

Calcasieu Parish Police Jury - Human Services Department
 One Stop Operator - American Job Center Report
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Client Demographics for Comprehensive Center

Category	October 2023	October 2022	November 2023	November 2022	December 2023	December 2022
New Clients	299	265	279	292	207	215
Returning Clients	458	830	477	728	462	546
Veterans	60	65	70	69	51	12
Youth	116	283	121	11	109	183

Client Services Provided at the Comprehensive Center

Category	October 2023	October 2022	November 2023	November 2022	December 2023	December 2022
Job Search	89	65	85	88	119	49
Unemployment Benefits	130	146	169	195	244	172
General Questions	88	16	65	32	123	40
Username/Password Resets	53	9	52	9	86	7
Phone/Copier/Fax	20	21	37	19	39	18
Interest Inventory-HIRE	2	0	0	0	1	1
Partner Services	148	546	151	378	285	274
CASAS and/or SAGE	14	3	17	29	15	37
Job Application Referrals	18	1	14	0	14	0
Employer Events	0	2	0	0	0	0
Register in HIRE	42	113	34	125	42	3
Resume Assistance	25	12	13	29	30	4
Sasol Testing	41	51	48	82	54	0
Work Keys	26	46	6	48	1	0
Computer Lab	106	7	75	1	139	59
Training	1	0	0	0	0	0
Services Provided by VET Staff to Veterans	13	364 (all staff)	13	323 (all staff)	18	210 (all staff)
Veteran Referrals by VET Staff	6	128 (all staff)	6	81 (all staff)	4	54 (all staff)
Membership	706	0	704	0	875	0
Referrals	34	0	43	0	55	0

Service Numbers

The final quarter of 2023 (October – December) proved to be exceptional, as indicated by the figures presented above. Our online portal, HiRE (Helping Individuals Reach Employment), has been a valuable resource for both our organization and clients alike. In a meeting with our partner, the Louisiana Workforce Commission, and the One Stop Operator Manager, it was established that we can now track the number of job seekers served through both in-person interactions and our online platform.

During the 4th Quarter of 2023, a total of 2,400 individuals in Region V received services, with this count ensuring that each individual is uniquely represented. Throughout this period, we delivered a total of 14,892 services, inclusive of both in-person engagements and online interactions.

Throughout the year 2023, Region V provided services to 7,405 distinct individuals, encompassing both in-person engagements and online interactions. The total number of services rendered amounted to 57,476.

We are actively working to include similar numerical data on our services to employers for our next board meeting.

Activities for the One Stop Operator Manager

- Participated and delivered a presentation for the Louisiana One Stop Operator State Summit conducted on October 3, 2023.
- Participated in the Bi-Weekly Business Services meetings, which included both state and parish staff in discussions.
- Participated in Tech Contact Meetings and engaged in activities while serving as the designated Tech Contact for the American Job Centers.
- Conducted monthly co-located partner staff meetings for the entire organization, along with some individual partner meetings.
- Attended Safety Officer Meetings and actively participated in associated activities, fulfilling the role of the designated Safety Officer for the American Job Centers.
- Participated in virtual trainings by the Louisiana Workforce Commission.
- Conducted a Money Management Workshop in Calcasieu Parish on a Wednesday with one attendee and another session in Beauregard Parish on a Saturday (at the request of two citizens) with a turnout of 46 participants. We are exploring the possibility of scheduling some of our trainings on Saturdays in Calcasieu Parish to assess the potential impact on attendance.
- Held an in-person and a virtual Partners Meeting. Our upcoming in-person Partners Meeting for February is scheduled to take place at the Literacy Council of Southwest Louisiana.
- Engaged in Steering Committee Meetings while serving as the Chair of the Employment Subcommittee for the United Way of SWLA's Calcasieu Prison Re-Entry Initiative. Additionally, participated in the Re-Entry Simulation, offering valuable insights into the challenges faced by individuals re-entering society after incarceration – an enlightening and impactful experience.
- Attended and actively contributed to meeting at the Chamber of SWLA, serving as a member of the Education and Workforce Committee.
- Collaborating with the Louisiana Workforce Commission to enhance our outreach initiatives across Region V.
- Strengthening Team Unity, previously known as the Morale Committee, for the American Job Centers and its co-located partners. Additionally, we are expanding the impact by incorporating staff from the entire Human Services Department, recognizing the American Job Center as a program within this department.

Upcoming Events

- One Stop Operator Manager is scheduled to deliver a presentation at the National Farmworker Jobs Program (NFJP) Conference in New Orleans on January 31, 2024. This presentation is focused on our Common Intake, Referral Process, and our commitment to amplifying the voices of each of our partners.
- Workforce Wednesday: Small Business Edition is scheduled for Wednesday, February 21, 2024. This event will be hosted at the American Job Center here in Lake Charles, LA. Our guest speaker is Susan Thibodeaux, Center Director at the Small Business Development Center (a partner program). Her topic is "Don't Do It Alone: Navigate Success through Effective Organization and Planning".

- We are currently in the planning stages for three additional Money Management Workshops to be held on Saturdays in DeRidder, LA. There is also a plan to incorporate a resource fair in conjunction with these events. This fair will feature partner programs and other organizations offering services aimed at supporting individuals on their path to economic stability.
- April marks National Second Chance Month. We are in the process of organizing two Second Chance Job Fairs. The first is scheduled in Jennings, LA on Wednesday, April 3, 2024. The second is scheduled for Thursday, April 18, 2024, in DeRidder, LA. Additionally, we are in collaboration with the Calcasieu Parish District Attorney's Office, Louisiana Workforce Commission, United Way of Southwest Louisiana, Louisiana Department of Public Safety and Corrections, and other organizations to host a combined event: Expungement and Second Chance Resource Fair on Wednesday, April 24, 2024.