

# WORKFORCE DEVELOPMENT BOARD (WDB)

Allen ~ Beauregard ~ Calcasieu ~ Cameron ~ Jeff Davis ~ Vernon Parishes

Workforce Innovation & Opportunity Act (WIOA)

Calcasieu Business & Career Solutions Center

Local Workforce Development Area 51

2424 3rd Street

Thursday, January 28, 2016

We Put People to Work!

Elcie Guillory Room

11:30 a.m. Lunch, Meeting 12:00 Noon

Lake Charles, LA 70601

## DRAFT MINUTES

### 1. Call to Order, Roll Call

Board Chair, Ms. Barbara Disnue, called the meeting to order at 12:00 noon. Ms. Poland called roll. A Quorum of 16 of the 31 members was present at roll call.

24 Board Members present: Ms. Barbara Disnue, Mr. Darrell Henagan, Mr. Richard Boenig, Mr. Brad Nelson, Ms. Ginger Consigny, Ms. Sarita Scheufens, Mr. Toby Leger, Mr. Kyle Clawson, Ms. Donna Bailey, Mr. Dick Myers, Mr. Boyd Sockrider, Ms. Ranelle Birmingham, Ms. Debra Jones, Dr. Neil Aspinwall, Ms. Tommeke Semien, Mr. Robert Fontenot, Mr. Carlos Perez, Mr. Matthew Hennings, Ms. Juana Felton, Ms. Crystal Scott, Mr. R.B. Smith, Ms. Karen Clapp, Mr. Keith Cooley, and Ms. Tami Culbreath,

7 Board Members absent: Ms. Nichole Moncrief, Ms. Michelle Nicholson, Mr. Joseph Duhon, Mr. Troy Auzenne, Ms. Romona Guillory (has retired and sent a letter of resignation), Ms. Cassie Henry, and Ms. Tracie Fontenot

Calcasieu Parish Police Jury Liaison present: Ms. Shelly Mayo

Calcasieu Parish Police Jury Liaison absent: Mr. Shalon Latour

Calcasieu Parish Police Jury Director of Human Services present: Mr. Tarek Polite

WDB Staff present: Ms. Stephanie Seemion, Ms. Juanita Poland, Ms. Betty Washington, and Ms. Jazelle Jones

Youth Service Providers present: Calcasieu Parish School Board was represented by Dr. Betty Washington, Ms. Donica Thomas and Ms. Cynthia Pitre; Calcasieu Workforce Center was represented by Ms. Mary Conway, Mr. Kendrick Celestine, and Ms. Brook LeBlanc and Ms. Elaine Brister represented Allen, Beauregard, and Vernon Parishes.

Business & Career Solutions Center Staff present: Ms. Myra DeLaCroix and Ms. Marty Stevens,

Training Providers present: Ms. Geralyn Janice at Central LA Technical Community College

#### (1) Announcement regarding quorum

A quorum of 16 of the 31 members was present at roll call.

#### (2) State Ethics Training for 2016 is now underway. Please access the Internet address at

<https://eap.ethic.la.gov/EthicsTraining/Training/Courselist.aspx>

Certificates must be forwarded to me so that I can forward them to the Calcasieu Parish Police Jury. This is an annual Requirement.

Ms. Disnue reminded Board members that the Ethics training is required annually. All completed training that is documented by a certificate is to be sent to Ms. Poland to forward to the Calcasieu Parish Police Jury.

#### (3) Announcement on Board Certification

A letter attached to the Agenda was from Mr. Bryan Moore, Director of Workforce Development at the Louisiana Workforce Commission which stated "The Certification package

of Local Workforce Development Area 51 (LWDA51) , the Fifth Planning District, was received by my office on November 20, 2015. We have reviewed the certification package carefully, and have determined that LWDB51 has met all of the standards required for certification. As such, please accept this letter as official notice that LWDB51 has been certified as a local Workforce Development Board, and has been approved to function as the official workforce board in Fifth Planning District in accordance with WIOA and any federal, or state, statutes, regulations, or policies governing same.”

Ms. Seemion commented that the Certification allows us to legally receive the funds to pay for the services provided through the Workforce Innovation & Opportunity Act

(4) **Consideration on Letter of Retirement from Ms. Romona Guillory and verbal request by Mr. Troy Auzenne to resign from the Board**

A copy of the letter of retirement/resignation was received by Ms. Romona Guillory. As a result of her resignation, notice will be given to her nominating agency to nominate a replacement for her on the WDB.

A verbal notice has also been received from Mr. Troy Auzenne. Notice will also be provided to his nominating agency to provide a nomination for a replacement.

WDB Staff will take necessary action to replace members.

**2. Consideration Regarding Add-on Agenda Items**

MIS Policy

Add request for approval of Instrumentation at Sowela

Ms. Seemion asked that one additional add on item is for the carryover youth funds.

**Mr. R.B. Smith moved to approve the 3 additional items. Ms. Juana Felton seconded. Carried.**

**3. Consideration on Approval of Minutes of the November 12, 2015 Organizational meeting, Part 2**

**Mr. R.B. Smith moved to approve the minutes of the November 12 Board meeting. Dr. Neil Aspinwall seconded. There was no discussion. Motion Carried.**

**4. Consideration on Approval of Eligible Training Provider List along with Requests for LWIA51**

●All programs that the State has approved have been approved by the WDB with the exception of Delta School of Business and Unitech Academy. The Curricula is so expensive, it is next to impossible to work out payments. The LWDA has a maximum payment and it does not come anywhere near their charges.

