



LOUISIANA WORKS
DEPARTMENT OF LABOR

Workforce Investment Act



Program Year 2002
Annual Report

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It is my pleasure to present the 2003 Workforce Investment Act (WIA) Annual Report, which includes the period of July 1, 2002 to June 30, 2003. This report is designed to reflect some of the major accomplishments achieved through the Louisiana Workforce system with statewide and local area performance summaries.

In the third year of WIA, we have moved forward in the process of aligning our workforce and economic development efforts and closing the poverty gap through linking employer needs to the skills of workers. Through the shared vision of our local officials, local workforce boards, businesses and the Governor's State Workforce Commission, Louisiana is streamlining the delivery of services, reducing duplication and isolated delivery programs, and providing the resources needed locally to initiate change. As a result of this continued improvement of our service delivery Louisiana is developing a high quality, employer-driven proactive One-Stop delivery system.

LDOL's website, <http://LAWORKS.net> and its Virtual One-Stop office helps make customer focused integrated service delivery a reality. This 24/7 electronic system enables employers and jobseekers to match jobs and resumes, and file quarterly wage reports and unemployment claims online. In addition, it offers other employer and job seeker services, labor market information, and skill development opportunities.

We are proud of Louisiana's accomplishments in building a 21st century workforce development system, realizing that a highly skilled and well-prepared workforce is vital to our state's economic growth and development. Louisiana's third year of WIA continues to present both successes and future challenges. We remain committed to the goal of meeting the workforce preparation needs of Louisiana employers and workers.

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Cordially,

Dawn Romero Watson



“Workforce development is everyone’s business. In Louisiana we’re managing it as an economic development enterprise that affects both our current and future workforce. From education reform to industry-based certifications, we’re undertaking change on a massive scale.”

*M. J. “Mike” Foster, Jr.
Governor*

A REVIEW OF MAJOR ACCOMPLISHMENTS

- Louisiana was one of sixteen states to receive an incentive award for meeting/exceeding all of its collective performance standards for the Workforce Investment Act Title I program, Adult Education and Family Literacy Act and Carl Perkins Vocational and Technical Education Act. As a result, Louisiana received a \$3,000,000 incentive award based on Program Year 2001 performance.
- The Louisiana Legislature reauthorized the state Incumbent Worker Training Program operated through LDOL, dedicating 50 million dollars each year to assist Louisiana employers who pay into the UI tax system with the retraining and upgrading of their incumbent workers. In addition, the legislature added a Small Business component to provide off the shelf training for businesses with less than 15 employees.
- Based on recommendations from an interagency workgroup on assessment, the State Workforce Commission implemented the Louisiana Work Ready! Certificate, based on the ACT WorkKeys assessments, as a credential to support workforce education/development based on industry standards.
- The Louisiana Workforce Commission (WFC) has focused on the development and integration of industry-based certifications (IBC) in all workforce development activities. This has helped bring business, economic development and education/training partners together. An interagency work group has agreed to five IBC policies which were amended into Louisiana’s WIA unified state plan.
- Ten state-level agencies collaborated over two years on a youth initiative with a grant from NGA’s Youth Policy Network. A 30 page blueprint sets forth the state’s mission, 10 assumptions, 33 key strategies, and 16 outcomes and impacts that partner agencies aim to achieve for Louisiana youth. Louisiana’s Blueprint for Investing in Youth is available on the state’s youth website: www.layouthnet.org.



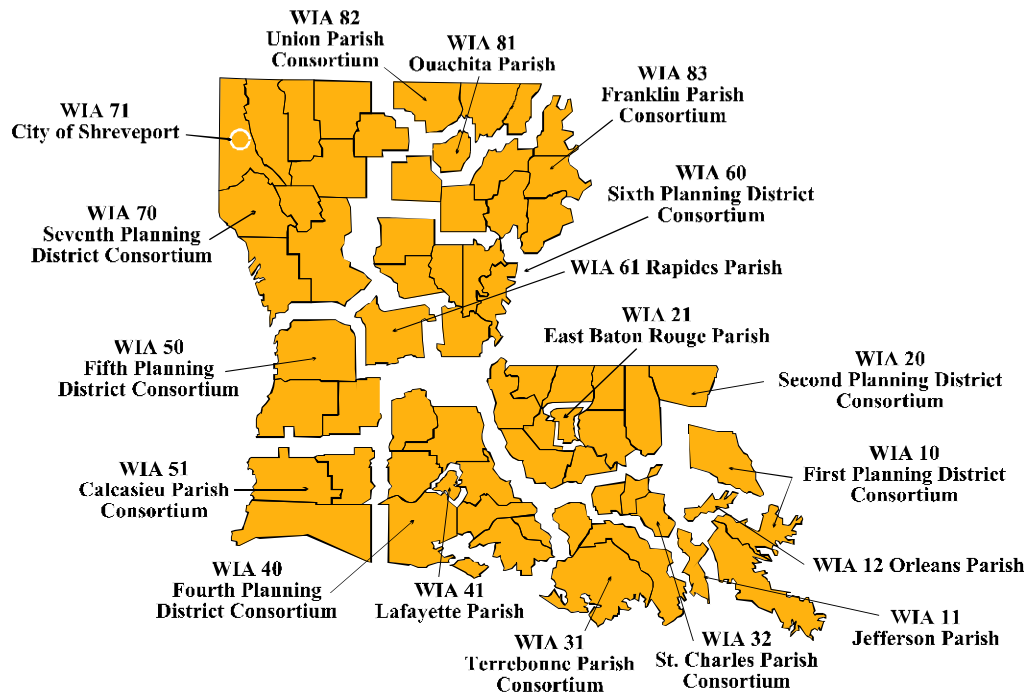
- Participation with National Business Partners such as Home Depot, Toys R Us and Healthcare America organizations has ramped up, with Home Depot's job applications being placed on-line and tied to the One-Stop on-line job order and referral system.

LOUISIANA WORKFORCE COMMISSION PRIORITIES

- Work with business associations, industry consortia, and training delivery systems to focus state's workforce resources on industry-based certifications/credentials.
- Increase collaboration between workforce development agencies and boards to address the state's urgent workforce and economic issues, especially the skills shortages – both quality and supply and demand.
- Work with local WIBs and training delivery systems to address their region's discrepancies between supply of publicly funded programs and the demand.
- Continue developing, refining, and communicating to citizens the capabilities of the state's online occupational information system.
- Develop and streamline the budget process, including coordinating performance standards for programs.
- Promote the value of career and technical training, including industry-based certification, through targeted marketing efforts and outreach to the public, business community and our workforce development partners.

SYSTEM STRUCTURE AND REGIONAL PROFILES

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 Investment Board has developed regional performance standards for each area as well as evaluation of 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 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.



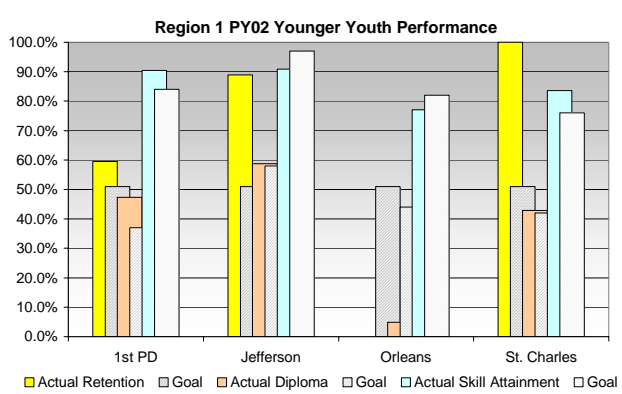
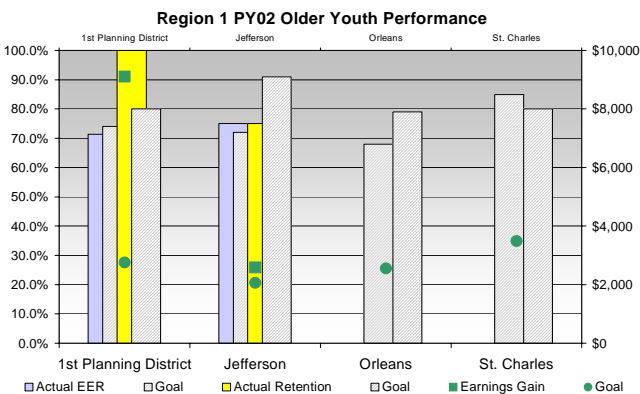
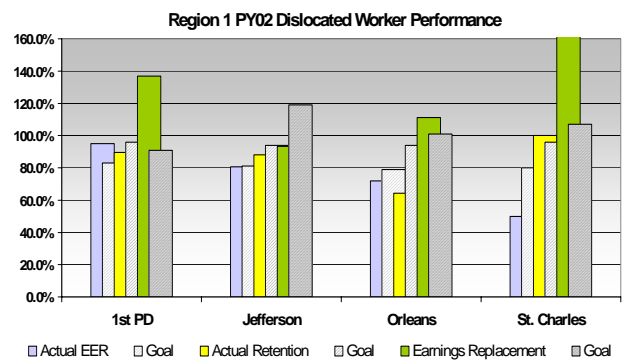
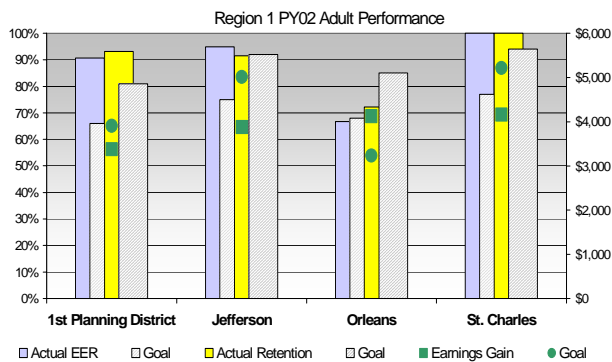
REGIONAL LABOR MARKET AREA (RLMA) ONE includes four LWIAs encompassing the eight parishes in the New Orleans regional area: The 1st Planning District Consortium including St. Tammany, St. Bernard and Plaquemine parishes, Jefferson Parish LWIA, Orleans Parish LWIA, and the St. Charles Consortium consisting of St. Charles, St. James and St. John parishes.

The annual average employment for RLMA 1 during 2001 was 608,187, a decrease of .06 percent from 2000. Employment increased in Plaquemine, St. Charles and St Tammany parishes. Employment decreased in all remaining parishes in RLMA 1 from 2000 to 2001. Health care and social assistance was the leading industry in RLMA 1 with 12.6 percent of total employment. Total wages increased by 4 percent, resulting in an annual average weekly wage of \$587.85. St. Charles parish had the highest annual average weekly wage of \$815.30. There were 36,474 reporting businesses in RLMA 1.

This region posted an estimated 30,124 vacancies during the second quarter 2002, accounting for about 40 percent of all openings in Louisiana. The overall vacancy rate was 5.3 percent, slightly higher than the statewide rate of 4.3 percent. In general, New Orleans vacancies paid more than those in the rest of the state: overall median wages were estimated at \$9.00 per hour, compared to the \$7.00 per hour median wages offered statewide. Professional and Business Services, which comprised approximately 31 percent of all vacancies in New Orleans, had both the most vacancies and the highest vacancy rate. This industry group also boasted the highest wages; employers in this industry offered median hourly wages of \$20.00. New Orleans' strong Leisure

and Hospitality industry accounted for just over 14 percent of all vacancies in this area, but was also one of the lowest paying industries in the area. Overall, most New Orleans vacancies were for full-time, permanent workers.

