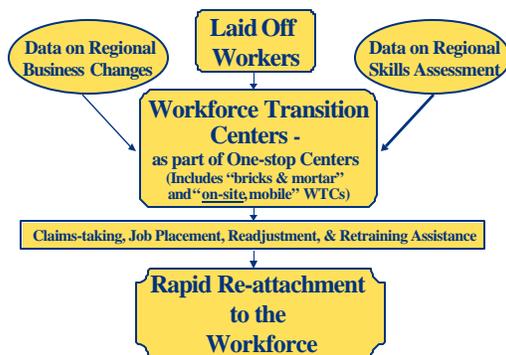
To date, the program has current obligations of \$62,229,304 with a total of 43,278 employees in training or projected to be trained. The average projected cost per employee trained is \$1309 at an estimated average employee wage increase of 14%. Industries served have ranged from telecommunications network development to industrial manufacturing. Occupations being trained for include such jobs as instrumentation technician, pharmaceutical process operator, and toolmaker.

This state-funded program complements both WIA and Louisiana’s vision to create a world-class workforce and move its citizens out of poverty. Following our program design strategies for self sufficiency, WIA and one-stop system services assist persons entering the labor force either through short term skill upgrade, OJT, or skill training. Coupling these services with the IWTP provides our customers with an opportunity to move up the career ladder once the person has entered the workforce or upgraded their basic skills. In addition, as an integral part of the one-stop system, the IWTP can help guide the system toward placement with companies with training underway to help fill new jobs created as current workers increase their skills and move up the career ladder.

RAPID RESPONSE

In 2001, Louisiana experienced a dramatic increase in mass layoff activity. The numbers of mass layoffs, as well as the total number of workers affected by layoffs, was nearly four times higher than layoff activity tracked in the previous year.

As a result of prior plans, as well as the need generated by the increase in activity, LDOL’s Rapid Response staff implemented several improvements to program services, including a major reorganization of the procedures and structure of the program. All of the changes were directed at improving overall customer service, furthering developments of specific optional customer services in response to identified needs and enhancing of integration of services with partner agencies.



As a result of the reorganization of the Rapid Response Program, in February, 2001, the unit initiated use of the Workforce Transition Center concept as a standard service to be offered to employers facing a downsizing or closure. Under this concept, all employers facing a layoff of a considerable number of workers will be offered on-site access to unemployment insurance, job placement, readjustment and retraining services through the implementation of an on-site Workforce Transition Center. With the permission and

cooperation of the employers, Transition Centers may be located at the employer's job site or at a nearby facility. Major costs associated with the operation and staffing of the Transition Centers will be handled through combined efforts and contributions of the employer, Rapid Response, the Job Center, and the LWIA. Regional Rapid Response Coordinators facilitate the organization and operation of the Centers including the coordination of both Job Center and LWIA staff to work in the Centers during hours convenient to the affected workers. To date, six Transition Centers have been successfully implemented throughout the state.

One of the most successful centers is located at the Martin Mills-Fruit of the Loom Garment Factory in St. Martinville, Louisiana. In May 2001, the Rapid Response Unit was notified of the pending closure of the Martin Mills Plant which would result in the layoff of 1300 workers. In response to this layoff an on-site Transition Center was implemented within 72 hours of the notification. The Center provided employment and training assistance for the affected workers including an on-site Computer Lab and a Job Fair with over 50 employers and 20 training institutions represented. Within three months, the Transition Centers' results indicated that over 500 workers had obtained new employment and over 100 were enrolled in training. These services are still in progress.

HIGH RISK ADULT DEMONSTRATION PROJECT

USDOL awarded LDOL a one million dollar demonstration grant in June of 2000. This two year project, which is operated in conjunction with the Louisiana Department of Public Safety and Corrections, Louisiana Technical College and Louisiana State University, is working with 400 participants currently incarcerated at one of three state-run correctional facilities. Participants receive training in life skills, employability skills, and vocational training in one of five high-tech programs while they are incarcerated. This training includes automotive heating and air conditioning, electronics, cabling and computer support specialist and office systems technology with legal and medical terminology. Each participating correctional center has a site coordinator responsible for organizing services available from the local One-Stop Centers and Community Services Block Grant program. Prior to release from prison, participants are connected with the LWIA in the community to which they will return. The purpose is to provide each participant with access to all of the services available through the one-stop system, giving them an additional bridge and support network as they re-attach to the workforce. The effect of this initiative and the mix of services provided will be measured long term by the incarceration recidivism rate of project participants.

FAMILY INCOME GROWTH STRATEGY (FIGS)

The FIGS serves as a roadmap to success and self sufficiency. This strategy is designed to help the working poor, unemployed, new entrants to the workplace and welfare recipients transitioning off public assistance plan how to attain financial independence and security by:

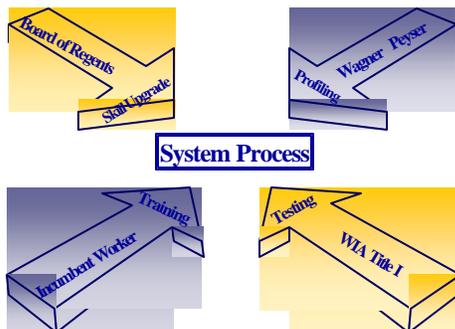
- Identifying current financial income
- Setting goals to reduce and replace cash and noncash assistance
- Setting goals to maintain and grow income and
- Setting goals to grow family income independently

This system provides a planning tool at the local level to structure processes, identify services needed, and make decisions on who will be responsible for ensuring the services

are available across system partners. It serves as a decision-making and planning guide which system partners can use in deciding who is responsible for given sets of services to ensure comprehensive, non-duplicated services to customers across the system. It will outline recommended post-employment (transition, retention, advancement, and re-employment) activities needed to assist customers in growing their income and making a successful transition into the labor market and move up the career ladder. It is a documentation tool which will follow the customer across the system partners outlining the necessary steps to be taken to grow family income, document service interventions, and guide next steps in service delivery. It serves as a self-help or staff-assisted income growth planning tool for customers to use for outlining steps to become independent from the system.