●Ms. Seemion said that the list from the State indicates all of the curricula that are approved to train WIOA-eligible individuals. There is an issue regarding the rejected curricula for Certified Nursing Assistants. Information was provided regarding the program by B&CSC Staff stating “we need the CNA program to be approved. Many of our youth have taken this training and they obtain employment at \$9.00 per hour or better. Also, the CNA program is the first step in the Nursing Career Path. The following statistics should prove our request:

August 25, 2014: 6 enrolled, completed and secured employment from \$9.00 to \$9.60 / hour

January 15, 2015: 6 enrolled, completed and secured employment from \$9.00 to \$10.07 /hour

August 25, 2015: 3 enrolled, just recently completed 11/17/2015, one has secured employment at \$9.50/hour

Board Member, Ms. Ginger Consigney stated that Lake Charles Memorial works with Sowela very successfully. Many CNAs have been hired through them. This occupation is in great demand.

●All curricula for schools in Vernon Parish are credited to Region 6. However, since LWIA50 & LWIA51

have merged, Vernon parish is legally in Region 5. The schools and curricula with the Bright outlook designation should be credited to Region 5 as well as all of the jobs listed in HiRE.

●ABC School is listed as “did not apply.” I spoke to staff in Baton Rouge for ABC and they will get all of their curricula online. The Board approves all of their curricula.

●Sowela has requested that the Industrial Instrumentation curricula be approved. Justification is as follows: “The program is coded under the Industrial Engineering Technology occupation which is listed as a 4-star, tier 1 occupation. Students completing this program are employed under various titles such as Instrumentation/Instrument/Electrical Technician, Instrumentation Specialist, Operations Technician, Maintenance Technician, I & E Technician, Journeyman, Pipeline Technician, Instrument mechanic, Operations Technician, Valve Technician, etc. Starting salaries for these positions are anywhere between \$45,000 and \$65,000 annually.” **Mr. Toby Leger moved to approve all of the curricula that was approved by the State (except Unitech and Delta); to reinstate the Certified Nursing Assistant training at all schools in Region V; to reinstate the Instrumentation training at Sowela; and to approve the requests in each bullet point listed above including the curricula at ABC School. Ms. Crystal Scott seconded. None opposed. Motion Carried.**

## 5. Consideration on Fiscal Matters

### (1) Addition of \$422,368.10 as a result of the Merger of LWDA51 with LWDA50

Ms. Betty Washington reviewed the information in the Contract with the Louisiana Workforce Commission regarding the merging of the funding allocation from the LWIA50 being added to the LWIA51. A total of \$1,462,89.60 is the new total of funds for LWIA51. Youth funds in the amount of \$163,227.93; Adult funds in the amount of \$124,271.61; and Dislocated Worker funds in the Amount of \$134,868. The LWIA is not permitted to draw down any of the funds until the contract has been signed by both the Calcasieu Parish Police Jury and the Louisiana Workforce Commission. The contract was presented to the Police Jury at the January 21, 2016 meeting. There will also be an adjustment coming for the 2016 funds that had not yet been allocated. The current addition of funds must be spent by June 30, 2016. **Mr. R.B. Smith moved to approve the Contract to add the funds to the Local Workforce Development Area 51. Mr. Toby Leger seconded. Carried.**

### (2) Expenditure Report through December 31, 2015

Ms. Betty Washington stated that the Expenditure reports are cumulative beginning July 1 through December 31. The Adult Expenditure Report indicated that \$473,447 was available. Expenditures were \$227,007, leaving a balance of \$246,440. Total available funds spent to date is 48%; Available Admin funds is 34%; Available Program Funds is 49%. The Dislocated Worker Expenditure Report indicated that \$397,748 was available. Expenditures were \$143,224, leaving a balance of \$254,524. Total available funds spent to date is 36%; Available Admin funds is 91%; Available Program Funds is 31%. The Youth Expenditure Report indicated that \$381,242 was available. Expenditures were \$143,808, leaving a balance of \$237,808. Total available funds spent to date is 38%; Available Admin funds is 100%; Available Program Funds is 32%. The Job Driven, National Emergency Grant Expenditure Report indicates \$1,550,000 was available. Expenditures were \$168,135 leaving a balance of \$1,381,865. Total available funds spent to date is 11%; Available Admin funds is 316; Available Program Funds is 10%. The STEP Expenditure Report indicates that \$113,892 was available. Funds spent is \$24,913 leaving a balance of \$88,979. Total available funds spent to date is 22%; Available Admin funds is 13%; Available Program Funds is 23%.

**Mr. Richard Boenig moved to approve the Expenditure Report. Mr. Carlos Perez Seconded.**

Carried.

6. Consideration on Approval of Policies.....Ms. Stephanie Seemion

Customer Service Policies

- (1) Grievance Procedure.....Working On
- (2) Customer Complaint Process.....Attached
- (3) Customer Service Complaint Procedures.....Attached
- (4) Customer Complaint Poster.....Attached
- (5) Customer Complaint Form.....Attached
- (6) Reasonable Accommodation Form.....Working on

Training Related Policies

- (7) Individual Training Account Policy.....Attached
- (8) OJT Policies & Procedures.....Attached
- (9) Policy on Length of OJT.....Attached
- (10) Supportive Services (new).....Attached
- (11) Assessment Policy.....Attached
- (12) Data Element Validation Policy.....Attached
- (13) Definition of Long-Term Unemployed.....Attached
- (14) Policy on Serving Individuals with Degrees.....Attached
- (15) Policy on Non-Sectarian Activities.....Attached
- (16) On-Site Monitoring Review.....Attached
- (16a) MIS Policy (handed out)

Staff Related Policies

- (17) Policy Regarding Travel.....Attached
- (18) Employee Meals.....Attached

Youth Policies

- (19) Policy on Serving youth.....Attached
- (20) Policy on Eligibility for Youth.....Attached
- (21) Income Eligibility for Youth.....Attached
- (22) Incentive Payments.....Working On
- (23) 5-Percent Window.....Attached
- (24) Definition of Underemployed for Youth.....Attached
- (25) Follow-up Services for Youth.....Attached
- (26) Youth Work Experience Agreement.....Working On