Occupational forecasting and job vacancy surveys, coupled with 19 rapid response layoffs/plant closures affecting 1,425 individuals, and low educational levels influenced the system building process of these LWIAs and performance levels as displayed in the graphs below. Fifty-eight percent of all job vacancies in this region paid less than \$10.00 per hour. While 63 percent of the job vacancies required a high school diploma or less, experience is important in this region. Nearly three-quarters of all vacancies required some previous work experience, compared to just 62 percent statewide. Employer have indicated that they are having difficulties “finding committed workers,” that “applicants haven’t had strong work histories,” and that there is “too much turnover.”



Statistics alone do not tell the whole story of the value of partnerships. The One-Stop system is comprised of individuals linking resources in the area to meet individual needs. Following a plant closure in another part of the state, a man and his wife came to St Charles Parish with very little money and a small camper for a home, leaving their children in the care of a relative. Based on the recommendation of another customer, they came to the St. Charles One-Stop. The Center provided them with job listings, resume assistance and job search techniques, and connected them with the Community Services Block Grant program for food assistance. Other agencies such as Social Concerns and the St. Charles Community Health Center also provided



valuable assistance to the couple. Because they did not have a telephone, a staff person stayed in touch with them by driving out to the sites where they were staying to inform them of job prospects, finally resulting in his employment with a shipyard in the area as a First-Class Electrician earning \$15.25 per hour with full benefits. They now have a real home in the area and the family has been united.

REGIONAL LABOR MARKET AREA (RLMA) TWO includes two LWIAs encompassing eleven parishes: The 2nd Planning District Consortium including Washington, St. Helena, East and West Feliciana, Tangipahoa, Ascension, West Baton Rouge, Iberville, Livingston, and Pointe Coupe, and the East Baton Rouge parish LWIA.

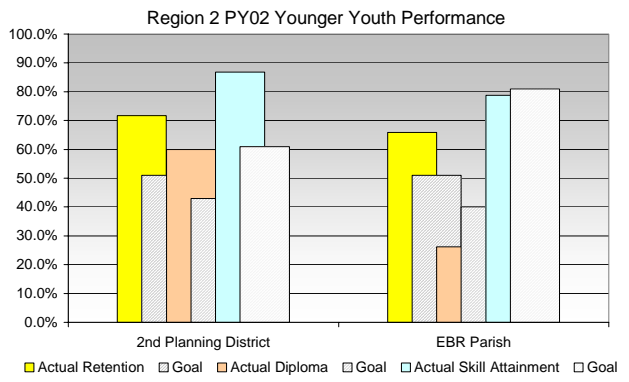
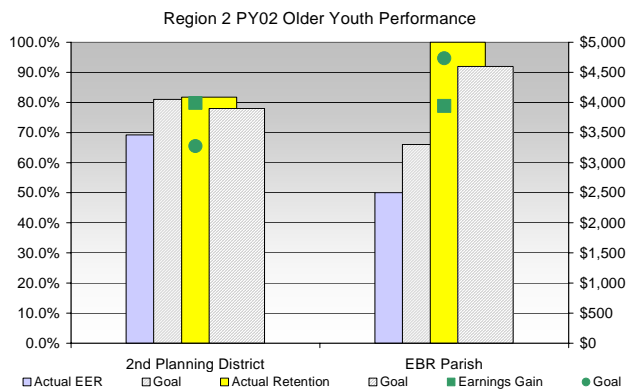
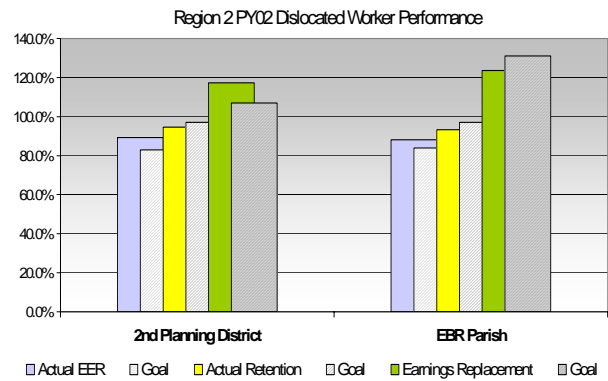
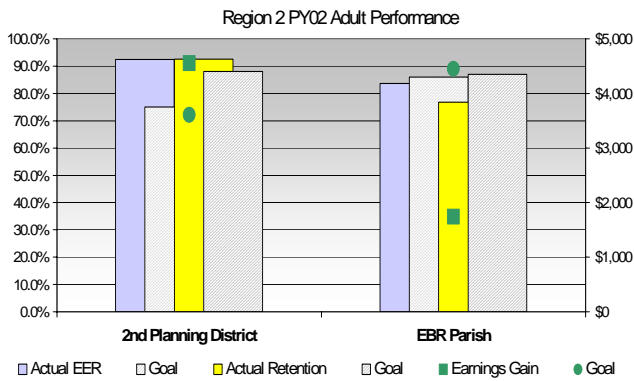
The annual average employment for RLMA 2 during 2001 was 378,424, a decrease of 0.8 percent from 2000. Employment increased in Livingston, Tangipahoa, Washington, and West Baton Rouge parishes. Employment decreased in all remaining parishes in RLMA 2 from 2000 to 2001. Retail trade was the leading industry in RLMA 2 with 12.5 percent of total employment. East Baton Rouge comprised 64.3 percent of total employment in RLMA 2. Total wages increased by 2.6 percent, resulting in an annual average weekly wage of \$568.46. Iberville parish had the highest annual average weekly wage of \$747.58. There were 21,465 reporting businesses in RLMA 4.

There were an estimated 7,852 vacancies in this region during the second quarter 2002, and the vacancy rate across all industries was 3.0 percent. RLMA 2 vacancies comprised just over 10 percent of all of the vacancies in Louisiana. The overall median wage was \$8.00 per hour, slightly higher than the statewide estimate of \$7.00 per hour. Over a third of vacancies in RLMA 2 were concentrated in two occupational groups: Sales and Related occupations with a median wage of \$6.00 per hour and Construction and Extraction with a median wage of \$11.50 per hour. Sixty six percent of job vacancies paid less than \$10.00 per hour with 31 percent paying from \$5.16 to \$7.00 per hour. Of the more than 7,000 vacancies in this area most were for full-time, permanent workers; nearly 80 percent required no more than a high school diploma and over two-thirds (71%) required some previous work experience. Of those, 29 percent required two years of experience in the same field and 11% required over two years of experience in the same field. Two sales occupations – Cashiers and Retail Salespersons- had large numbers of openings and together made up nearly 13 percent of all area vacancies.

Employers in this region reported the following difficulties they face in filling positions: “some of our applicants have been unable to pass basic competency exams,” “finding people that will stay,” “volume isn’t the problem-the problem is finding qualified people,” and “job hoppers.” There were (insert #1) layoffs and plant closures in this region. Lack of transportation further disconnected job seekers and job openings in the region. These realities affected these LWIA’s choice of service mix and training providers. Their performance levels are displayed in the graphs below.

This region covering a large mostly rural geographic area, experienced eighteen rapid response layoff/plant closures affecting 1057 employees.

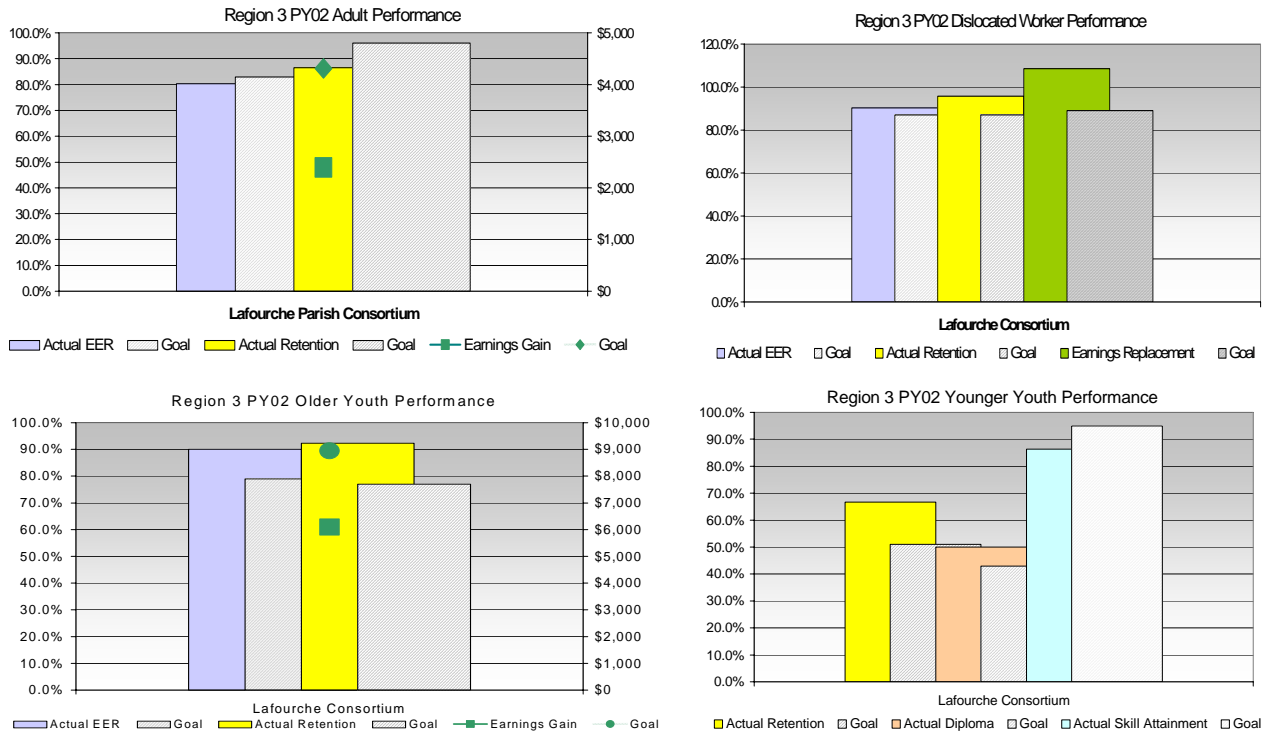
Displaced Homemakers often require quick immediate assistance - new life circumstances often do not allow long-term enrollment in training, particularly in rural communities. When one participant came to the One-Stop in Hammond, she had recently lost her husband, leaving her with six children to provide for alone. She could not find work, had no formal training and could not afford the luxury of attending school because she needed to provide for her children immediately. An assessment of her skills showed she could transfer her abilities quickly into the job market through on-the-job training as a Receptionist/Legal Assistant. After completion of the OJT, she was hired full-time and has subsequently received two promotions. Through the assistance of the One-Stop system, this participant gained the skills necessary to be self-sufficient and better able to support her family.



REGIONAL LABOR MARKET AREA (RLMA) THREE includes the Lafourche LWIA encompassing three parishes: Lafourche, Terrebonne and Assumption.