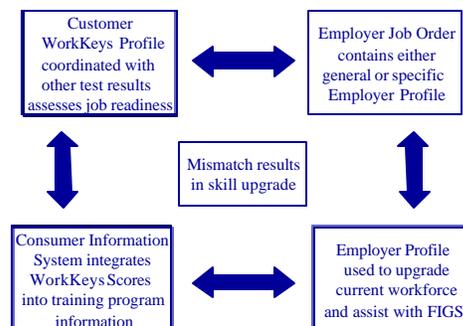
ASSESSMENT SYSTEM

Businesses have told LDOL that basic skills linked to the job requirements is an essential element in ensuring a successful match between the jobseeker and the business. To



achieve this goal, the state workforce commission has developed a common assessment language among all of the one-stop partners. This is resulting in coordination of the assessment process across the system, use of common tools, non-duplication of customer assessment, transportability of assessment results, common linkages among customer services and helps support regional skill standards. In response to business needs, LDOL and the LWIAs have implemented WorkKEYS into the one-stop career center system. Each partner provides a unique

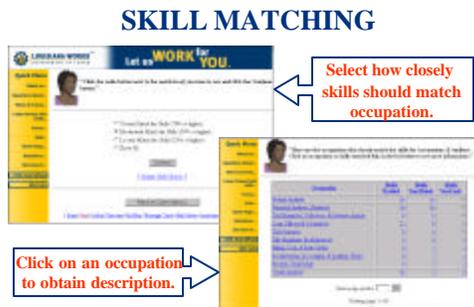
component to this system. LDOL's Business Service Representatives provide businesses with access to profiling services. LWIAs provide jobseeker testing services with the costs shared by specific programs, businesses and one-stop customers. The education system provides the skill upgrade needed to match the jobseeker's current skill levels to those identified by business as critical to their jobs. The IWTP is incorporating this system into its training programs to ensure that training provided meets the specific needs of the employees involved.



LDOL is incorporating WorkKEYS into components of its Virtual One-Stop system, including the consumer training provider reporting system, regional demand occupation lists, and where appropriate specific employer job orders. This will ensure that the system addresses the business needs first and ensures the product we deliver, a trained employee, meets businesses' specific needs. Where mismatches occur between the jobseeker's basic skills and training programs or employer profiles, skills upgrade can be provided before the individual either loses their job or drops out of training. Through our MIS system, we will track the correlation between successful training or employment and basic skills.

LOUISIANA VIRTUAL ONE-STOP SYSTEM (LAVOS)

LDOL is designing LAVOS in order to meet the goals and purpose of WIA. It is a 24/7 Internet-based system which provides 'Universal Access' to all customers, regardless from where they are accessing the information – home, work, one-stop center, school, etc. The LAVOS system is designed to be user friendly and assist customers in accessing only the information that is pertinent to them, thus "Empowering the Customer" to control their own employment search. It provides 'Just-in-Time' information, when jobseeking customers are ready to look for work, look for training, look for supportive services, look for what careers are growing, or enter themselves into the labor pool by displaying their resume'.



This information and services are available for jobseekers to use at their convenience. The same is true for businesses – listing a job opening, reviewing resume's of potential job applicants, or seeking labor market information. Data for both customers is only entered once into LAVOS and all WIA programs have access to what is pertinent to them to better serve the customer, therefore, 'Streamlining' the system. By providing all LDOL one-stop partners with a single system it both alleviates the customer having to submit information multiple times and it ensures all programs have access to information about what services other programs have provided the customer thus reducing duplication. This capability will be offered to other one stop partners outside of LDOL as the system grows. The WIA law also increases accountability and provides for a stronger role for the LWIBs and Title I programs. This accountability requires more comprehensive and accurate information. LAVOS is designed to provide the programs and the boards with current information needed to better manage programs, including reporting information on program participants and outcomes. The system also contains the capability to quickly analyze performance and activities, conduct trend analysis and determine strategies for improvement.

ONE-STOP DEVELOPMENT

Louisiana has continued the development begun under our one-stop grant. Our development process is based around a tiered system of one-stop service delivery. There is at least one comprehensive hub center in each of the eight labor market regions with a large number of partners at one physical location, similar to a superstore. The larger areas of the state have been successful in attracting partners beyond those mandated by the law. In addition, some areas have built specialty centers within their one stop. The city of New Orleans has a full service business center providing all of the city's business services in conjunction with the one-stop employment and training services. This provides an additional methodology to connect employers and jobseekers and gain business input into the development of the system.

Each LWIA has at least one full service one-stop center that provides accessibility to all of the programs, services and activities required by the law. All other parishes are developing a point of contact career center that serves as a career information access point with Internet access to LAVOS and other career services with minimal staff assistance.