Adult & Dislocated Worker Policies

- (27) Policy on Self-Sufficiency.....Working On
- (29) Serving Participants from Outside LWDA 51.....Working On
- (30) Relocation Assistance for Dislocated Workers.....Working On
- (31) Priority of Service to Low-Income Adults when Funds are Limited.....Attached
- (32) Follow Up Services for Adults & Dislocated Workers.....Attached
- (33) Priority of Service for Vets.....Attached
- (34) Relocation Assistance for Adult/Dislocated Workers.....Attached

One Stop Center Policies

- (000) Acknowledgement – Introduction.....Attached
- (001) Report Structure and Supervision.....Attached
- (002) Time Off Requests.....Attached
- (003) Work Hours including Lunch and Breaks.....Attached
- (004) Staff Expectations – Dress – Etc.....Attached
- (005) Holidays.....Attached
- (006) Performance Evaluations.....Attached

(007)	Human Resource Issues.....	Attached
(008)	Building Issues.....	Attached
(009)	Signage.....	Attached
(010)	Office Closure.....	Attached
(011)	Cell Phones.....	Attached
(012)	Eating & Drinking at Workstation.....	Attached
(013)	Communication.....	Attached
	Business & Career Solutions Center Standard Operating Procedures.....	Attached
	Procurement Policy from the Calcasieu Parish Police Jury.....	Attached

Ms. Seemion explained that the numerous policies were in effect under the Workforce Investment Act of 1998. All of the policies need to be continued under the Workforce Innovation & Opportunity Act. Therefore, all of them had to be updated to include the new Section numbers as well as the changes in any of the wording. We are still fine tuning them to make sure all of the corrections are made.

Mr. R.B. Smith noted that GED needed to be changed to include HiSet, the new program for obtaining a High School Diploma for individuals who did not complete High School in the traditional way.

**Mr. R.B. Smith moved to adopt the policies. Ms. Ginger Consigney seconded. Carried.**

### **Consideration on Approval of WDB Barrier for “Needs Additional Assistance”**

Ms. Seemion said that the “Needs Additional Assistance” is a carryover from WIA, and read the list of Recommendations as follows: Failed any part of the LEAP test, Emancipated youth, Food Stamp Recipient (or member of a family receiving Food Stamps), Youth is underemployed (working at a job that earns a salary that is below a salary level that would equate to the individual’s skill level), Has never held a job (applies to older youth aged 18 – 24), Has been fired from a job within the past 12 months (applies to older youth aged 18-24), Has never held a full-time job for more than 13 consecutive weeks (applies to older youth aged 18-24). **Mr. Robert Fontenot moved to approve the recommendations for the Needs Additional Assistance Barrier for both in-school and out-of-school youth. Mr. Carlos Perez seconded. Carried.**

### **Consideration on Youth Programs**

#### **(1) Consideration on Release of Request for Proposal (RFP) for PY 2016/2017 for Youth Timeline**

Ms. Seemion advised the Board it is time to solicit Youth Service Providers which has traditionally been accomplished every two years. She reviewed the timeline giving dates for key events associated with the procurement of the providers.

**Mr. Toby Leger moved to release the Request for Proposal (RFP) and proceed with the activities noted in the timeline. Mr. Boyd Sockrider seconded. Carried.**

#### **(2) Consideration on use of Youth Carry Over Funds of \$ 61.314 from 51 plus carryover from 50 [\$163,227]**

Ms. Stephanie Seemion explained that it has been customary that the Board give the Youth Providers the option to request any carryover funds. Once new budgets are submitted, the Board would make the awards at a later meeting. However because the Board will not meet again until April, and there is a necessity to work with the youth in Allen, Beauregard and Vernon Parishes, we need to act now as these funds must be spent by June 30, 2016. The amount for the carryover funds from the northern parishes is \$163,227. Ms. Poland said that she had contacted Mr. Greg Declouet at the Louisiana Workforce Commission to obtain

guidance on how to transact this activity. Mr. Declouet said that the Board could make the award based on negotiations with the staff. Ms. Seemion said that there are three programs, the Calcasieu Parish School Board, the Calcasieu Workforce Center and the youth from Allen, Beauregard & Vernon Parishes. Since the current contract allows the addition of youth, and staff in the northern parishes are now part of the Calcasieu Parish Police Jury staff it is a simple matter to incorporate these individuals into the Calcasieu Workforce Center Contract. In determining the award, a "fair share" could be to make a provisional award of 1/3 of the funds for each area. This would provide \$54,409 to each of the three groups of youth. The CWC and northern parishes would be combined for a total of \$108,818. CWC Staff will immediately begin to make the transition of the youth from Allen, Beauregard and Vernon Parishes.

Mr. Toby Leger moved to approve the provisional award of the carryover funds to the Youth Providers in the amount of \$54,490 to the Calcasieu Parish School Board and \$108,818 to the Calcasieu Workforce Center to merge the youth services from Allen, Beauregard and Vernon Parishes into the current Calcasieu Workforce Center Contract, and should there be any residual funds after this negotiation, the youth providers can come back and request additional funds. Mr. Dick Myers seconded. Carried.

