

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

Category	April 2024	April 2023	May 2024	May 2023	June 2024	June 2023
New Clients	254	671	277	277	316	273
Returning Clients	590	1711	541	707	572	536
Veterans	70	147	45	44	60	61
Youth	118	574	151	240	150	149

Client Services Provided in Region V

Category	April 2024	April 2023	May 2024	May 2023	June 2024	June 2023
Job Search	89	64	103	73	99	94
Unemployment Benefits	95	101	108	78	113	111
General Questions	63	33	48	32	74	30
Username/Password Resets	29	0	37	44		58
Phone/Copier/Fax	43	27	49	34	47	32
Interest Inventory-HIRE	2	0	0	0	0	0
Partner Services	212	359	281	421	183	326
CASAS and/or SAGE	15	103	19	11	2	5
Job Application	9	0	3	0	8	8
Employer Events	18	18	0	16	49	36
Resume Assistance	16	20	21	20	11	21
Sasol Testing	23	40	10	26	9	12
Work Keys	5	2	2	15	1	21
Computer Lab	95	41	116	27	116	26
Training	0	0	0	0	0	5
Services Provided by VET Staff to Veterans	24	16	22	17	15	18
Veteran Referrals by VET Staff	5	10	4	9	2	7
Membership	752	241	998	226	990	Not Reported
Referrals	23	Not Reported	29	Not Reported	25	Not Reported

Service Numbers

During the second quarter of 2024, we successfully delivered a total of 11,615 services. This figure encompasses both in-person engagements and online interactions.

For the fiscal year running July 1, 2023, to June 30, 2024, as the One Stop Operator, we set a goal to provide a minimum of 12,000 services. We are proud to report that as partners we significantly exceeded this target, delivering a total of 62,972 services and serving 8,103 individuals in Region V both in-person and online services. Thank you for the opportunity to serve.

Second Quarter Activities of One Stop Operator

During the second quarter, the One Stop Operator engaged in the following activities:

- Presented to the Louisiana Balance of State Continuum of Care (LA BOSCO) Board
- Co-hosted a Second Chance Job Fairs in Jennings and DeRidder
- Participated in the hiring process for the Lake Charles American Job Center's Receptionist
- Met with the Executive Director of the Literacy Council of Southwest Louisiana to plan training for her team to enhance understanding of the referral process
- Hosted Hope Central Resume Writing Training for One Stop Operator staff, including both parish and state employees
- Collaborated with the Local Area Coordinator and the Louisiana Workforce Commission's Workforce Development Assistant Administrator to plan the transition of services to the Leesville and Oakdale SOWELA campuses
- Serve on the Department of Children and Family Services' SNAP E&T Advisory Council
- Assisted with American Job Center Job Fairs and Hiring Events
- Participated in the Calcasieu Parish Prison Re-Entry Coalition, also serving on its Steering Team
- Serve on the SWLA Economic Development Center's Education and Workforce Committee
- Trained and introduced new STEP Coaches to American Job Center Partners
- Hosted in-person partner meetings at the Literacy Council SWLA and SOWELA, including tours of the new Hospitality Building and the One Stop Building
- Served on the planning team for the A New Day Expungement Event
- Attended Wagner Peyser staff training
- Attended Louisiana Workforce Commission's Technical Assistance Department Training
- Served on the Monitoring Follow-Up Team

Upcoming Events

Tuesday, July 30, 2024 - Re-Entry Event: First Impressions Matter: Dress for the Job

- The LWC Mobile Workforce Unit will be present
- Three vendors—Goodwill, Tabitha's Closet, and Yava's Thrift Fashion—will be on site to provide clothing to assist attendees in dressing for success
- Two employers will speak about their expectations regarding applicant and employee attire
- The event will also include a segment on dealing with change

We are actively working to expand our partnership reach to ensure that we provide the best services and resources to the citizens of Region V.