In addition, several LWIAs have developed separate youth one-stop centers, including New Orleans and Lafayette. Lafayette's Youth Service Center is strategically located in the area of the parish that has the highest concentration of the population served. The parish has built a state of the art complex in that area and provides space to the LWIA. The Clifton Chenier Community Services Center houses not only the youth center but also a 200 seat theater style auditorium, a satellite location of the public library, the parish health unit, police, ambulance and rehabilitation services and the planning and zoning departments. It provides numerous opportunities to partner with other agencies and provide access to a broad range of services accessible by their customer base.

One example of a successful partnership is the LWIA below. As a small area, they lacked both financial resources and large facilities. However, as a growing community there is a need for extensive employer and jobseeker services. The community has leveraged resources and gained extensive partner buy-in. They have served as a model and learning lab for other areas of the state.

New One-Stop Opens: LDOL Offers More Services to Employers and Jobseekers



Secretary of Labor Garey Forster cuts the ribbon marking the grand opening of the East St. Tammany Job Center.

On July 9, the Louisiana Department of Labor's (LDOL) East St. Tammany Job Center combined

forces with its regional partners to create a one-stop career center to serve customers better in East St. Tammany Parish.

"The new career center is another example of how we are working to make government more customer-focused and to make services more easily accessible," said Governor Mike Foster.

"The one-stop concept of including more than one partner in a centralized location is something we are working to establish across the state," said Sec. Garey Forster. "All of the services that we offer in our regular offices, like computer training, placement services and Internet access, will now be available at the East St. Tammany Job Center. This is just another way that we are making things as easy as possible for anyone needing assistance."

Employers visiting the one-stop will be able to list job openings, recruit and interview applicants, and receive certifications for tax credits. They will also be able to acquire information on subsidized training programs, local labor market information, the Welfare-to-Work Partnership and LDOL's \$50 million Incumbent Worker Training Program.

"The one-stop helps our citizens save time and effort. This is going to be very, very successful and will save the state money," said Representative A. G. Crowe, R-Slidell, who attended the opening of the one-stop.

Jobseekers, whether employed or unemployed, will be able to receive career counseling and job skills training. Computers are available for Internet job searches and resume' preparation. Assistance on topics ranging from how to prepare for a job interview to how to obtain community services is also available.

"The one-stop concept was started three years ago, and they are the only places in town where everyone can go if they're looking for a good job or a good worker," said Sec. Garey Forster. "Over 300,000 people come through our offices looking for work every year. This is a place of opportunity, not just an unemployment office."

The East St. Tammany One-Stop's regional partners are La. Technical College – Slidell Campus, St. Tammany Community Action, Louisiana Vocational Rehabilitation Services, Office of Family Support, Louisiana Department of Veteran's Affairs, St. Tammany Workplace Investment Area and East St. Tammany Parishes' Adult Education Services.

"We are excited to be able to offer more employment services to people in the Slidell area," said Wilma Hope, manager of the East St. Tammany One-Stop. "Our primary goal is to get everyone in a working environment where they are happy and can do a good job."

The East St. Tammany One-Stop is located at 316 Howze Beach in Slidell, Louisiana. Services are available Monday through Friday from 8 a.m. until 5 p.m. For more information, contact Pam Thomas at (985) 645-3537.

COST EFFECTIVENESS AND STATE EVALUATION

The WIA Title I system in Louisiana served 3,938 adults during the program year at an average cost of \$1,979. A total of 2,578 dislocated workers were served at an average cost of \$3,082. Overall, the youth program served 4,233 participants at an average cost of \$1,881. The state is in the process of conducting an evaluation of the program service mix, targeted populations served, and analyzing the cost and effectiveness of these services. During year one of WIA, many of the adults served were completing training and entering the workforce that resulted in a lower cost per participant. As the economy slowed, the dislocated workers entering the system needed a broad range of services. In addition, Louisiana operated a statewide displaced homemakers training program. Based on our evaluation to date, costs of activities in Table N, and the resulting retention rates and earning change performance measures, the Title I program has successfully met the needs of our citizens to begin moving toward self-sufficiency.

As part of its ongoing study of the coordination and non-duplication of employment and training programs, the Louisiana Workforce Commission is studying the efficiency and effectiveness of all programs and working with the agencies and LWIAs to ensure the system is meeting the goals of our state's Vision 2020 Plan aligning our workforce and economic development efforts.

CHALLENGES TO IMPLEMENTATION

The greatest challenge has been the sharing of costs within the one-stop system. The partners understand the system design and are working together to share services and staff. However, sharing costs has been problematic. Agencies cite lack of funding, budget constraints, and federal regulations as impediments to cost sharing. USDOL has given LDOL a TAT grant to develop one-stop cost allocation methodologies and provide training to the one-stop partners. This process is currently underway; however, nationally the funding agencies are going to have to provide clear guidance to each mandated partner allowing program funds to be used to support the system. Without this direction, the one-stop system will always remain a USDOL initiative.

Just as cost sharing is an impediment to development of a comprehensive one-stop system, the maze of eligibility requirements and different eligibility thresholds and low income definitions prevent development of a comprehensive youth system. Programs are forced to work in silos and duplicate services because other programs offering services beneficial to their clients have different requirements and regulations. Even in systems that share data systems and information, youth and their parents, if they are available, are still forced to supply the same information to each program because of differing eligibility determination methodologies and reporting requirements. Accepting eligibility across programs and using common definitions would enable the system to break down barriers and provide youth with a seamless support structure as they enter the workforce.

In spite of these challenges, Louisiana’s first full year of implementation has been full of successes as well. Partners are sharing facilities and staff is interacting and developing service strategies across programs. We are able to share data across programs and provide the one-stop system with a 24/7 common intake process. Individuals are allowed to seek services in the manner that best meets their needs and receive services at the point in time necessary to meet their current needs. In addition, they have better access to these services.