**(3) Youth Providers Report on Activities**

- (a) Calcasieu Parish School Board.....Dr. Betty Washington
- (b) Calcasieu Workforce Center.....Mr. Kendrick Celestine
- (c) Allen, Beauregard, Vernon Youth Program.....Ms. Elaine Brister

Ms. Donica Thomas provided the report for the Calcasieu Parish School Board as follows:

Documentation on Meeting	Calcasieu
<b>A. Program Performance - Carryover 15/16</b>	<b>Total = 21</b>
(1) Number NEW Planned to enroll by 12-31-15 from Contract	12
(2) Number NEW Actually enrolled by 12/31-15	0
<b>Total # Served 7/1/14 - 12/31/15</b>	<b>21</b>
(3) Number exited	7
(4) Number positive outcomes	5
(5) Number negative outcomes	2
(6) Number Received Diploma/GED	5
(7) Literacy/Numeracy Gains (OSY)	67%
(8) Number Employed/Military	3
(9) Number received credentials	3
(10) Elements being provided	25
1 Tutoring/Study Skills	# Not provided
2 Alternative School	# Not provided

3 Summer Work Opportunities	# Not provided
4 Work Experience/Internship	# Not provided
5 Occupational Skills Training	# Not provided
6 Leadership Development	# Not provided
7 Supportive Services	# Not provided
8 Adult Mentoring	# Not provided
9 Follow Up	# Not provided
10 Comp Guidance & Counseling	# Not provided
(12) Number in Post-Secondary	5

### CPSB Youth Success Story

WIOA 2015 Ms. Angie came to the program in May of 2014 with the barriers of being pregnant and not attending school. Angie enrolled into WIOA at the end of her sophomore year in hopes of finishing school. Since then, Angie has made significant strides in completing her courses that would earn her a high school diploma. The road set before Angie hasn't been an easy one; she has been juggling taking care of a little baby boy while attending to her studies. With a weakness in math and needing to pass her end of course test in Algebra I, Angie couldn't see if she would ever graduate. With a lot of hard work and dedication this past December, Angie passed her Algebra I EOC, and has only three courses left before graduation.

As staff, we are excited for Angie's accomplishments and seeing the fruits of her labor. It will be an honor and privilege to witness this young lady walk with her class (Sulphur High) this coming May.

### Mr. Kendrick Celestine provided the report for the Calcasieu Workforce Center as follows:

Documentation on Meeting	Calcasieu	Cameron	Jeff Davis
<b>A. Program Performance - Carryover 15/16</b>	'08 = 1 '12 = 6 '13 = 19 '14 = 17 '15 = 11 <b>Total = 54</b>	'11 = 2 '13 = 1 <b>Total = 3</b>	'10 = 1 '12 = 3 '13 = 8 '14 = 3 '15 = 3 <b>Total = 18</b>
(1) <b>Number NEW Planned to enroll by 12-31-15 from Contract</b>	10	0	3
(2) <b>Number NEW Actually enrolled by 12/31-15</b>	10	0	3
<b>Total # Served 7/1/14 - 12/31/15</b>			
(3) <b>Number exited</b>	17	2	8
(4) <b>Number positive outcomes</b>	14	2	7
(5) <b>Number negative outcomes</b>	3	0	1
(6) <b>Number Received Diploma/GED</b>	0	0	0
(7) <b>Literacy/Numeracy Gains (OSY)</b>	100%	100%	81%
(8) <b>Number Employed/Military</b>	14	2	7

Documentation on Meeting	Calcasieu	Cameron	Jeff Davis
(9) Number received credentials	10	0	6
(10) Elements being provided	7	2	6
<b>(11) # In Each ELEMENT</b>			
1 Tutoring/Study Skills	0	0	0
2 Alternative School	0	0	0
3 Summer Work Opportunities	8	0	3
4 Work Experience/Internship	6	0	0
5 Occupational Skills Training	23	1	6
6 Leadership Development	27	0	17
7 Supportive Services	24	0	5
8 Adult Mentoring	0	0	0
9 Follow Up	12	2	3
10 Comp Guidance & Counseling	0	0	0
(12) Number in Post-Secondary	23	1	6

## CWC Youth Success Story

C. S. Lewis stated that, “Hardships often prepare ordinary people, for an extraordinary destiny.” Well Ms. Aaliyah Thomas is a person who is on the road for an “Extraordinary Destiny!” As the English idiom says, “Don’t judge a book by its cover,” this statement is also true in Aaliyah’s case. Aaliyah’s environment and surroundings were not the best, however, she overcame it. By WIOA criteria, she was classified as “Needing Additional Assistance” youth.

Due to the absence of both parents, Aaliyah and her siblings were being raised by their grandmother. During WIOA enrollment Aaliyah’s grandmother was hospitalized, was wrestling with her own health. Although Aaliyah’s heart was torn, she still continued to pursue her education in the medical field. First she would earn a CNA certification, then focus on her dream to one day become a LPN. Through WIOA, Aaliyah was able to gain her CNA certification through SOWELA Technical Community College – Morgan Smith Campus of Jennings, Louisiana.

Shortly after classes began, Aaliyah got hit with another hardship. She began the process of grieving the death of her grandmother. This loss pulled on her focus very deeply. Nevertheless, she continued on in the program, through tears and pain, all the way until the end. As of today, I am proud to say that on October 30, 2015, Aaliyah completed her CNA Certification at SOWELA – Morgan Smith and earned her pin as a Certified Nurse’s Assistant.

Now, Aaliyah is enrolled in the LPN program at SOWELA – Morgan Smith Campus in Jennings. She is continuing to press towards her goal, with the assistance of WIOA Youth Program. We must realize that, “Every single thing that has happened, will happen, and is happening in our lives is only preparing us for a moment that is yet to come.”