The annual average employment for RLMA 3 during 2001 was 84,927, an increase of 3.5 percent from 2000. Employment increased in all three parishes. Retail trade was the leading industry in RLMA 3 with 12.9 percent of total employment. Terrebonne parish comprised 56.9 percent of total employment in RLMA 3. Total wages increased by 11.2 percent, resulting in an annual average weekly wage of \$582.58. Terrebonne parish had the highest annual average weekly wage of \$593.76. There were 5,185 reporting businesses in RLMA 3.

Their performance levels are displayed in the graphs below.



What defines success when dealing with human capital? Discouraged and scared, a single mother on food stamps and child support, about to exhaust her alimony, came to the Work Connection One-Stop to look for work. Her work history included short-term employment as a receptionist for \$6.50 an hour, outdated skills as a dental assistant, and cashier for a business that had shut down. She realized that she would need to find an employer that would be willing to train her from the start and work with her current skills level and allow her the time to acquire more skills. At the same time, a local business was using the Houma One-Stop to prescreen applicants for a position in their company. The company's office manager had been a JTPA displaced homemaker participant in the early 1990's and understood how the program could be



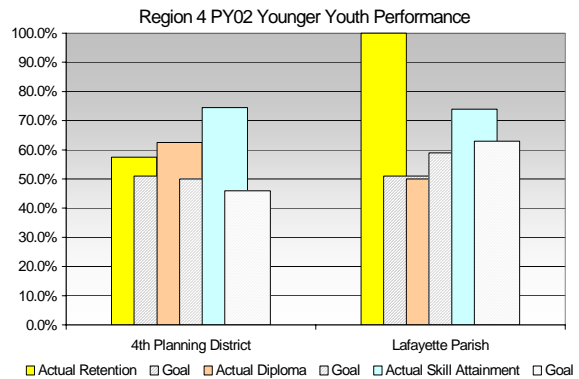
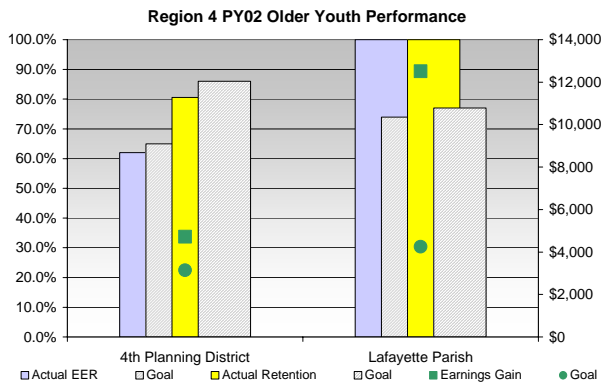
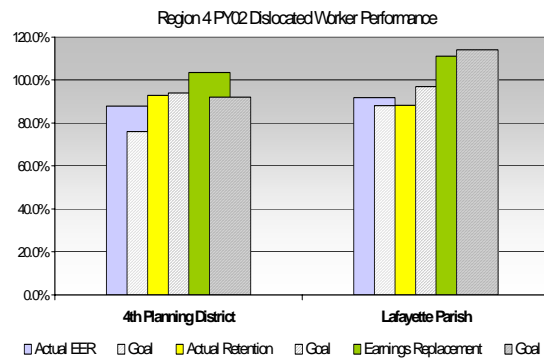
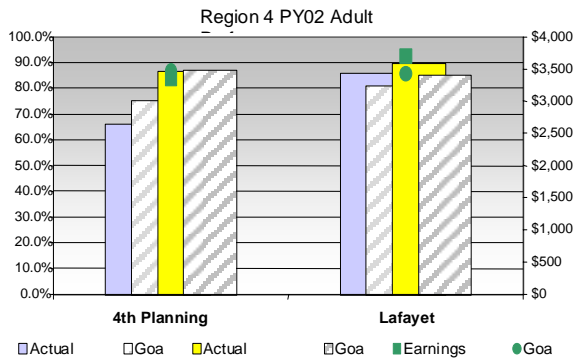
used to enhance job opportunities since it had assisted her climb the career ladder. A One-Stop Business Service Representative developed an on-the-job training position with her company. The participant's desire was to move forward and not look back. She had courage and wanted to make something good develop from the situation for the better. She walked in with some discouragement but proceeded to move forward. The company benefited from both the successful candidate they selected and the process. They stated that the use of WIA services is much easier than advertising and that those services meet the needs of those that might not otherwise be able to secure a position on their own.

REGIONAL LABOR MARKET AREA (RLMA) FOUR includes two LWIAs encompassing eight parishes: The 4th Planning District Consortium including Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary and Vermilion parishes, and the Lafayette parish LWIA.

The annual average employment for RLMA 4 during 2001 was 244,281, a decrease of 2.2 percent from 2000. Employment increased in Iberia, Lafayette, St. Mary, and Vermilion parishes. Employment decreased in all remaining parishes in RLMA 4 from 2000 to 2001. Retail trade was the leading industry in RLMA 4 with 13 percent of total employment. Lafayette comprised 48.8 percent of total employment in RLMA 4. Total wages increased by 9.4 percent, resulting in an annual average weekly wage of \$565.10. Lafayette parish had the highest annual average weekly wage of \$622.38. There were 16,022 reporting businesses in RLMA 4.

There were an estimated 4,749 vacancies in this region during the second quarter 2002. The Lafayette area vacancies made up just over six percent of all vacancies in Louisiana. The overall vacancy rate across all industries was 3.1 percent – substantially lower than the statewide vacancy rate of 4.3 percent. Exactly the same proportion (52%) of RLMA 4 vacancies, as those statewide, offered wages of \$7.00 per hour or less. While 22 percent offered wages at or below minimum wage, the largest group of job openings was those with wages between \$5.16 and \$7.00 per hour. Seventy-two percent of job vacancies paid \$10.00 or less per hour with 30 percent paying from \$5.16 to \$7.00 per hour. Over one-fifth of all vacancies were concentrated in a single occupational group: Food Preparation and Serving Related. These occupations which include fast food workers, cooks, dishwashers, and wait staff, are among the lowest paying with median wages of \$5.15 per hour. In this region, nearly 40 percent of all vacancies required education beyond a high school degree, compared to just 30 percent statewide. On the other hand, just five percent of this region's job vacancies required a college degree or higher. Nearly one quarter of vacancies required vocational training or certification and one in ten required a two-year college degree.

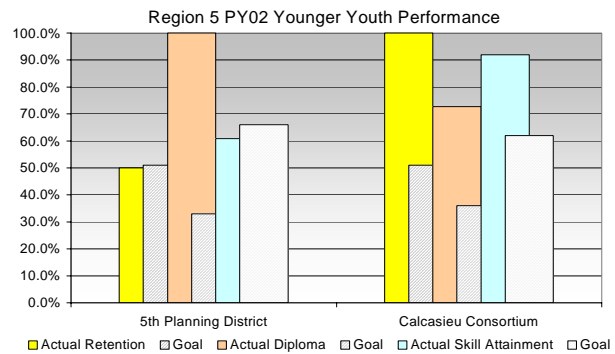
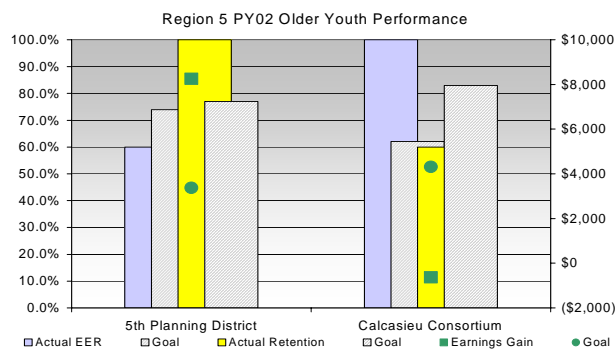
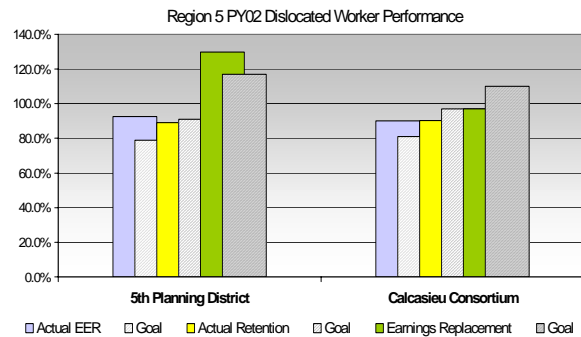
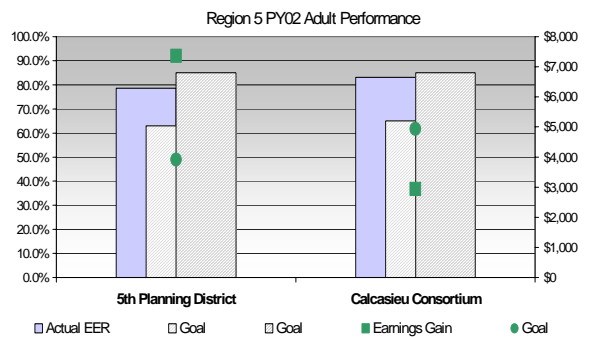
Employers in this region reported that the greatest difficulty they have faced in filling positions included: “there are too many people who just can't handle responsibility,” “quality and integrity,” and “finding someone who is experienced.” There were 34 rapid response layoffs/plant closures in this region affecting 1822 individuals. These realities affected these LWIA's choice of service mix and training providers. Their performance levels are displayed in the graphs below.



The U.I. Profiling Workshops outline all of the One-Stop services available in the area. A single mother with two children who had been laid off from a non-traditional job had hopes of becoming a Licensed Practical Nurse. She had previously worked as a CNA but the wages did not pay the bills. Although she had a love for nursing she did not see how she could pay for training or support her children while in school. The workforce development system worked with her to coordinate the services she needed to attain self-sufficiency. She is receiving unemployment insurance while enrolled in the Lafayette General Medical Center School of Health Sciences LPN Program and is doing well. The State’s Child Care Assistance Program provides funding for her children’s daycare and the LWIA is funding tuition, books, uniforms, supplies, and testing fees. In addition, tutoring by previous WIA students that have graduated from the LPN training program is available if needed.

REGIONAL LABOR MARKET AREA (RLMA) FIVE includes two LWIAs encompassing six parishes: The Calcasieu Consortium including Calcasieu, Jefferson Davis, and Cameron parishes, and the 5th Planning District Consortium including Allen, Beauregard, and Vernon parishes.

The annual average employment for RLMA 5 during 2001 was 110,990 a decrease of 1.3 percent from 2000. Employment increased in Jefferson Davis and Vernon parishes. Employment decreased in all remaining parishes in RLMA 5 from 2000 to 2001. Retail trade was the leading industry in RLMA 5 with 12.3 percent of total employment. Calcasieu comprised 74.7 percent of total employment in RLMA 5. Total wages increased by 4.0 percent, resulting in an annual average weekly wage of \$548.78. Cameron parish had the highest annual average weekly wage of \$624.31. There were 6,467 reporting businesses in RLMA 5. There were eighteen rapid response layoffs/plant closures in this region affecting 824 individuals.