Through our Business Service Representative (BSR) sales force, businesses have a single point of contact with the system and are connected to services as they are needed. They have the ability to access training for their current workforce through the Incumbent Worker Training Program (IWTP) and to couple it with services from other programs. Employers have access to the skill level of jobseekers and the system can identify the skill gaps and begin addressing them. We have built a common assessment language in the one-stop system that addresses business concerns and presents basic skill levels in language businesses understand. By using WorkKEYS and industry or regional skill certifications we can begin to “warranty” the human capital our system produces.

The ultimate success of the implementation of this system will be that working together, we will have the trained workforce businesses need to stay competitive and create more jobs for Louisiana workers and their families.

Summary of State Performance

Table A – Participation Levels

	Total Participants Served	Total Exciters
Adults	3938	573
Dislocated Workers	2373	471
Older Youth	1052	140
Younger Youth	3181	228

Table B – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for The Survey
Program Participants	68.0	85.0	389	1412
Employers	68.0	73.1	305	1791

- * **Due to a delayed implementation, Louisiana fell below the 50% response target. Participant Response rate- 27.5%; Employer Response Rate – 17.0%. Louisiana used all eligible customers as the universe. No sampling.**
- ** **All State and local performance exit period using U. I. wage records covered: October through June**
- *** **Younger Youth Skills Attainment - No data for these LWIAs because the performance indicator universe, which was based on JTPA carryovers, had no younger youth assessed with competency deficiencies.**

Table C – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63.0%	59.4%	1343 ----- 2260
Employment Retention Rate	76.0%	77.6%	1443 ----- 1860
Earnings Change in Six Months	\$3336	\$3496	6,502,629 ----- 1860
Employment And Credential Rate	45.0%	48.1%	1273 ----- 2646

Table D – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	57.6%	201	61.8%	97	47.7%	31	55.1%	145
		349		157		65		263
Employment Retention Rate	69.5%	155	81.0%	94	77.1%	27	72.5%	124
		223		116		35		171
Earnings Change in Six Months	\$2,883	642,937	\$4,422	512,909	\$3,288	115,082	\$2,570	439,448
		223		116		35		171
Employment And Credential Rate	40.6%	130	46.0%	80	36.2%	21	52.4%	76
		320		174		58		145

Table E – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	60.6%	1,200	51.1%	143
		1,980		280
Employment Retention Rate	77.8%	1,318	75.3%	125
		1,694		166
Earnings Change in Six Months	\$3,543	6,001,921	\$3,016	500,708
		1,694		166

Table F – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.0%	70.5%	1904 ----- 2698
Employment Retention Rate	85.0%	83.2%	1584 ----- 1904
Earnings Replacement Rate	97.0%	149.1%	15,352,474 ----- 10,296,172
Employment And Credential Rate	45.0%	53.9%	1392 ----- 2581

Table G – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	65.7%	138 ----- 210	69.6%	16 ----- 23	65.3%	81 ----- 124	58.7%
Employment Retention Rate	79.0%	109 ----- 138	62.5.0%	10 ----- 16	76.5%	62 ----- 81	86.1%	93 ----- 108
Earnings Replacement Rate	111%	1112869 ----- 998,841	426%	122,292 ----- 28,692	85.3%	618,118 ----- 724,498	898%	591,554 ----- 65,861
Employment And Credential Rate	46.0%	93 ----- 202	47.0%	10 ----- 23	53.1%	60 ----- 113	39.8%	70 ----- 176

Table H – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	70.3%	1,815 ----- 2,581	76.1%	89 ----- 117
Employment Retention Rate	83.5%	1,516 ----- 1,815	76.4%	68 ----- 89
Earnings Replacement Rate	152.1%	14,753,121 ----- 9,698,532	100.3%	599,353 ----- 597,640

Table I – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63.0%	60.7%	403 ----- 664
Employment Retention Rate	75.0%	77.3%	439 ----- 568
Earnings Change in Six Months	\$3097	\$3872	\$2,199,090 ----- 568
Credential Rate	40.0%	37.2%	324 ----- 871

Table J – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	58.3%	60 ----- 103	71.4%	5 ----- 7	41.7%	10 ----- 24	60.6%
Employment Retention Rate	79.4%	54 ----- 68	100%	7 ----- 7	66.7%	10 ----- 15	77.2%	433 ----- 561
Earnings Change in Six Months	\$3,390	230,522 ----- 68	\$4,215	29,507 ----- 7	\$4,293	64,391 ----- 15	\$3,863	2167419 ----- 561
Credential Rate	29.8%	34 ----- 114	55.6%	5 ----- 9	25.0%	8 ----- 32	37.0%	318 ----- 860

WIA Financial Statement – Operating Results
Table N – Cost of Program Activities

Fund Sources	Funds Available	Expenditures as of 6/30/01	Percent Expended	Balance Remaining
Adult Program Funds	\$15,806,884	\$5,537,658	35.0%	\$10,269,226
C/O Funds	\$2,212,947	\$2,052,384	92.7%	\$160,563
Dislocated Wker Funds	\$13,143,283	\$6,168,248	46.9%	\$6,974,999
C/O Funds	\$2,988,024	\$304,971	10.2%	\$2,683,053
Youth Program Funds	\$16,523,104	\$7,715,529	46.7%	\$8,807,575
C/O Funds	\$3,559,488	\$247,965	6.96%	\$3,311,523
Local Admin Funds	\$5,052,587	\$3,417,153	67.6%	\$1,635,434
C/O Funds	\$941,994	\$709,528	75.3%	\$232,466
Rapid Response Funds	\$4,064,802	\$843,739	20.7%	\$3,221,063
C/O Funds	\$2,020,052	\$0	0.0%	\$2,020,052
Statewide Activity Funds	\$9,990,125	\$4,808,501	48.1%	\$5,181,624
C/O Funds	\$2,499,682	\$2,257,384	90.3%	\$242,298
TOTALS	\$78,802,972	\$34,063,096	43.2%	\$44,739,876