**Ms. Elaine Brister provided the report for the Allen-Beauregard-Vernon youth program from July 1, 2015 through December 31, 2015 as follows:**

Allen ~ Beauregard ~ Vernon Parishes



Documentation on Meeting Performance:	LWDA 51
B. Program Performance - Carryover 2015/2016	51
(1) Number NEW Planned to enroll by 12/31/15	0
(2) Number NEW Actually enrolled by 12/31/15	0
Total # Served 7/1/15 - 12/31/15	51
(3) Number exited	2
(4) Number positive outcomes	1
(5) Number negative outcomes	1
(6) Number Received Diploma/GED	1
(7) Literacy/Numeracy Gains (OSY)	0
(8) Number Employed/Military	0
(9) Number received credentials	1
(10) Elements being provided	8
(11) # In Each ELEMENT	
1 Tutoring/Study Skills	0
2 Alternative School	2
3 Summer Work Opportunities	9
4 Work Experience/Internship	1
5 Occupational Skills Training	4
6 Leadership Development	18
7 Supportive Services	5
8 Adult Mentoring	12
9 Follow Up	2
10 Comp Guidance & Counseling	0
(12) Number in Post-Secondary	4

Success Story: Ms. Abby enrolled in the Allen Parish youth program as a senior in high school with a basic skills deficiency in Reading. She was from a single parent household on public assistance with four younger siblings. While in the program, she participated in work experience opportunities, the summer youth employment programs, occupational skill training at the CLTCC-Oakdale campus, received transportation and meal supportive services assistance and obtained the Bronze Career Readiness certificate in WorkKeys. Recently, she graduated with her Associates degree in Business Office Administration in December 2015. She will receive her official degree when she participates in the formal graduation this May. Job search and resume preparation assistance has been offered. She has a promising job prospect and will be going for her second interview. When asked about how the program helped her, she readily replied, "I was able to work in the work experience and summer programs and use the money I earned to help me purchase my first vehicle." Ms. Abby is very appreciative of the help she received from the program. Her self-confidence has increased and she was able to learn valuable skills to prepare her for a real job for her future.

9. **Report on B&CSC Activities.....Ms. Mary Conway**  
**Ms. Conway provided a copy of the activities at the Business and Career Solutions Center as follows:**  
Staff serves Calcasieu, Cameron, and Jeff Davis residents at the center located at 2424 Third Street, Lake Charles, LA 70601. Unless otherwise noted, the numbers in (red) represent November/December 2014.

	2015	2014	2015	2014
Quiz Pre-Employment Testing	0	0	0	0
On-line Assessment	2	0	5	13
Job Search	694	333	529	421
Resumes	66	59	60	57
Phones/Copier/Fax	111	97	116	124
UI Claims (Computer)	116	97	172	111
Literacy Council/GED Referrals Computer Class	0	1	0	1
TABE/SAGE Assessment	3	0	5	2
Job Readiness/J-Core Workshops	0	12	0	16
WIA Orientations	30	5	5	39
Disability Employment Initiative	0	1	0	0
Louisiana Rehabilitations Services	0	0	0	0
Resource Guide Orientations	0	0	0	0
Password Re-Sets	7	18	19	22
JD-NEG Information Meetings	0	0	0	0
Ticket to Work Orientation	0	0	0	0
CSBG	0	0	0	0
Special Employer Events	220	41	99	60
Quarterly Job Fair	138	0	52	0

### MEMBERSHIP TEAM

Category	November 2015	November 2014	December 2015	December 2014
New Customers	263	200	247	213
Return Customers	735	507	685	596
Plant Applications*	87	76	50	87

### SKILLS DEVELOPMENT TEAM

Customers utilized the Skills Development Lab for a variety of services. Listed below are the services provided and the number of members that utilized each service:

#### NOVEMBER 2015

There were **62 (38)** Veterans assisted in Career Services.

There were no placements recorded during November 2015 for WIOA participants that received classroom training scholarships.

November Classroom Training Enrollments:

- Sowela Main Campus – NCCER Machinist (1) JDNEG

Staff attended Spring 2016 registration sessions for C.N.A.'s and LPN's at Sowela Main Campus on November 10<sup>th</sup> and 17<sup>th</sup>. Applicants were provided information about available WIOA services. Income eligibility determination is pending.

Staff is currently collaborating with Sowela Technical Community College to provide WIOA services to eligible applicants that will attend the Rod Buster training which is scheduled to begin early January 2016. After successful completion of the training, individuals will be provided the option to enroll in on the job training with CBI as a Rod Buster at a rate of \$21.00 an hour.

Staff has been conducting informational meetings to advise and educate individuals of the opportunities being offered through the Job Driven-National Emergency Grant. Meetings are conducted on an as needed basis and the number of individuals who participated in November informational meeting was zero.

After reviewing Customer Satisfaction surveys it was determined that Customers were very satisfied with the services received here at the Center.

The next Quarterly Job Fair will be held at the Lake Charles Civic Center on Wednesday, January 13, 2016.

### **DECEMBER 2015**

There were **66 (77)** Veterans visited the center during December 2015. All were staff assisted in Career Services.

During December 2015, two (2) (1) placements were recorded for WIOA participants that received classroom training scholarships:

- GrandCove Nursing Home – Certified Nurse Assistant ~ 1 @ \$9.50 hourly.
- Landmark of Lake Charles – Licensed Practical Nurse ~ 1 @ \$16.75 hourly.

Staff attended the Spring 2016 registration sessions for Sowela Morgan Smith Campus CNA program on December 17, 2015. Staff provided information on WIOA financial assistance should they qualify. **\*\*Staff was advised on December 18, 2015 not to enroll any participants in the curriculums that are rejected and/or programs that did not apply according to the preliminary ETPL . At present, the C.N.A. curriculum has been rejected, therefore WIOA enrollments will cease until further notice.\*\***

Staff is currently collaborating with Sowela Technical Community College to provide services to eligible individuals who will be attending the Rod Buster training which is scheduled to begin early January 2016. After successful completion of the training, individuals will be provided the option to enroll in EBT with CBI as Rod Buster at a rate of \$21.00 an hour.