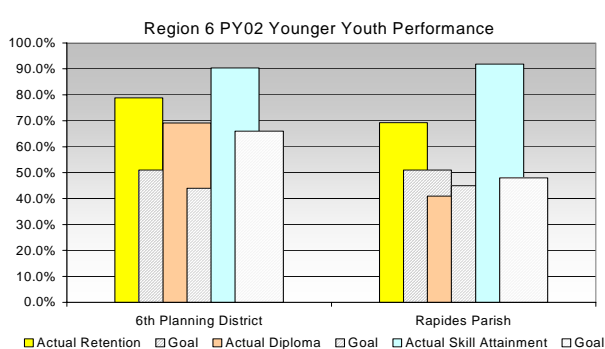
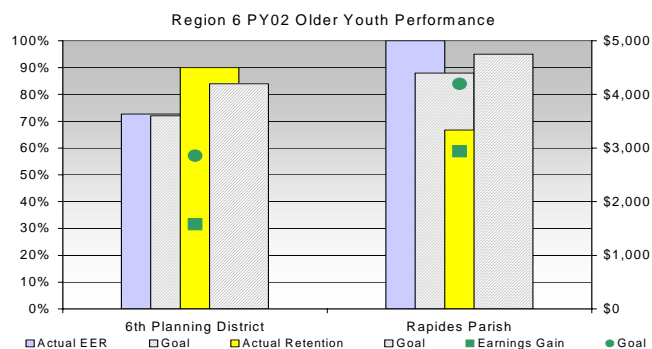
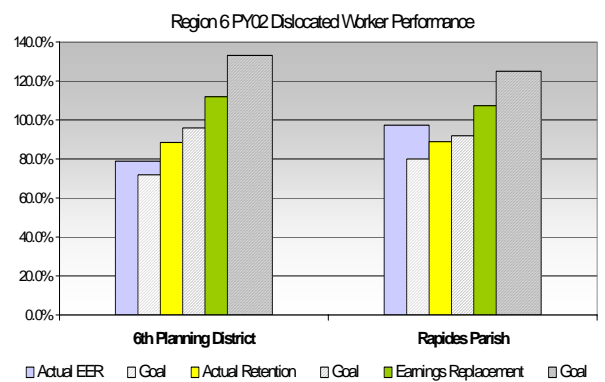
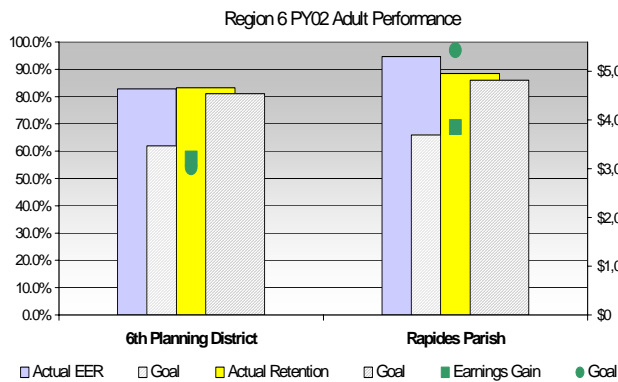


Service coordination and individual determination are the keys to successful integration into the workforce. A 49 year-old One-Stop customer in Allen parish was receiving unemployment insurance benefits after being laid off from a local construction company, operating heavy equipment. At that time his prospect of securing a job in the construction field in Allen Parish was very poor because he had no formal training in operating heavy equipment, no job skills and only a few months of work experience since he was on parole after being incarcerated for 28 years in Angola State Prison. The LWIA staff worked with the job seeker to assess his aptitudes, interests and abilities and determined he had a strong desire to attend truck-driving school. The case manager located an employer who would issue an intent-to-hire letter and worked with his parole officer to ensure that he would be able to travel outside the area with his job. Because the participant had been a model prisoner, the parole officer endorsed the idea of truck-driving school and said he could report by calling-in rather than reporting in person. He was enrolled in Coastal Truck Driving College, completed the course and was able to secure permanent, full-time employment in only six (6) weeks earning \$15.00 per hour. Because of his success moving

from offender to productive citizen, he was invited to be the guest speaker for the Allen Parish JAG Program. His motivational speech was so well received by those in attendance at the ceremony that the District Attorney asked him to be a guest speaker at his Youth Workshops. With the coordination of services provided by the Office of Workforce Development, his Parole Officer, and the WIA Office, coupled with the participant’s determination, he was able to put the 28 years of incarceration behind him and has become a productive, wage earning citizen.

REGIONAL LABOR MARKET AREA (RLMA) SIX includes two LWIAs encompassing seven parishes: The 6th Planning District Consortium including Avoyelles, Catahoula, Concordia, Grant, LaSalle, and Winn parishes and the Rapides Parish LWIA.

The annual average employment for RLMA 6 during 2001 was 98,167 a decrease of 1.2 percent from 2000. Employment increased in Grant and LaSalle parishes. Employment decreased in all remaining parishes in RLMA 6 from 2000 to 2001. Health care and social assistance was the leading industry in RLMA 6 with 19.9 percent of total employment. Rapides comprised 56.2 percent of total employment in RLMA 6. Total wages increased by 3.1 percent, resulting in an annual average weekly wage of \$466.55. Rapides parish had the highest annual average weekly wage of \$505.69. There were 6,598 reporting businesses in RLMA 6. There were ten rapid response layoffs/plant closures affecting over 2124 individuals in this region.





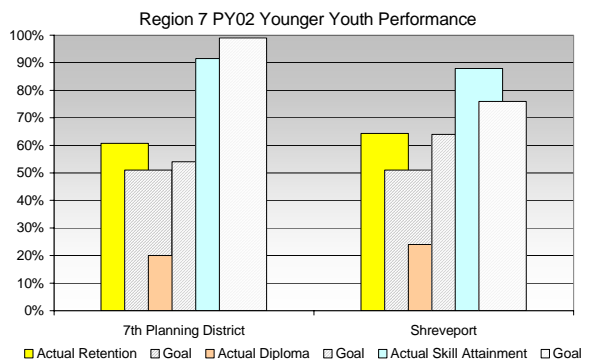
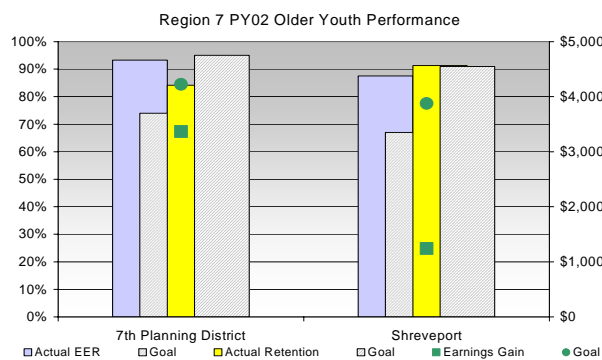
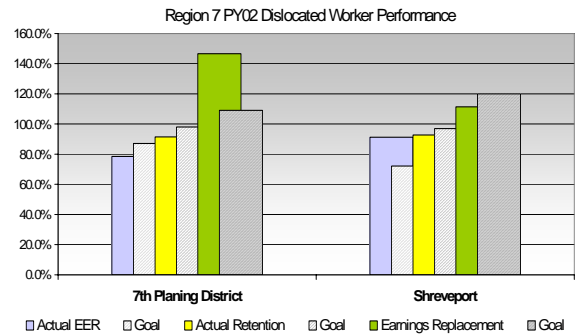
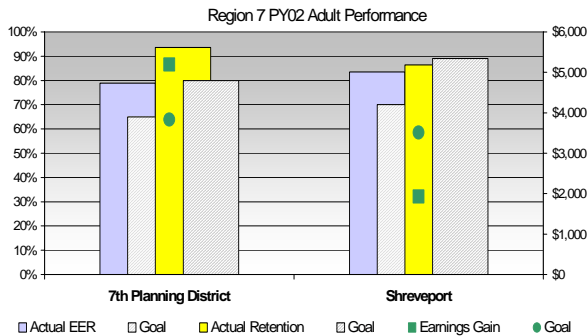
Coupling TANF and WIA can assist in breaking the welfare cycle. A single mother with three children on food stamps and welfare was doing community service at a local health clinic in order to keep her benefits at the time of her initial visit to the One-Stop Center. The LWIA and the local agency entered into an on-the-job contract to train her to replace the clinic's secretary who was leaving. She performed her duties so well that she was hired permanently. She has remained employed and is now considering attending college to better herself and increase her employability.

REGIONAL LABOR MARKET AREA (RLMA) SEVEN includes two LWIAs encompassing ten parishes: The 7th Planning District Consortium including Bienville, Caddo, Claiborne, DeSoto, Lincoln, Natchitoches, Red River, Sabine and Webster parishes, and the City of Shreveport LWIA.

The annual average employment for RLMA 7 during 2001 was 224,036, a decrease of 0.2 percent from 2000. Employment increased in Caddo, Claiborne, Natchitoches, and Red River parishes. Employment decreased in all remaining parishes in RLMA 7 from 2000 to 2001. Health care and social assistance was the leading industry in RLMA 7 with 16 percent of total employment. Caddo comprised 54 percent of total employment in RLMA 7. Total wages increased by 2.7 percent, resulting in an annual average weekly wage of \$518.96. Caddo parish had the highest annual average weekly wage of \$564.50. There were 13,763 reporting businesses in RLMA 7.

There were an estimated 8,512 vacancies in this region during the second quarter 2002, for an overall vacancy rate of 5.9 percent (compared to the statewide rate of 4.5 percent). The RLMA 7 vacancies made up just over eleven percent of all vacancies in Louisiana. The overall starting wage offered by employers was \$5.40 per hour, compared to \$7.00 per hour statewide. Most of the job vacancies in this region were for full-time, permanent workers; only 11.5 percent of vacancies required more than a high school diploma and just 34.3 percent required some previous work experience. More than half of Shreveport's vacancies were concentrated in Food Preparation and Serving Related occupations. Statewide, just 16 percent of vacancies were in this occupational group. Nearly 80 percent of all of this region's vacancies offered starting wages of \$7.00 per hour or less. The largest group of vacancies offered wages between \$5.16 and \$7.00 per hour. At the other end of the spectrum, just two percent of vacancies offered starting wages of more than \$16.00 per hour.

Employers in this region reported that the greatest difficulty they have faced in filling positions included: "employees want a job with maximum pay, but only want to put in minimal effort," "finding someone with the right combination of skills and training," "the applicants we've seen have had poor references." There were 25 rapid response layoffs and plant closures in this region affecting 1383 individuals. These realities affected these LWIA's choice of service mix and training provides. Their performance levels are displayed in the graphs below.