Statewide Activities:

Older Worker Program

Recruitment, mentoring, counseling, specialized workshops, job placement services and follow-up activities with specialized supportive services to older individuals as a special applicant group.

Governor’s Office of Women’s Services (Displaced Homemakers)

Recruitment, mentoring, counseling, specialized workshops, job placement services and follow-up activities with specialized supportive services to displaced homemakers as a special applicant group.

Louisiana Human Resource Development Institute (LHRDI)

Rapid response assistance as well as recruitment, mentoring, counseling, specialized workshops, job placement services and follow-up activities with specialized supportive services to dislocated workers.

SUMMARY OF LOCAL PERFORMANCE

Local Area Name 1 st Planning District	Total Participants Served	Adults	138	
		Dislocated Workers	98	
		Older Youth	26	
		Younger Youth	201	
ETA Assigned # 22045	Total Exitters	Dislocated Workers	16	
		Older Youth	2	
		Younger Youth	24	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	84.9%	
	Employers	65%	72.3%	
Entered Employment Rate	Adults	60%	70.7%	
	Dislocated Workers	75%	71.4%	
	Older Youth	67%	91.7%	
Retention Rate	Adults	74%	72.5%	
	Dislocated Workers	87%	84.0%	
	Older Youth	73%	56.3%	
	Younger Youth	50%	45.0%	
Earning Change/Earnings Replacement in Six Months	Adults	\$3550	\$4781	
	Dislocated Workers	83%	115%	
	Older Youth	\$2508	\$2246	
Credential/Diploma Rate	Adults	58%	64.2%	
	Dislocated Workers	67%	64.5%	
	Older Youth	47%	66.7%	
	Younger Youth	34%	No Exitters	
Skill Attainment Rate	Younger Youth	76%	100%	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		1	6	9

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Jefferson Parish	Total Participants Served	Adults	74	
		Dislocated Workers	51	
		Older Youth	16	
		Younger Youth	315	
ETA Assigned # 22015	Total Exitters	Adults	0	
		Dislocated Workers	0	
		Older Youth	0	
		Younger Youth	0	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68%	No Exitters	
	Employers	68%	69.3%	
Entered Employment Rate	Adults	68%	64.9%	
	Dislocated Workers	74%	81.0%	
	Older Youth	65%	72.2%	
Retention Rate	Adults	84%	77.8%	
	Dislocated Workers	85%	92.0%	
	Older Youth	83%	72.0%	
	Younger Youth	50%	49.7%	
Earning Change/Earnings Replacement in Six Months	Adults	\$4170	\$3792	
	Dislocated Workers	108%	103%	
	Older Youth	\$2323	\$1166	
Credential/Diploma Rate	Adults	65%	50.9%	
	Dislocated Workers	65%	72.6%	
	Older Youth	46%	55.6%	
	Younger Youth	53%	No Exitters	
Skill Attainment Rate	Younger Youth	88%	***	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		2	6	6

SUMMARY OF LOCAL PERFORMANCE

Local Area Name New Orleans Parish	Total Participants Served	Adults	240
		Dislocated Workers	231
		Older Youth	33
		Younger Youth	184
ETA Assigned # 22025	Total Exiters	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	No Exiters
	Employers	65%	64.9%
Entered Employment Rate	Adults	62%	55.4%
	Dislocated Workers	72%	63.2%
	Older Youth	62%	63.8%
Retention Rate	Adults	77%	74.1%
	Dislocated Workers	85%	81.0%
	Older Youth	72%	83.0%
	Younger Youth	50%	34.9%
Earning Change/Earnings Replacement in Six Months	Adults	\$3110	\$2714
	Dislocated Workers	92%	182%
	Older Youth	\$2322	\$2618
Credential/Diploma Rate	Adults	59%	47.2%
	Dislocated Workers	64%	53.4%
	Older Youth	43%	25.0%
	Younger Youth	40%	No Exiters
Skill Attainment Rate	Younger Youth	78%	***
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local performance		Not Met	Met
		2	8
		Exceeded	4

SUMMARY OF LOCAL PERFORMANCE

Local Area Name St. Charles Consortium	Total Participants Served	Adults	93
		Dislocated Workers	84
		Older Youth	38
		Younger Youth	128
ETA Assigned # 22090	Total Exitters	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	No Exitters
	Employers	65%	68.7%
Entered Employment Rate	Adults	70%	56.5%
	Dislocated Workers	73%	64.9%
	Older Youth	77%	75.0%
Retention Rate	Adults	85%	61.9%
	Dislocated Workers	87%	67.0%
	Older Youth	73%	100%
	Younger Youth	50%	0%
Earning Change/Earnings Replacement in Six Months	Adults	\$4170	\$5309
	Dislocated Workers	97%	97.0%
	Older Youth	\$3169	\$9014
Credential/Diploma Rate	Adults	66%	43.3%
	Dislocated Workers	66%	62.2%
	Older Youth	54%	66.7%
	Younger Youth	38%	No Exitters
Skill Attainment Rate	Younger Youth	71%	90.2%
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance		Not Met	Met
		4	5
		Exceeded	6