Staff has scheduled informational meetings to advise and educate individuals of opportunities offered through the Job Driven-National Emergency Grant. Meetings are held on an as needed basis. No information meetings were held during December 2015 due to lack of inquiries.

Customer Satisfaction surveys are made available to all Business and Career Solutions Center's clients.

### **STRATEGIES TO EMPOWER PEOPLE (STEP)**

Parish	No. Enrolled	No. Sanctioned	Work Experience Program (WEP)	Active	No Activity Required
Allen (02)	7	0	0	7	1
Beauregard (06)	8	1	0	7	1
Calcasieu (10)	44	7	2	37	9
Cameron (12)	0	0	0	0	0
Jefferson Davis (27)	11	3	0	0	0
Vernon (28)	15	2	0	0	0

The purpose of the Strategies to Empower People (STEP) Program is to provide opportunities for work-eligible recipients of FITAP to receive job preparation, work and supportive services to enable them to leave the program and become self-sufficient.

To accomplish this STEP will:

- Encourage, assist and require work-eligible recipients of FITAP to fulfill their responsibilities to support their children by preparing for, accepting, and retaining employment.
- Provide individuals with the opportunity to acquire the skills necessary to qualify for employment.
- Provide the necessary supportive services, including child care and medical assistance, so that individuals can participate and accept employment.
- Promote coordination of services at all levels of government and in the business community in order to make a wide range of services available and to maximize the use of existing resources.
- Emphasize accountability for both participants and service providers.

Noted below are the current numbers and status of STEP participants assigned to Business and Career Solutions Center staff:

## NOVEMBER 2015

### STEP SUCCESS STORY

Constance is a 34 year old single mother. She and her two boys, 13 years old and 10 years old reside in Leesville, LA. Constance and her children are survivors of domestic violence.

Constance statement: *"I have come a long way since I was placed into the work program. I was really down because of the situation I had to go through. I was blessed to have Deidre King as my case worker. She was very understanding and helpful with giving me the information and inspiration to advance. One main factor in all this is the extended support that I got from my church family. Through Mrs. King's help I received weekly counsel for me and my children. Without Jesus none of this would have been possible. I was searching for jobs on the internet, but was not getting called. Deidre suggested I needed to do community service to meet the requirements of the program. I called Goodwill and they had space available. I faithfully volunteered there while learning new job skills and getting into a routine of work activity. I hadn't worked in sometime."*

Constance began volunteering at the Leesville Goodwill on October 26, 2015. As part of her STEP Program requirements, Constance was to complete 20 volunteer hours per week at the store in addition to continuing to search and apply for positions that she was qualified for in the community. After completing her intake with Goodwill WORKPlace staff, Constance started working in the store's

textile area sorting and hanging clothing. Constance arrived early for her scheduled shifts and completed her required 20 hours per week. At the beginning of her shift, the store manager would tell Constance what her tasks were for the day and Constance would immediately get to work.

Once her task was completed, she would pick up a broom and sweep just to keep busy until assigned a new task. Constance worked hard every day she volunteered, many times not stopping for a short break or even to take lunch. WORKPlace staff assisted Constance in applying for jobs and helped to calm her nerves by practicing interviewing questions with her.

On December 1, 2015, Constance received a phone call from Ruby's Leesville Florist asking her to come in for an interview that morning. Constance attended the interview and was offered a full time processing and store associate position. She began work the very next day! After the interview, the manager at Ruby's Leesville Florist, Andy, reported "WORKPlace services will not be needed anymore! We are keeping her forever!" WORKPlace staff called Andy at the end of Constance's first week at the florist and he stated "she is wonderful! 10 out of 10! 5 stars! One of the best employees I have!" He also said he came up with a nickname for Constance, the "energizer bunny" because she keeps "going and going all the time! She stays busy whether she's with a customer, processing orders, or just keeping the store looking nice and neat." WORKPlace is so happy that Constance was able to find a wonderful job at a local business in the community. She has a wonderful support system at the store and WORKPlace staff is confident Constance will be a valuable, long term employee with Ruby's Leesville Florist. Constance concluded: *"I believe that this is going to be an awesome place of employment and I expect to be here long term, with much effort and perseverance anything is possible, I thank God for all of the wonderful people He put in my way to make all this happen"*.

#### December 2015

Parish	No. Enrolled	No. Sanctioned	Work Experience Program (WEP)		No Activity Required
			Active		
Allen (02)	7	1	0	6	1
Beauregard (06)	8	2	0	6	2
Calcasieu (10)	44	4	1	40	6
Cameron (12)	0	0	0	0	0
Jefferson Davis (27)	11	1	0	10	0
Vernon (28)	14	2	0	12	2

#### GLENN BREAUX SUCCESS STORY

Glenn Breaux is a single 34 year old father of one son 3 year old Gabriel Breaux. Glenn is raising his son with the support of his parents, because Gabriel's mother is incarcerated. Glenn and his son Gabriel live with Glenn's parents in Vernon Parish, Anacoca, La.

Glenn's initial STEP work activity was Vocational Education enrollment in the GED program at Lamar Salter College Campus. He was receiving approximately 41 hours of participation a month but his required participation work hours was 74 hours per month.

STEP case manger communicated with Glenn the need to improve on meeting the required STEP participation hours in order to meet his self-sufficiency goals. Case manger advised Glenn that he would be referred to Goodwill where he would be doing community services, job readiness, and continue to work toward obtaining his GED. Glenn was extremely excited and very cooperative with the recommendations.