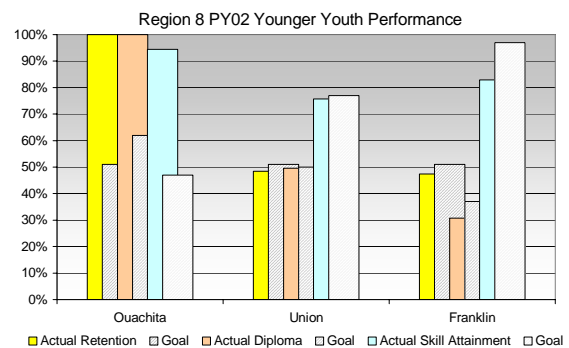
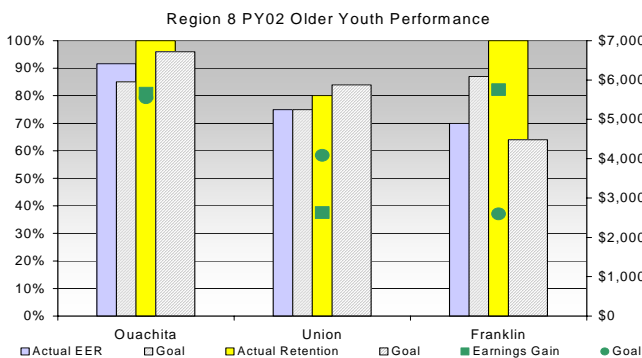
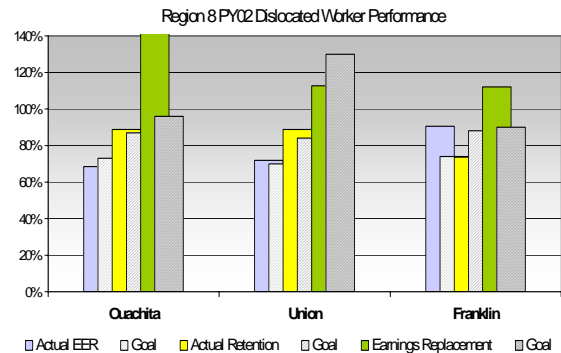
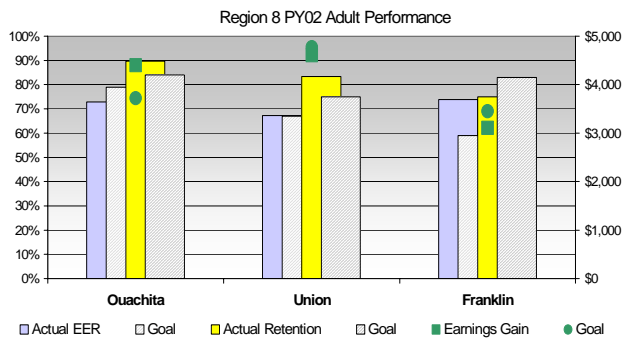


Some participants face multiple barriers to successful entry into the job market. Both a lack of employable skills and a criminal record affected one customer’s ability to get and keep a job. With the assistance of the LWIA, he enrolled in Industrial Electronics training. After successfully completing training, the LWIA developed an on-the-job training contract with a local automotive dealership to help him transition into the workforce. He completed this training successfully as well as completing several of the tests required to progress in the auto dealership. The employer feels he has become a valuable asset to his department and the participant is proud of his accomplishments and continues to strive to better himself.

REGIONAL LABOR MARKET AREA (RLMA) EIGHT includes three LWIAs encompassing eleven parishes: The Franklin Consortium including Caldwell, East Carroll, Franklin, Jackson, Madison, and Tensas parishes, the Union Consortium including Union, West Carroll and Morehouse parishes, and the Ouachita Parish LWIA.

The annual average employment for RLMA 8 during 2001 was 115,198 a decrease of 0.5 percent from 2000. Employment increased in Madison, Morehouse, and Ouachita parishes. Employment decreased in all remaining parishes in RLMA 8 from 2000 to 2001. Health care and social assistance was the leading industry in RLMA 8 with 16.1 percent of total employment. Ouachita comprised 62.2 percent of total employment in RLMA 8. Total wages increased by 3.0 percent, resulting in an annual average weekly wage of \$473.92. Jackson parish

had the highest annual average weekly wage of \$518.83. There were 7,797 reporting businesses in RLMA 8. There were 20 rapid response layoffs/plant closures in this region affecting 1540 workers.



As a single mother of a two year old daughter, one resident in this rural part of Louisiana realized that a career in the health industry was one path toward self sufficiency. She came to the conclusion that it was her goal in life to be a Registered Nurse but that it would be a long, hard journey. She initially enrolled in LPN training but soon realized it was going to be harder than anticipated. School was eight hours a day, five days a week and her daughter wanted 24 hour a day attention which made working impossible. All they were living on were monthly child support payments. As her dream was getting dimmer, she heard about WIA from a classmate. The program helped pay for tuition, books, gas mileage and some childcare. She was able to complete training, pass the state boards and has been employed as a LPN for the past six months. She is preparing to now enroll at Louisiana Tech University to work toward an Associates Degree in Nursing and finally reach her goal of becoming a registered nurse, again with assistance from WIA.



CLOSING THE GAP

Based on current labor market information and employment projections, it is clear that in order to grow our economy the state needs to develop a highly skilled workforce. Data continues to show an urgent need for innovative, coordinated workforce education and training opportunities for Louisiana's hardest to serve citizens. There is a skills gap between the knowledge and skills our workers possess and the skills our employers require to meet current market needs and grow their businesses. There is a mismatch or 'workforce gap' between ways our young people prepare or don't prepare for employment and the jobs that will be available as 21.7 percent lack a high school diploma as compared to 1.6 percent nationally. In addition, employers are saying that worker foundation skills and work ethics are a large part of their need that is lacking.

An Interagency Collaborative, with representatives from Board of Regents, State Departments of Education, Labor, Social Services, Corrections, Civil Service, Louisiana Community and Technical College System, and the WFC met over a period of two years and published a white paper in May 2002, on statewide assessment needs. The Collaborative concurred on the need to develop, implement and recognize a certificate that would serve as a credential that validates basic skill level attainment and workplace readiness. After extensive research, it was determined that the WorkKeys System met the requisites necessary to be used as the basis for awarding the LOUISIANA WORK-READY! CERTIFICATE. This certificate is a portable credential that signifies to an employer that the individual has achieved acceptable levels in the foundation skills necessary for success in the workplace. WorkKeys assessments, in terms of basic skills, provide a common language and common metric for employers, employees, and educators. Business, industry, and government can use the WorkKeys skill assessments and job profiles to assess basic skill level competence of potential employees and incumbent workers and measure progress in the core areas of Applied Math, Reading for Information, and Locating Information. There are three levels of certificates. A Gold Certificate is awarded to individuals who score at or above 5 in each of the three core areas. A Silver Certificate demonstrates proficiency at a level 4 in each of the three core areas and a Bronze Certificate shows proficiency at a level 3 in each of the three core areas.

WorkKeys assessments are now available at all of the One-Stop Centers in Louisiana. In addition, LDOL's on-line Virtual One-Stop system allows individuals who have taken the assessment to search for jobs, training providers and labor market information based on their test scores. The Interagency Collaborative is completing research and will make recommendations to the Workforce Commission later this year on a fourth core assessment that will measure work habits (employability skills).

Louisiana is using the incentive grant to further the Louisiana Work Ready! Initiative. The incentive grant will provide implementation funds to develop the Work Ready! Initiative which emphasizes workplace literacy, connection to employment, and credentialing (including Industry-Based Certifications). The system will focus on Industry-Based Certification. Building on efforts to encourage learners to earn portable credentials that are nationally

recognized, a group of industries (trade associations) will be engaged to partner in developing courses of study, recruitment strategies, and general awareness of the occupational areas and certification available. Joint in service activities will include: certification of instructors, curriculum development or revision and instructor training, awareness materials and activities for recruitment of students.

The centerpiece of grant activities is the development and interagency agency orientation to the Workplace Skills Guide. The Guide will include a glossary of jointly-agreed to definitions of words, processes and practices that will be incorporated into all other staff development activities and other activities related to workforce education and training. Two major sections of the guide will be work related literacy and career counseling/client portfolio development.

The Rapid Response program continues to be the first responder to assist individuals affected by layoffs or plant closures. During PY02, the Louisiana Rapid Response Program provided services in response to 142 layoffs affecting a total of 9562 workers. On-site Rapid Response services were offered to all employers who submitted WARN notices in addition to employers not subject to the WARN Act in cases in which the Rapid Response Unit became aware of non-subject layoffs. Services included on-site job search workshops provided by the Rapid Response subcontractor, Louisiana Human Resources Development Institute, in addition to implementation of fully equipped and manned on-site Workforce Transition Center (WTC) for any employer interested in providing this service.

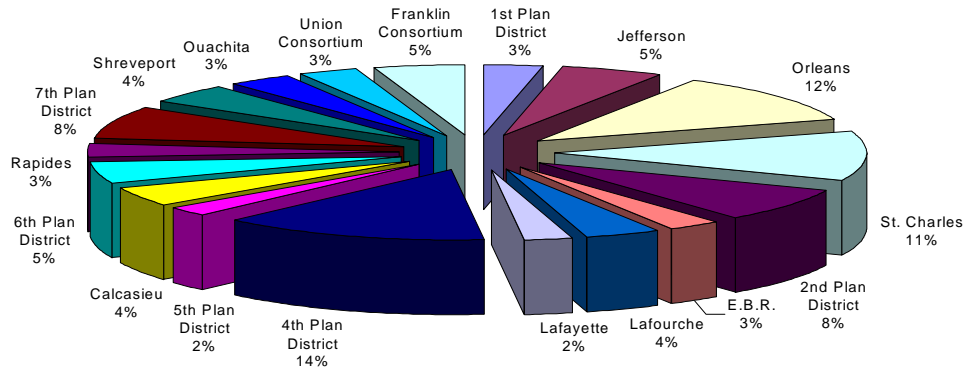
Nine full-time Regional Rapid Response Coordinators were assigned to the regional area throughout the state to improve and provide additional services through the Rapid Response Program. Further development of the program will include a greater focus on layoff aversion including better assessment of worker skills through the use of WorkKeys, identification of job vacancies and improved methods for matching workers affected by mass layoffs to new job openings in the local areas.

The state continues to expand the Incumbent Worker Training Program (IWTP) initiatives to better assist employers to upgrade the skill levels of current employees. This is resulting in individuals moving up the career ladder and, by linking with the One-Stops, ushering individuals into the workforce or preventing layoffs/plant closures. The new Small Business Employee Training Program will provide opportunities for eligible small business (50 or less employees) owners to request training for individuals in standardized curriculums. The total cost per participant is limited to \$3000 and training must be completed during the state fiscal year in which it was begun. This program addresses the concerns of small business owners who had less than 15 employees to train and found it too difficult to form consortiums to make customized training cost effective.