SUMMARY OF LOCAL PERFORMANCE

Local Area Name 2nd Planning District Consortium	Total Participants Served	Adults	508	
		Dislocated Workers	336	
		Older Youth	54	
		Younger Youth	224	
ETA Assigned # 22050	Total Exiters	Adults	51	
		Dislocated Workers	44	
		Older Youth	21	
		Younger Youth	10	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	79.3%	
	Employers	65%	72.7%	
Entered Employment Rate	Adults	68%	61.6%	
	Dislocated Workers	75%	70.5%	
	Older Youth	74%	62.3%	
Retention Rate	Adults	80%	79.6%	
	Dislocated Workers	88%	78.0%	
	Older Youth	71%	74.0%	
	Younger Youth	50%	56.5%	
Earning Change/Earnings Replacement in Six Months	Adults	\$3280	\$3290	
	Dislocated Workers	119%	125%	
	Older Youth	\$2982	\$3954	
Credential/Diploma Rate	Adults	60%	57.1%	
	Dislocated Workers	66%	57.4%	
	Older Youth	52%	54.8%	
	Younger Youth	39%	90%	
Skill Attainment Rate	Younger Youth	55%	100%	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		0	7	10

SUMMARY OF LOCAL PERFORMANCE

Local Area Name East Baton Rouge Parish	Total Participants Served	Adults	124	
		Dislocated Workers	145	
		Older Youth	33	
		Younger Youth	206	
ETA Assigned # 22005	Total Exiters	Adults	37	
		Dislocated Workers	62	
		Older Youth	5	
		Younger Youth	10	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	75.2%	
	Employers	65%	55.8%	
Entered Employment Rate	Adults	78%	76.0%	
	Dislocated Workers	76%	75.9%	
	Older Youth	60%	66.7%	
Retention Rate	Adults	79%	77.6%	
	Dislocated Workers	84%	79.0%	
	Older Youth	84%	83.0%	
	Younger Youth	50%	67.9%	
Earning Change/Earnings Replacement in Six Months	Adults	\$4048	\$4211	
	Dislocated Workers	81%	136%	
	Older Youth	\$3872	\$2596	
Credential/Diploma Rate	Adults	74%	59.1%	
	Dislocated Workers	68%	57.1%	
	Older Youth	42%	42.3%	
	Younger Youth	40%	100%	
Skill Attainment Rate	Younger Youth	74%	100%	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		1	8	8

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Lafourche Parish Consortium	Total Participants Served	Adults	168	
		Dislocated Workers	67	
		Older Youth	69	
		Younger Youth	80	
ETA Assigned # 22085	Total Exiters	Adults	20	
		Dislocated Workers	16	
		Older Youth	8	
		Younger Youth	25	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	93.9%	
	Employers	65%	91.5%	
Entered Employment Rate	Adults	75%	69.6%	
	Dislocated Workers	79%	75.6%	
	Older Youth	72%	66.7%	
Retention Rate	Adults	87%	79.0%	
	Dislocated Workers	79%	88.0%	
	Older Youth	70%	81.0%	
	Younger Youth	50%	51.1%	
Earning Change/Earnings Replacement in Six Months	Adults	\$3919	\$4266	
	Dislocated Workers	121%	110%	
	Older Youth	\$2595	\$1971	
Credential/Diploma Rate	Adults	66%	62.2%	
	Dislocated Workers	72%	61.0%	
	Older Youth	50%	33.3%	
	Younger Youth	39%	100%	
Skill Attainment Rate	Younger Youth	92%	100%	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		2	7	8

SUMMARY OF LOCAL PERFORMANCE

Local Area Name 4th Planning District Consortium	Total Participants Served	Adults	1059	
		Dislocated Workers	372	
		Older Youth	352	
		Younger Youth	932	
ETA Assigned # 22060	Total Exiters	Adults	146	
		Dislocated Workers	82	
		Older Youth	40	
		Younger Youth	25	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	89.4%	
	Employers	65%	76.8%	
Entered Employment Rate	Adults	68%	59.6%	
	Dislocated Workers	69%	70.5%	
	Older Youth	59%	52.8%	
Retention Rate	Adults	79%	77.9%	
	Dislocated Workers	85%	84.0%	
	Older Youth	78%	78.4%	
	Younger Youth	50%	64.9%	
Earning Change/Earnings Replacement in Six Months	Adults	\$3157	\$3483	
	Dislocated Workers	84%	258%	
	Older Youth	\$2864	\$4373	
Credential/Diploma Rate	Adults	63%	43.0%	
	Dislocated Workers	62%	50.0%	
	Older Youth	41%	31.6%	
	Younger Youth	45%	40%	
Skill Attainment Rate	Younger Youth	45%	***	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		1	7	8