**Glenn statement: “I am doing so good, I am almost finish with my GED classes I have completed language and all I will have left is math to successfully complete to be finish with my GED classes. I feel that I’m learning and gaining so much experience working at the Goodwill. I’m thankful for Mrs. King and Keara who has help me so much. Keara has been helping me fill out application for employment. I filled out a application for Hardees’s Restaurants in Leesville and was hired on the spot as a first line cook.”**

Glenn began volunteering at the Leesville Goodwill on August 19, 2015. As a participant in the STEP program, Glenn was required to volunteer 17 hours per week in order to maintain his benefits. In addition to volunteering at the store, Glenn attended local GED classes and was working towards obtaining his GED and furthering his education. After completing his intake for Goodwill WORKPlace, Glenn immediately began working on his hours in the store.

Glenn was always on time for his scheduled shifts, learned new tasks easily, and was able to work independently with little or no direction and assisted store staff in meeting daily and weekly production goals. Glenn developed a resume and applied for job opportunities online with assistance from WORKPlace staff. On September 10, 2015, WORKPlace hosted a hiring event for the new Hardee’s that was in the process of opening up in town.

WORKPlace staff encouraged Glenn to come and apply for a position at the restaurant. Glenn was hesitant at first because he had never worked in food service, but was willing to give it a shot. After completing his application, Glenn waited to be interviewed and was offered a position on the spot! He was ecstatic! WORKPlace staff spoke to Scott, Hardee’s General Manager, after the hiring event and Scott reported that he saw “lots of potential” in Glenn and that he was excited to give him the opportunity to learn and grow in a new career path.

WORKPlace staff has followed Glenn on his journey at Hardee’s since being hired and he is exceeding Scott’s expectations! Scott continually reports that Glenn is a hard worker, fast learner and that he “is really awesome at his job!” Scott and the other managers at Hardee’s are thoroughly impressed with Glenn and his outstanding accomplishments in such a short period of time. WORKPlace staff is thrilled for Glenn and are excited to see how far he can go! We are all anxiously waiting the day that Glenn moves up to a supervisor or management position within the business and know that Glenn has the ability and potential to go even further in the future.

## **RECRUITMENT AND PLACEMENT HIRING EVENTS**

### **November 2015**

**Firestone** – The Calcasieu Business and Career Solutions Center hosted testing on November 3 and 17, 2015. A total of seventeen (17) applicants were in attendance during the events. The company was testing for Forklift Operators and Service Skilled Workers. Final decisions are pending.

**Sodexo** – The Calcasieu Business and Career Solutions Center hosted a hiring event on November 5, 2015. The company was hiring for Experienced Executive Chefs, Experienced Soux Chefs, Experienced Bakers and a Chef for a local land camp. Thirty-six (36) applicants attended the event and interviewed with the employer. Final Decisions are pending.

**Firestone** – The Business and Career Solutions Center hosted an interviewing event on November 5 and 20, 2015. The company was hiring for Forklift Drivers and Service Person Skilled. There were two

(2) representatives from the company in attendance. Seven (7) applicants were in attendance at the event. Final decisions are pending.

**Alcoa Carbon Products** – The Calcasieu Business and Career Solutions Center hosted a job fair event on November 12, 13, 19 and 20, 2015 in response to impending layoffs. The company is anticipating laying off approximately 120 employees by January 2016, as a result of product availability. Over the four day period, ten area petrochemical industry companies were represented during the hiring event held in Alcoa's conference room. Business and Career Solutions Center staff organized and facilitated the event.

**SGS** - The Calcasieu Business and Career Solutions Center hosted a hiring event on November 13 and 18, 2015. Eleven (11) applicants were interviewed for Loader positions. Two (2) company representatives were present. Final Decisions are pending.

**Sasol** – The Business and Career Solutions Center administered, proctored and graded pre-employment testing sessions at Sowela, Alcoa Carbon Products and the Business & Career Solutions Center for Sasol on November 4, 5, 6, 10, 13, 17, 18, 24 and 30, 2015. Two hundred eleven (211) jobseekers were present. Interview and hiring decisions are pending.

**Cameron LNG** – The Calcasieu Business & Career Solutions Center hosted a testing event on November 23, 2015 for seven (7) Operations positions. Twenty (20) candidates were in attendance. One (1) company representative was present. Final decisions are pending.

There were **40 (14)** hires for the month of November 2015.

**Cameron LNG** – 1 Administrative Assistant @ \$24.00 per hour

**Sasol** – 1 Senior Engineer @ \$47.60 per hour; 17 Maintenance Techs @ \$36.17 - \$39.55 per hour; 1 Senior Maintenance Planner @ \$46.15 per hour; 5 Temporary Utility Helpers @ \$21.87 per hour; 1 Chemist @ \$29.81 per hour; 1 Administrative Assistant @ \$24.00 per hour; 12 Operators/Processors @ \$21.87 - \$39.55 per hour; 1 Senior Maintenance Planner @ \$44.23 per hour; 2 Cost Accountants @ \$31.25 - \$43.27 per hour; 1 Junior Buyer @ \$31.25 per hour; 1 Production Operator @ \$26.00 per hour;

**Firestone** – 2 Lab Analysts @ \$27.40 per hour

### **Registered Employers**

Total number of new employers registered from November 1, 2015 to November 30, 2015 – eighteen (18) (17). None were staff registered.

### **Job Orders**

Staff entered twenty eight (28) (39) of the total two hundred ninety one (291) (311) job orders entered from November 1, 2015 to November 30, 2015.

### **Hires Resulting from Staff Referrals**

Total number of hires resulting from staff referrals from November 1, 2015 to November 30, 2015- nine (9) (21)

### **Services provided to employers**

Direct staff assisted services were provided to twenty (20) (37) employers from November 1, 2015 – November 30, 2015 resulting in fifty two (52) (142) services.