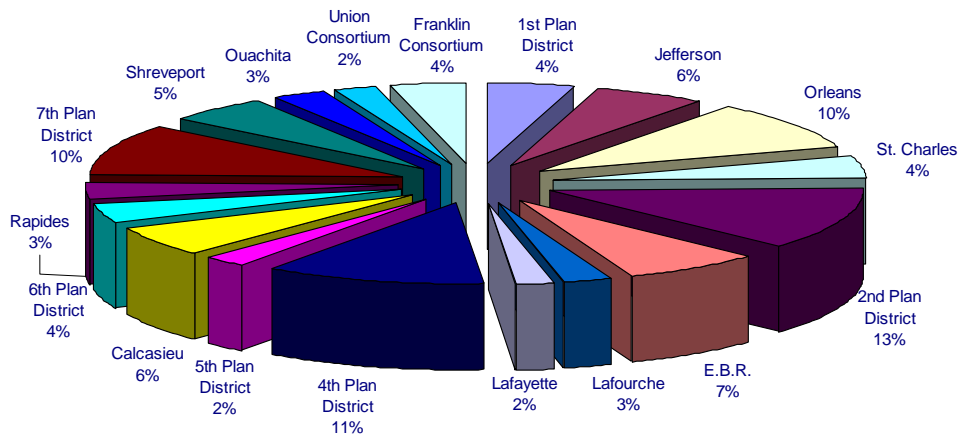


COST EFFECTIVENESS AND STATE EVALUATION

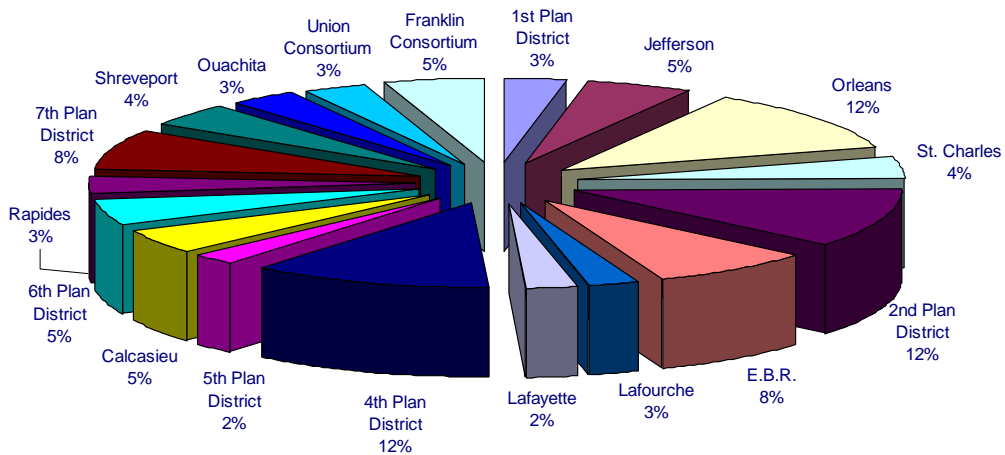
PY02 Adult Allocations



PY 02 Dislocated Worker Allocations



PY02 Youth Allocations



The WIA Title I system in Louisiana served 10,410 adults during program year 2002 at an average cost of \$1961. A total of 4,142 dislocated workers were served at an average cost of \$3596. Overall, the youth program served 8418 participants at an average cost of \$2,423. The state is conducting program evaluations of the first complete cohort of WIA enrolled and served participants. Based on our evaluation to date, costs of activities in Table N and the resulting retention rates and earnings change performance measures, the Title I program is successfully meeting the needs of our participants to begin moving toward self-sufficiency. However, we realize we still have a long way to go to have a fully implemented One-Stop system effectively coordinating workforce development partner resources to meet the serious workforce gap issues in Louisiana.

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. In addition, they are working with the state’s Skills Gap Task Force Report to assess strategies needed to meet the report recommendations.

In an effort to promote continuous improvement of the state’s One-Stop operations, LDOL contracted with Houston Works to evaluate the operations of each LWIA and design training and job shadowing opportunities to promote program improvement and a shared vision across the state. Based on that technical review and input from frontline staff, they delivered individualized training to each local Workforce Investment Board and guidance to State staff on providing technical assistance to each local area. In addition, they developed a training package that is a compilation of the strategies identified through the training and technical assistance activities conducted with Program Advisors and Boards.

Cost Effectiveness Analysis

A complete and comprehensive cost-effective analysis is accomplished by using a quantitative method for comparing the costs of alternative means of achieving the same objective or benefit; or by comparing the relative value of various employment, education, and training service strategies within a state. Louisiana is choosing to use a variation of the latter method for determining cost effectiveness.

- **For the WIA Adult Program cost effectiveness can be measured as follows:**

a.
$$\frac{\text{Total Cost of the Program for PY 2002}}{\text{Total Number of Clients Served}} = \text{Cost per Client}$$

$$\frac{\$20,419,059}{10,410} = \$1,961$$



b. $\frac{\text{Total Pro-Rated Cost of the Program for PY 2002}}{\text{\# Employed After Exit}} = \text{Cost per Successful Client}$

$$\frac{\$7,412,118}{1875} = \$3,953$$

c. $\frac{\text{Avg. Annualized Earnings Change for those Employed After Exit}}{\text{Total Pro-Rated Cost of the Program for PY 2002}} = \text{Rate of Return}$

$$\frac{(\$3581 \times 2) \times 1875}{\$7,412,118} = 1.81\%$$

This formula demonstrates that there is a comparable rate of return of 1.81 to 1 in terms of potential earnings change for clients who successfully exit the program with employment compared to the pro-rated expenditures for those participants.

- For the WIA Dislocated Worker Program cost effectiveness can be measured as follows:**

a. $\frac{\text{Total Cost of the Program for PY 2002}}{\text{Total Number of Clients Served}} = \text{Cost Per Client}$

$$\frac{\$14,894,891}{4142} = \$3,596$$

b. $\frac{\text{Total Pro-Rated Cost of the Program for PY 2002}}{\text{\# Employed After Exit}} = \text{Cost per Successful Client}$

$$\frac{\$5,523,552}{955} = \$5,784$$

c. $\frac{\text{Avg. Annualized Earning Change for those Employed after Exit}}{\text{Total Pro-Rated Cost of the Program for PY 2001}} = \text{Rate of Return}$

$$\frac{\$8,607,721 \times 2}{\$5,523,552} = 3.12$$

This formula demonstrates that there is a comparable ratio of 3.12 to 1 of earnings potential versus pro-rated dollars spent on clients who successfully exit the program with employment.



- **For the WIA Youth Program cost effectiveness can be measured as follows:**

- a. $\frac{\text{Total Cost of the Program for PY 2002}}{\text{Total Number of Clients Served}} = \text{Cost per client}$

$$\frac{\$20,398,551}{8418} = \$2,423$$

- b. $\frac{\text{Total Cost of the Program for PY 2002}}{\text{Total Number of Positive Youth Outcomes}} = \text{Cost Per Successful Outcome}$

$$\frac{\$20,398,551}{4676} = \$4,362$$

- c. Cost figures are not currently broken out by Younger Youth or Older Youth Categories. As a result, cost effectiveness is based on total cost per successful youth outcome.

- **For the Statewide Rapid Response Program cost effectiveness can be measured as follows:**

- a. $\frac{\text{Total Cost of the Program for PY 2002}}{\text{Total Number of Clients Served}} = \text{Cost per client}$

$$\frac{\$969,068}{10,796} = \$89.76$$

- b. Every client served participated in on-site layoff transition orientation sessions designed to educate them on how to best maximize the employment and training services available through the Louisiana Department of Labor such as: Unemployment Insurance, Job Center Placement Assistance, WIA Job Training Programs and job search workshops



CHALLENGES TO IMPLEMENTATION

The greatest challenge continues to be cost allocation 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. Nationally clear guidance to each mandated partner is needed allowing program funds to be used to support the system. Without this direction, the One-Stop system will always remain a USDOL initiative. Hopefully, reauthorization of WIA will assist in this challenge.

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 often 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 and information, youth and their parents, if they are in need of services, 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. Louisiana's greatest problem with youth is a growing skills gap and high dropout rate. The low WIA income eligibility threshold coupled with the small exception window impedes the LWIAs' ability to serve those youth who really need assistance to obtain the marketable basic and workplace skills needed to successfully enter the labor market and move up the career ladder. Further, it also impedes LWIA coordination of funding with other youth programs and full implementation of the State Workforce Commission's youth system vision and guiding principals.

Implementation of the Eligible Training Provider system continues to be a challenge. Louisiana has a state law requiring all public education providers to participate in a SCORECARD system; however, even with state legislation and the full support of the State Workforce Commission, development of this process has been difficult. The Louisiana Workforce Commission continues to work with Higher Education, LWIAs, LDOL and other providers to develop strategies and new training programs in order to expand the number of training programs available to participants, particularly in the rural areas.

In spite of these challenges, Louisiana continues to make strides in developing an integrated workforce development system. More partners are sharing facilities and functions and developing service strategies across programs. As the One-Stop partners implement the common performance measures, the various systems will be compelled to build integrated processes and better coordinate services. We are able to share data across programs and provide virtual One-Stop services 24/7. Individuals have better access to services, are encouraged to seek services in the manner that best meets their needs and to receive services at the point in time necessary to meet their current needs.



Through our Business Service Representatives (BSRs) sales force, businesses have a single point of contact with the system and are connected to services as they are needed. Businesses 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. Our Virtual One-Stop system is building the capability for staff to identify the skill gaps between the skill levels of jobseekers and the required skill levels needed by employers. This will assist workforce development system personnel to begin addressing the mismatches. We have built a common assessment language in the One-Stop system that addresses business concerns and presents basic skill levels in a language businesses understand. By using WorkKeys and industry or regional skill standards and certifications, we can begin to “warranty” the human capital our system produces.

The ultimate success of the implementation of this system will be that by working together, we will have developed the skilled workforce businesses need to stay competitive and create better jobs for the Louisiana workforce.

Workforce Investment Act Performance Measures

Louisiana's Workforce Investment Area Program continues to strive toward continuous improvement in serving the citizens of Louisiana. The chart below illustrates the progress Louisiana has accomplished in meeting this goal.

	Program Year 2000	Program Year 2001	Program Year 2002
Adult			
Entered Employment Rate	59.4%	71.6%	78.3%
Job Retention Rate	77.6%	79.2%	87.1%
Earnings Gain	\$3496	\$4136	\$3581
Employment Credential Rate	48.1%	61.5%	68.5%
Dislocated Workers			
Entered Employment Rate	70.5%	81.4%	85.3%
Job Retention Rate	83.2%	83.4%	89.2%
Earnings Replacement Rate	149.1%	177.1%	115.1%
Employment Credential Rate	53.9%	63.9%	69.7%
Older Youth			
Entered Employment Rate	60.7%	73.4%	75.0%
Job Retention Rate	77.3%	82.0%	85.8%
Earnings Gain	\$3872	\$5487	\$4099
Credential Rate	37.2%	49.5%	49.5%
Younger Youth			
Skill Attainment Rate	84.6%	81.5%	82.7%
Diploma/Equivalent Attainment Rate	37.2%	39.2%	39.7%
Retention Rate	51.8%	56.8%	65.2%
Overall Customer Satisfaction			
Participant Satisfaction	85.0%	79.1%	79.9%
Employer Satisfaction	73.1%	72.5%	74.2%

Workforce Investment Act

For Program Year 2002, Louisiana negotiated the following sets of performance measures for each of the three primary funding streams. Additionally, two customer satisfaction measures were negotiated to track both employer and participant satisfaction with the services they received through WIA.