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Lafayette Parish	Total Participants Served	Adults	128	
		Dislocated Workers	84	
		Older Youth	22	
		Younger Youth	76	
ETA Assigned # 22020	Total Exiters	Adults	26	
		Dislocated Workers	24	
		Older Youth	1	
		Younger Youth	3	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	83.2%	
	Employers	65%	79.0%	
Entered Employment Rate	Adults	74%	66.7%	
	Dislocated Workers	80%	61.8%	
	Older Youth	67%	80.0%	
Retention Rate	Adults	77%	81.3%	
	Dislocated Workers	87%	76.0%	
	Older Youth	70%	90.0%	
	Younger Youth	50%	60.0%	
Earning Change/Earnings Replacement in Six Months	Adults	\$3119	\$3359	
	Dislocated Workers	104%	132%	
	Older Youth	\$3867	\$5120	
Credential/Diploma Rate	Adults	65%	54.2%	
	Dislocated Workers	69%	40.7%	
	Older Youth	47%	61.5%	
	Younger Youth	56%	100%	
Skill Attainment Rate	Younger Youth	57%	100%	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		2	3	12

SUMMARY OF LOCAL PERFORMANCE

Local Area Name 5th Planning District Consortium	Total Participants Served	Adults	61
		Dislocated Workers	53
		Older Youth	9
		Younger Youth	41
ETA Assigned # 22065	Total Exiters	Adults	7
		Dislocated Workers	16
		Older Youth	1
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	82.5%
	Employers	65%	78.4%
Entered Employment Rate	Adults	57%	63.2%
	Dislocated Workers	72%	44.9%
	Older Youth	67%	62.5%
Retention Rate	Adults	77%	63.4%
	Dislocated Workers	83%	77.0%
	Older Youth	70%	67.0%
	Younger Youth	50%	60.0%
Earning Change/Earnings Replacement in Six Months	Adults	\$3562	\$4726
	Dislocated Workers	108%	439%
	Older Youth	\$3069	\$6811
Credential/Diploma Rate	Adults	56%	64.3%
	Dislocated Workers	65%	40.8%
	Older Youth	47%	22.2%
	Younger Youth	30%	33.3%
Skill Attainment Rate	Younger Youth	60%	71.9%
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance		Not Met	Met
		3	4
		Exceeded	10

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Calcasieu Parish Consortium	Total Participants Served	Adults	120
		Dislocated Workers	119
		Older Youth	69
		Younger Youth	37
ETA Assigned # 22010	Total Exitters	Adults	30
		Dislocated Workers	26
		Older Youth	0
		Younger Youth	6
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	80.9%
	Employers	65%	79.6%
Entered Employment Rate	Adults	59%	39.1%
	Dislocated Workers	74%	70.0%
	Older Youth	56%	60.0%
Retention Rate	Adults	77%	68.4%
	Dislocated Workers	93%	84.0%
	Older Youth	75%	53.0%
	Younger Youth	50%	80.0%
Earning Change/Earnings Replacement in Six Months	Adults	\$4170	\$4085
	Dislocated Workers	100%	116%
	Older Youth	\$3872	\$4289
Credential/Diploma Rate	Adults	63%	45.0%
	Dislocated Workers	66%	62.5%
	Older Youth	39%	57.9%
	Younger Youth	33%	No Exitters
Skill Attainment Rate	Younger Youth	60%	***
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance		Not Met	Met
		3	5
		Exceeded	7

SUMMARY OF LOCAL PERFORMANCE

Local Area Name 6th Planning District Consortium	Total Participants Served	Adults	146
		Dislocated Workers	143
		Older Youth	34
		Younger Youth	157
ETA Assigned # 22070	Total Exiters	Adults	53
		Dislocated Workers	61
		Older Youth	12
		Younger Youth	12
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	83.9%
	Employers	65%	65.7%
Entered Employment Rate	Adults	56%	51.4%
	Dislocated Workers	65%	56.7%
	Older Youth	65%	57.7%
Retention Rate	Adults	74%	76.1%
	Dislocated Workers	87%	79.0%
	Older Youth	76%	80.0%
	Younger Youth	50%	25.9%
Earning Change/Earnings Replacement in Six Months	Adults	\$3002	\$3531
	Dislocated Workers	121%	205%
	Older Youth	\$2599	\$4167
Credential/Diploma Rate	Adults	52%	39.4%
	Dislocated Workers	57%	39.7%
	Older Youth	46%	45.5%
	Younger Youth	40%	14.3%
Skill Attainment Rate	Younger Youth	60%	***
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance	Not Met	Met	Exceeded
	4	5	7

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Rapides Parish	Total Participants Served	Adults	61	
		Dislocated Workers	62	
		Older Youth	24	
		Younger Youth	43	
ETA Assigned # 22035	Total Exitters	Adults	8	
		Dislocated Workers	9	
		Older Youth	0	
		Younger Youth	0	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	90.7%	
	Employers	65%	76.2%	
Entered Employment Rate	Adults	60%	91.7%	
	Dislocated Workers	73%	94.8%	
	Older Youth	80%	33.3%	
Retention Rate	Adults	78%	72.2%	
	Dislocated Workers	84%	89.0%	
	Older Youth	86%	83.0%	
	Younger Youth	50%	41.9%	
Earning Change/Earnings Replacement in Six Months	Adults	\$4170	\$4356	
	Dislocated Workers	114%	139%	
	Older Youth	\$3818	\$2836	
Credential/Diploma Rate	Adults	55%	57.1%	
	Dislocated Workers	65%	78.9%	
	Older Youth	56%	55.6%	
	Younger Youth	41%	No Exitters	
Skill Attainment Rate	Younger Youth	44%	***	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		2	4	9