	Negotiated Goal	Actual Performance	% of Goal Attained
Adult			
Entered Employment Rate	66%	78.3%	118.6%
Job Retention Rate	84%	87.1%	103.7%
Earnings Gain	\$3670	\$3581	97.6%
Employment Credential Rate	45%	68.5%	152.2.0%
Dislocated Workers			
Entered Employment Rate	79%	85.3%	108.0%
Job Retention Rate	93%	89.2%	95.9%
Earnings Replacement Rate	100%	115.1%	115.1%
Employment Credential Rate	45%	69.7%	154.9%
Older Youth			
Entered Employment Rate	69%	75.0%	108.7%
Job Retention Rate	82%	85.8%	104.6%
Earnings Gain	\$3406	\$4,099	120.3%
Credential Rate	44%	49.5%	112.5%
Younger Youth			
Skill Attainment Rate	77%	82.7%	107.4%
Diploma/Equivalent Attainment Rate	40%	39.7%	99.3%
Retention Rate	51%	65.2%	127.8%
Overall Customer Satisfaction			
Participant Satisfaction	75%	79.9%	106.5%
Employer Satisfaction	75%	74.2%	98.9%



State Analysis of Local Performance for PY 2002

The State performance for Program Year 2002 demonstrated that Louisiana met or exceeded seventeen (17) federal negotiated performance measures. A further analysis revealed that Louisiana exceeded thirteen of the measures and met four of the measures. An individual summary of each programs follows:

Customer Satisfaction

When the State met the minimum required response rate for the participant customer satisfaction, the state exceeded the minimum response rate for the employer customer satisfaction. Also, the state exceeded the negotiated performance measures for the participant customer satisfaction index and met the negotiated performance standard index for the employer customer satisfaction. The State is working with the contractor for customer satisfaction, the LWIAs and the Labor Exchange program to implement strategies to correct this problem.

Adult Program

The State met or exceeded all four negotiated performance measures for the Adult Program. The Adult Entered Employment Rate, Retention Rate and Employment and Credential Rate exceeded the negotiated levels. All measures were met or exceeded for Adults who received training services. In addition, nine of the sixteen Adult Special Population levels were met or exceeded.

Dislocated Worker Program

The State met or exceeded all four negotiated performance measures for the Dislocated Worker Program. The Dislocated Worker Entered Employment Rate, Earnings Replacement Rate and Employment Credential Rate exceeded the negotiated levels. All measures were met or exceeded for Dislocated Workers who received training services and those who only received core and intensive services. Also, fifteen of the sixteen Dislocated Worker Special Population levels were met or exceeded.

Older Youth Program

The State exceeded all four negotiated performance measures for the Older Youth Program: The Entered Employment Rate, Job Retention Rate, Average Earnings Change and Credential Rate. In addition, fifteen of the sixteen Older Youth Special Population levels were met or exceeded.

Younger Youth Program

The State met or exceeded all three negotiated performance measures for the Younger Youth Program. The Skill Attainment Rate and the Retention Rate exceeded the negotiated levels. Also, eight of the nine Younger Youth Special Population levels were met or exceeded.

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	75	79.9	2,525	5,015	5,015	50.3
Employers	75	74.2	3,170	4,472	4,472	70.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	78.4	1,341
			1,711
Employment Retention Rate	84	87.1	1,767
			2,028
Earnings Change in Six Month	3,670	3,585	6,715,201
			1,873
Employment and Credential Rate	45	68.6	1,387
			2,022

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	74.4	119	88.7	110	33.3	6	84.4	38
		160		124		18		45
Employment Retention Rate	68.4	145	77.5	117	40	8	71.7	43
		212		151		20		60
Earnings Change in Six Months	2,882	611,074	2,900	437,973	2,178	43,560	2,230	133,818
		212		151		20		60
Employment and Credential Rate	76.4	97	81.5	110	31.3	5	75.8	25
		127		135		16		33

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	79.2	1,080	75.2	261
		1,364		347
Employment Retention Rate	87.1	1,460	87.5	307
		1,677		351
Earnings Change in Six Months	3,820	5,916,810	2,464	798,391
		1,549		324

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79	85.3	955
			1,119
Employment Retention Rate	93	89.5	855
			955
Earnings Replacement in Six Months	100	115.1	8,607,721
			7,478,046
Employment and Credential Rate	45	69.7	661
			948

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84	110	66.7	6	82.5	33	45	9
		131		9		40		20
Employment Retention Rate	87.3	96	83.3	5	90.9	30	77.8	7
		110		6		33		9
Earnings Replacement Rate	98.5	1,158,386	349.3	49,477	85.8	318,693	1,370.1	71,203
		1,176,154		14,165		371,221		5,197
Employment And Credential Rate	70.2	73	62.5	5	57.6	19	66.7	6
		104		8		33		9

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	84.9	805	87.7
948			171	
Employment Retention Rate	88.9	716	92.7	139
		805		150
Earnings Replacement Rate	118.4	7,409,592	98.1	1,198,129
		6,257,201		1,220,845

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	69
Employment Retention Rate	82	86.8	212
			178
Earnings Change in Six Months	3,406	4,099	741,896
			181
Credential Rate	44	49.8	137
			275

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	72.2	13 18	100	1 1	100	1 1	75.2
Employment Retention Rate	92.3	12 13	100	1 1	100	2 2	83.1	133 160
Earnings Change in Six Months	6,190	74,276 12	15,392	15,392 1	9,436	18,872 2	3,745	524,329 140
Credential Rate	52.6	10 19	100	1 1	0	0 2	46.6	103 221

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	77	82.7	3,690 4,463
Diploma or Equivalent Attainment Rate	40	37.3	339 908	
Retention Rate	51	65.1	345 530	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	74.3	248	86	37	82.6
334			43		3,960	
Diploma or Equivalent Attainment Rate	20.5	16	33.3	2	35.6	323
		78		6		908
Retention Rate	45.1	23	62.5	5	62.4	300
		51		8		481

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	78.8	949	4,348	4,913,319	3.5	47	3,924	4,838,007	63.7
1,204			1,130		1,341		1,233		1,080	
Dislocated Workers	85	707	119.6	7,744,318	3.2	31	4,874	4,367,183	60.6	488
		832		6,472,898		955		896		805
Older Youth	75.7	156	4,415	803,598	1.3	2	2,669	368,284		
		206		182		160		138		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	10,410	3,775
Dislocated Workers	4,142	1,536
Older Youth	2,086	672
Younger Youth	6,332	1,490

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$20,419,059.00
Local Dislocated Workers		\$14,894,891.00
Local Youth		\$20,398,551.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$969,068.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$7,173,080.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$63,854,649.00

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: First Planning District Consortium WDC	Total Participants Served	Adults	402
		Dislocated Workers	239
		Older Youth	56
		Younger Youth	378
	Total Exiters	Adults	245
		Dislocated Workers	128
		Older Youth	17
		Younger Youth	64

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	82.6
	Employers	75	72.6
Entered Employment Rate	Adults	66	90.7
	Dislocated Workers	83	95
	Older Youth	74	71.4
Retention Rate	Adults	81	93.1
	Dislocated Workers	96	89.5
	Older Youth	80	100
	Younger Youth	51	59.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,905	3,378
	Dislocated Workers	91	137.7
	Older Youth (\$)	2,759	9,109
Credential / Diploma Rate	Adults	57	86.3
	Dislocated Workers	66	93.5
	Older Youth	52	71.4
	Younger Youth	37	47.3
Skill Attainment Rate	Younger Youth	84	90.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	13

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Jefferson Parish Workforce Investment Board	Total Participants Served	Adults	634
		Dislocated Workers	276
		Older Youth	86
		Younger Youth	281
	Total Exiters	Adults	397
		Dislocated Workers	154
		Older Youth	51
		Younger Youth	152

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	79.7
	Employers	75	71.1
Entered Employment Rate	Adults	75	94.9
	Dislocated Workers	81	80.6
	Older Youth	72	75
Retention Rate	Adults	92	91.5
	Dislocated Workers	94	88
	Older Youth	91	75
	Younger Youth	51	88.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	5,017	3,876
	Dislocated Workers	119	93.2
	Older Youth (\$)	2,067	2,585
Credential / Diploma Rate	Adults	64	85.7
	Dislocated Workers	64	77.4
	Older Youth	51	71.4
	Younger Youth	58	58.8
Skill Attainment Rate	Younger Youth	97	90.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	6	9

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Orleans Workforce Investment Board, Inc.	Total Participants Served	Adults	2,107
		Dislocated Workers	569
		Older Youth	288
		Younger Youth	809
	Total Exiters	Adults	346
		Dislocated Workers	169
		Older Youth	135
		Younger Youth	208

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	70.5
	Employers	75	70.7
Entered Employment Rate	Adults	68	66.7
	Dislocated Workers	79	72
	Older Youth	68	0
Retention Rate	Adults	85	72.2
	Dislocated Workers	94	64.2
	Older Youth	79	0
	Younger Youth	51	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,235	4,127
	Dislocated Workers	101	111.2
	Older Youth (\$)	2,554	0
Credential / Diploma Rate	Adults	65	42.9
	Dislocated Workers	63	53.9
	Older Youth	47	0
	Younger Youth	44	2.7
Skill Attainment Rate	Younger Youth	82	77.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	8	7	2

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: St.Charles Consortium - LWIA #14	Total Participants Served	Adults	284
		Dislocated Workers	172
		Older Youth	54
		Younger Youth	284
	Total Exiters	Adults	60
		Dislocated Workers	47
		Older Youth	9
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	83.7	
	Employers	75	71.8	
Entered Employment Rate	Adults	77	100	
	Dislocated Workers	80	50	
	Older Youth	85	0	
Retention Rate	Adults	94	100	
	Dislocated Workers	96	100	
	Older Youth	80	0	
	Younger Youth	51	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	5,218	4,162	
	Dislocated Workers	107	277.5	
	Older Youth (\$)	3,486	0	
Credential / Diploma Rate	Adults	65	100	
	Dislocated Workers	65	50	
	Older Youth	59	0	
	Younger Youth	42	42.9	
Skill Attainment Rate	Younger Youth	76	83.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	1	9

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Second Planning District Consortium	Total Participants Served	Adults	899
		Dislocated Workers	317
		Older Youth	102
		Younger Youth	451
	Total Exiters	Adults	423
		Dislocated Workers	143
		Older Youth	45
		Younger Youth	88

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	82.7
	Employers	75	72
Entered Employment Rate	Adults	75	92.5
	Dislocated Workers	83	89.2
	Older Youth	81	69.2
Retention Rate	Adults	88	92.6
	Dislocated Workers	97	94.6
	Older Youth	78	81.8
	Younger Youth	51	71.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,608	4,554
	Dislocated Workers	107	117.3
	Older Youth (\$)	3,278	3,994
Credential / Diploma Rate	Adults	59	85.4
	Dislocated Workers	65	88.5
	Older Youth	57	58.8
	Younger Youth	43	60
Skill Attainment Rate	Younger Youth	61	86.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	14

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: East Baton Rouge Parish Workforce Investment Board	Total Participants Served	Adults	424
		Dislocated Workers	369
		Older Youth	80
		Younger Youth	394
	Total Exiters	Adults	117
		Dislocated Workers	92
		Older Youth	17
		Younger Youth	81

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	75.2	
	Employers	75	70.2	
Entered Employment Rate	Adults	86	83.7	
	Dislocated Workers	84	88.1	
	Older Youth	66	50	
Retention Rate	Adults	87	76.8	
	Dislocated Workers	97	93.2	
	Older Youth	92	100	
	Younger Youth	51	65.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,453	1,742	
	Dislocated Workers	131	123.6	
	Older Youth (\$)	4,734	3,943	
Credential / Diploma Rate	Adults	73	79	
	Dislocated Workers	67	81.5	
	Older Youth	46	20	
	Younger Youth	40	26.2	
Skill Attainment Rate	Younger Youth	81	78.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	7	6

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Lafourche Parish Consortium - LWIA #31	Total Participants Served	Adults	814
		Dislocated Workers	174
		Older Youth	110
		Younger Youth	208
	Total Exiters	Adults	242
		Dislocated Workers	47
		Older Youth	38
		Younger Youth	40

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	76.4	
	Employers	75	75.1	
Entered Employment Rate	Adults	83	80.3	
	Dislocated Workers	87	90.4	
	Older Youth	79	90	
Retention Rate	Adults	96	86.5	
	Dislocated Workers	87	95.7	
	Older Youth	77	92.3	
	Younger Youth	51	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,311	2,396	
	Dislocated Workers	89	108.5	
	Older Youth (\$)	2,855	6,096	
Credential / Diploma Rate	Adults	65	64.4	
	Dislocated Workers	70	66	
	Older Youth	55	62.5	
	Younger Youth	43	50	
Skill Attainment Rate	Younger Youth	95	86.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Fourth Planning District Consortium - Workforce Investment Board LWIA #40	Total Participants Served	Adults	1,481
		Dislocated Workers	802
		Older Youth	523
		Younger Youth	1,020
	Total Exiters	Adults	583
		Dislocated Workers	300
		Older Youth	105
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	83.1
	Employers	75	76.4
Entered Employment Rate	Adults	75	66.3
	Dislocated Workers	76	87.9
	Older Youth	65	62
Retention Rate	Adults	87	86.7
	Dislocated Workers	94	92.9
	Older Youth	86	80.6
	Younger Youth	51	57.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,473	3,328
	Dislocated Workers	92	103.5
	Older Youth (\$)	3,150	4,724
Credential / Diploma Rate	Adults	62	56.8
	Dislocated Workers	61	67.7
	Older Youth	45	39.1
	Younger Youth	50	62.5
Skill Attainment Rate	Younger Youth	46	74.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	8	9

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Lafayette Consolidated Government Job Training Program	Total Participants Served	Adults	267
		Dislocated Workers	90
		Older Youth	37
		Younger Youth	249
	Total Exiters	Adults	143
		Dislocated Workers	65
		Older Youth	21
		Younger Youth	75

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	82.7	
	Employers	75	77.6	
Entered Employment Rate	Adults	81	86	
	Dislocated Workers	88	91.9	
	Older Youth	74	100	
Retention Rate	Adults	85	89.7	
	Dislocated Workers	97	88.2	
	Older Youth	77	100	
	Younger Youth	51	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,431	3,701	
	Dislocated Workers	114	111.1	
	Older Youth (\$)	4,254	12,515	
Credential / Diploma Rate	Adults	64	83.7	
	Dislocated Workers	45	88.2	
	Older Youth	52	66.7	
	Younger Youth	59	50	
Skill Attainment Rate	Younger Youth	63	73.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Fifth Planning District Consortium - LWIA #50	Total Participants Served	Adults	179
		Dislocated Workers	102
		Older Youth	26
		Younger Youth	201
	Total Exiters	Adults	55
		Dislocated Workers	30
		Older Youth	2
		Younger Youth	5

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	89.5	
	Employers	75	80.4	
Entered Employment Rate	Adults	63	78.6	
	Dislocated Workers	79	92.5	
	Older Youth	74	60	
Retention Rate	Adults	85	87.2	
	Dislocated Workers	91	89.2	
	Older Youth	77	100	
	Younger Youth	51	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,918	7,361	
	Dislocated Workers	117	129.9	
	Older Youth (\$)	3,376	8,262	
Credential / Diploma Rate	Adults	55	59.6	
	Dislocated Workers	64	68	
	Older Youth	52	60	
	Younger Youth	33	100	
Skill Attainment Rate	Younger Youth	66	60.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Calcasieu Parish Consortium LWIA #51	Total Participants Served	Adults	321
		Dislocated Workers	99
		Older Youth	81
		Younger Youth	361
	Total Exiters	Adults	87
		Dislocated Workers	37
		Older Youth	10
		Younger Youth	37

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	87.2	
	Employers	75	75	
Entered Employment Rate	Adults	65	83.1	
	Dislocated Workers	81	90	
	Older Youth	62	100	
Retention Rate	Adults	85	84	
	Dislocated Workers	97	90.3	
	Older Youth	83	60	
	Younger Youth	51	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,948	2,943	
	Dislocated Workers	110	96.9	
	Older Youth (\$)	4,312	-639	
Credential / Diploma Rate	Adults	62	71.8	
	Dislocated Workers	65	76.9	
	Older Youth	43	60	
	Younger Youth	36	72.7	
Skill Attainment Rate	Younger Youth	62	91.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	10

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Sixth Planning District Consortium - LWIA #60	Total Participants Served	Adults	406
		Dislocated Workers	98
		Older Youth	89
		Younger Youth	299
	Total Exiters	Adults	155
		Dislocated Workers	42
		Older Youth	25
		Younger Youth	83

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	78.3
	Employers	75	80.2
Entered Employment Rate	Adults	62	82.8
	Dislocated Workers	72	78.8
	Older Youth	72	72.7
Retention Rate	Adults	81	83.3
	Dislocated Workers	96	88.5
	Older Youth	84	90
	Younger Youth	51	78.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,032	3,209
	Dislocated Workers	133	112
	Older Youth (\$)	2,859	1,577
Credential / Diploma Rate	Adults	51	65.5
	Dislocated Workers	56	57.6
	Older Youth	51	64.3
	Younger Youth	44	69.1
Skill Attainment Rate	Younger Youth	66	90.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Rapides Parish - Workforce Investment Board #61	Total Participants Served	Adults	258
		Dislocated Workers	55
		Older Youth	84
		Younger Youth	189
	Total Exiters	Adults	92
		Dislocated Workers	16
		Older Youth	14
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	73.3	
	Employers	75	75.7	
Entered Employment Rate	Adults	66	94.6	
	Dislocated Workers	80	97.3	
	Older Youth	88	100	
Retention Rate	Adults	86	88.4	
	Dislocated Workers	92	88.9	
	Older Youth	95	66.7	
	Younger Youth	51	69.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	5,431	3,853	
	Dislocated Workers	125	107.4	
	Older Youth (\$)	4,200	2,937	
Credential / Diploma Rate	Adults	54	80	
	Dislocated Workers	64	87	
	Older Youth	62	30	
	Younger Youth	45	40.9	
Skill Attainment Rate	Younger Youth	48	91.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	4	9

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Seventh Planning District Consortium WIB	Total Participants Served	Adults	628
		Dislocated Workers	379
		Older Youth	136
		Younger Youth	160
	Total Exiters	Adults	259
		Dislocated Workers	104
		Older Youth	36
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	81.9	
	Employers	75	75.1	
Entered Employment Rate	Adults	65	78.8	
	Dislocated Workers	87	78.4	
	Older Youth	74	93.3	
Retention Rate	Adults	80	93.6	
	Dislocated Workers	98	91.4	
	Older Youth	95	84.2	
	Younger Youth	51	60.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,836	5,191	
	Dislocated Workers	109	146.5	
	Older Youth (\$)	4,227	3,365	
Credential / Diploma Rate	Adults	55	68	
	Dislocated Workers	66	58.9	
	Older Youth	52	60.9	
	Younger Youth	54	20	
Skill Attainment Rate	Younger Youth	99	91.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	5	10

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: City of Shreveport - LWIA #71	Total Participants Served	Adults	244
		Dislocated Workers	176
		Older Youth	89
		Younger Youth	148
	Total Exiters	Adults	108
		Dislocated Workers	71
		Older Youth	49
		Younger Youth	76

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.1
	Employers	75	76.5
Entered Employment Rate	Adults	70	83.5
	Dislocated Workers	72	91.2
	Older Youth	67	87.5
Retention Rate	Adults	89	86.4
	Dislocated Workers	97	92.7
	Older Youth	91	91.3
	Younger Youth	51	64.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,512	1,927
	Dislocated Workers	120	111.4
	Older Youth (\$)	3,875	1,240
Credential / Diploma Rate	Adults	52	74.8
	Dislocated Workers	55	72.5
	Older Youth	47	46.4
	Younger Youth	64	24.1
Skill Attainment Rate	Younger Youth	76	87.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	5	9

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Ouachita Parish Workforce Investment Board	Total Participants Served	Adults	365
		Dislocated Workers	22
		Older Youth	42
		Younger Youth	190
	Total Exiters	Adults	136
		Dislocated Workers	4
		Older Youth	11
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	77.5	
	Employers	75	75.6	
Entered Employment Rate	Adults	79	72.9	
	Dislocated Workers	73	68.4	
	Older Youth	85	91.7	
Retention Rate	Adults	84	89.7	
	Dislocated Workers	87	88.9	
	Older Youth	96	100	
	Younger Youth	51	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,721	4,399	
	Dislocated Workers	96	176.5	
	Older Youth (\$)	5,552	5,666	
Credential / Diploma Rate	Adults	65	63.6	
	Dislocated Workers	57	52.1	
	Older Youth	59	76.5	
	Younger Youth	62	100	
Skill Attainment Rate	Younger Youth	47	94.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Union Parish Consortium - LWIA #82	Total Participants Served	Adults	266
		Dislocated Workers	74
		Older Youth	52
		Younger Youth	239
	Total Exiters	Adults	127
		Dislocated Workers	31
		Older Youth	30
		Younger Youth	132

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	80.5	
	Employers	75	72.4	
Entered Employment Rate	Adults	67	67.3	
	Dislocated Workers	70	72	
	Older Youth	75	75	
Retention Rate	Adults	75	83.3	
	Dislocated Workers	84	88.9	
	Older Youth	84	80	
	Younger Youth	51	48.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,776	4,605	
	Dislocated Workers	130	112.6	
	Older Youth (\$)	4,084	2,629	
Credential / Diploma Rate	Adults	58	64.1	
	Dislocated Workers	55	56	
	Older Youth	53	15.4	
	Younger Youth	50	49.5	
Skill Attainment Rate	Younger Youth	77	75.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	8	7

WIA Annual Report Data

State Name: LA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Franklin Parish Consortium	Total Participants Served	Adults	431
		Dislocated Workers	129
		Older Youth	151
		Younger Youth	471
	Total Exiters	Adults	200
		Dislocated Workers	56
		Older Youth	57
		Younger Youth	193

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	80.4
	Employers	75	74.2
Entered Employment Rate	Adults	59	73.8
	Dislocated Workers	74	90.5
	Older Youth	87	70
Retention Rate	Adults	83	75
	Dislocated Workers	88	73.7
	Older Youth	64	100
	Younger Youth	51	47.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,454	3,108
	Dislocated Workers	90	112.2
	Older Youth (\$)	2,600	5,758
Credential / Diploma Rate	Adults	50	48.1
	Dislocated Workers	58	71.4
	Older Youth	61	53.8
	Younger Youth	37	30.8
Skill Attainment Rate	Younger Youth	97	82.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	10	7