SUMMARY OF LOCAL PERFORMANCE

Local Area Name 7th Planning District Consortium	Total Participants Served	Adults	339
		Dislocated Workers	180
		Older Youth	83
		Younger Youth	104
ETA Assigned # 22075	Total Exiters	Adults	6
		Dislocated Workers	29
		Older Youth	3
		Younger Youth	35
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	83.8%
	Employers	65%	63.5%
Entered Employment Rate	Adults	59%	67.5%
	Dislocated Workers	79%	70.8%
	Older Youth	67%	59.6%
Retention Rate	Adults	73%	82.3%
	Dislocated Workers	89%	87.0%
	Older Youth	86%	72.0%
	Younger Youth	50%	47.9%
Earning Change/Earnings Replacement in Six Months	Adults	\$3487	\$3786
	Dislocated Workers	99%	170%
	Older Youth	\$3843	\$3246
Credential/Diploma Rate	Adults	56%	47.4%
	Dislocated Workers	67%	58.1%
	Older Youth	47%	23.5%
	Younger Youth	49%	No Exiters
Skill Attainment Rate	Younger Youth	96%	61.2%
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance		Not Met	Met
		2	9
		Exceeded	5

SUMMARY OF LOCAL PERFORMANCE

Local Area Name City of Shreveport	Total Participants Served	Adults	115	
		Dislocated Workers	107	
		Older Youth	11	
		Younger Youth	76	
ETA Assigned # 22040	Total Exiters	Adults	18	
		Dislocated Workers	24	
		Older Youth	3	
		Younger Youth	35	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	76.3%	
	Employers	65%	77.5%	
Entered Employment Rate	Adults	64%	55.8%	
	Dislocated Workers	65%	70.8%	
	Older Youth	61%	62.5%	
Retention Rate	Adults	81%	76.0%	
	Dislocated Workers	84%	84.4%	
	Older Youth	83%	73.0%	
	Younger Youth	50%	60.0%	
Earning Change/Earnings Replacement in Six Months	Adults	\$3193	\$2629	
	Dislocated Workers	109%	150%	
	Older Youth	\$3523	\$3697	
Credential/Diploma Rate	Adults	53%	36.1%	
	Dislocated Workers	56%	48.0%	
	Older Youth	43%	16.7%	
	Younger Youth	58%	100%	
Skill Attainment Rate	Younger Youth	69%	***	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		2	5	9

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Ouachita Parish	Total Participants Served	Adults	100
		Dislocated Workers	25
		Older Youth	33
		Younger Youth	23
ETA Assigned # 22030	Total Exiters	Adults	30
		Dislocated Workers	10
		Older Youth	12
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	68.7%
	Employers	65%	80.0%
Entered Employment Rate	Adults	72%	72.2%
	Dislocated Workers	66%	59.1%
	Older Youth	77%	80.0%
Retention Rate	Adults	76%	83.1%
	Dislocated Workers	79%	81.0%
	Older Youth	91%	80.0%
	Younger Youth	50%	71.4%
Earning Change/Earnings Replacement in Six Months	Adults	\$3383	\$2043
	Dislocated Workers	87%	117%
	Older Youth	\$3872	\$2338
Credential/Diploma Rate	Adults	66%	68.6%
	Dislocated Workers	58%	39.4%
	Older Youth	54%	50.0%
	Younger Youth	56%	No Exiters
Skill Attainment Rate	Younger Youth	43%	***
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance	Not Met	Met	Exceeded
	3	3	9

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Union Parish Consortium	Total Participants Served	Adults	85	
		Dislocated Workers	57	
		Older Youth	32	
		Younger Youth	88	
ETA Assigned # 22100	Total Exiters	Adults	40	
		Dislocated Workers	24	
		Older Youth	10	
		Younger Youth	25	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	87.0%	
	Employers	65%	88.6%	
Entered Employment Rate	Adults	61%	60.9%	
	Dislocated Workers	64%	72.3%	
	Older Youth	68%	75.0%	
Retention Rate	Adults	68%	75.6%	
	Dislocated Workers	76%	79.0%	
	Older Youth	76%	76.1%	
	Younger Youth	50%	28.6%	
Earning Change/Earnings Replacement in Six Months	Adults	\$4170	\$3023	
	Dislocated Workers	118%	214%	
	Older Youth	\$3713	\$6468	
Credential/Diploma Rate	Adults	59%	41.0%	
	Dislocated Workers	56%	45.4%	
	Older Youth	48%	35.3%	
	Younger Youth	45%	0%	
Skill Attainment Rate	Younger Youth	70%	66.7%	
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local performance		Not Met	Met	Exceeded
		5	3	9

SUMMARY OF LOCAL PERFORMANCE

Local Area Name Franklin Parish Consortium	Total Participants Served	Adults	105
		Dislocated Workers	37
		Older Youth	123
		Younger Youth	262
ETA Assigned # 22095	Total Exiters	Adults	25
		Dislocated Workers	8
		Older Youth	21
		Younger Youth	16
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	90.6%
	Employers	65%	81.7%
Entered Employment Rate	Adults	54%	52.9%
	Dislocated Workers	67%	62.9%
	Older Youth	79%	50.9%
Retention Rate	Adults	75%	86.1%
	Dislocated Workers	80%	77.0%
	Older Youth	58%	80.0%
	Younger Youth	50%	41.4%
Earning Change/Earnings Replacement in Six Months	Adults	\$3140	\$4372
	Dislocated Workers	82%	242%
	Older Youth	\$2364	\$4118
Credential/Diploma Rate	Adults	50%	55.3%
	Dislocated Workers	59%	58.1%
	Older Youth	55%	41.1%
	Younger Youth	34%	53.8%
Skill Attainment Rate	Younger Youth	92%	68.8%
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional row if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local performance		Not Met	Met
		3	5
		Exceeded	9