**Some of the services included:** Job fair services, Job order assistance, Website navigation, Recruitment services, Refer qualified applicant to employer job vacancies, Reviewed resumes and recommended

individuals, Provided customized/mass recruitment services, Hosting hiring events, Hosting interview events, hosting testing events, Notification to employer of potential applicant.

## **December 2015**

**Leaf Services** – The Calcasieu Business & Career Solutions Center hosted a hiring event on December 1 and 3, 2015. Two (2) company representatives were present. The company was hiring for laborers, hole-watchers and firewatchers. Thirty eight (38) jobseekers attended the hiring event. Wages and hiring decisions are pending.

**Sasol** - The Business and Career Solutions Center administered, proctored and graded pre-employment testing sessions at Sowela and the Business & Career Solutions Center for Sasol on December 1, 2, 7, 8, 9, 10, 11 and 16, 2015. Eighty six (86) jobseekers were present. Interview and hiring decisions are pending.

**Polaris** – The Calcasieu Business & Career Solutions Center hosted a hiring event on December 10, 2015. Two (2) company representatives were present. The company was hiring for pipe/structural fitters, pipe/structural welders and combination welders. Fourteen (14) jobseekers attended the hiring event. Wages and hiring decisions are pending.

**Cameron LNG** – The Calcasieu Business & Career Solutions Center hosted testing sessions on December 10, 15 and 16, 2015 for multiple positions. A total of forty five (45) candidates were in attendance. One (1) company representative was present. Final decisions are pending.

**Biolab** – The Calcasieu Business & Career Solutions Center hosted pre-employment testing and interviewing events on December 10 and 15, 2015. The company was hiring for an Electrician. Three (3) jobseekers attended the testing event. Four (4) job seekers attended the interviewing sessions. Wages and hiring decisions are pending.

There were **11 (47)** hires for the month of December 2015.

**Axiall** – 1 Instrument Repairer @ \$24.00 per hour

**Sasol** – 7 Operators/Processors @ \$21.87 - \$39.55 per hour

**Biolab** – 1 Shipper/Packer @ \$17.25 per hour

**Landmark** – 1 LPN @ \$16.25 per hour

**Grand Cove** – 1 CNA @ \$9.50 per hour

## **Registered Employers**

Total number of new employers registered from December 1, 2015 to December 31, 2015 – eleven (11) (3). None were staff registered.

## **Job Orders**

Staff entered eight (8) (21) of the total two hundred forty nine (249) (233) job orders entered from December 1, 2015 to December 31, 2015.

## **Hires Resulting from Staff Referrals**

Total number of hires resulting from staff referrals from December 1, 2015 to December 31, 2015- four (4) (19)

## **Services provided to employers**

Direct staff assisted services were provided to fourteen (14) (25) employers from December 1, 2015 – December 31, 2015 resulting in twenty five (25) (42) services.

**Some of the services included:** Job fair services, Job order assistance, Website navigation, Recruitment services, Refer qualified applicant to employer job vacancies, Reviewed resumes and recommended individuals, Provided customized/mass recruitment services, Hosting hiring events, Hosting interview events, hosting testing events, Notification to employer of potential applicant.



## WORKKEYS ASSESSMENT

WorkKeys assessment was administered to seventeen (17) **(23)** members during the month of November: fifteen (15) **(12)** for Firestone and two (2) for Volunteer Pastille; and three during the month of December for Biolab.

## CALCASIEU WORKFORCE CENTER YOUTH PROGRAM

Categories Month/Year	Calcasieu		Cameron		Jeff Davis	
	November 2015	November 2014	November 2015	November 2014	November 2015	November 2014
Total	55	44	3	4	23	28
Enrolled						
Active	38	35	1	3	15	14
Follow-up	15	4	2	1	4	11
Exits	2	5	0	0	4	3

Categories Month/Year	Calcasieu		Cameron		Jeff Davis	
	December 2015	December 2014	December 2015	December 2014	December 2015	December 2014
Total	55	43	3	4	23	28
Enrolled						
Active	38	33	1	3	14	14
Follow-up	12	5	2	1	4	10
Exits	5	5	0	0	5	4

The Youth and Career Services staff assist youth in Membership and Skills on a daily basis. Youth are provided job search assistance, resume preparation, and job referral information as needed. Thirty three (33) **(20)** youth received services during November 2015; and 23 **(33)** Youth received services in December 2015.

TABE and SAGE were administered to three (3) **(0)** Youth in November and 2 **(2)** Youth in December.

OUTREACH EFFORTS for November/December 2015 included:

- SOWELA – CNA Registration – November 10<sup>th</sup>
- Top Ladies of Distinction – Teen Summit – November 14<sup>th</sup>
- SOWELA – LPN Registration – November 17<sup>th</sup>
- Zion Tabernacle Baptist Church – SWLA Bayou Classic Christian Fellowship – College/Career Fair – November 21<sup>st</sup>
- Office of Juvenile Services: Monthly Workshop– December 14<sup>th</sup>  
*Nine (9) youth participated in the workshop*
- Sulphur High School: JAG Program – December 16<sup>th</sup>  
*One Hundred and forty-seven (147) youth participated in the workshop.*
- SOWELA Morgan Smith: CNA Registration/Orientation– December 17<sup>st</sup>

The quarterly Youth Leadership Seminar was held November 20, 2015. Mr. Adrian Wallace, Executive Director of the SEED Center was the guest speaker. His subject was “Seventh Vision.”

The Youth Department participated in a training webinar on December 15, 2015. The topic of discussion was “Building and Implementing the WIOA One-Stop System Partnership,” the presenter was Mr. Greg Newton Associates. The Webinar was sponsored by the NYATEP Workforce Development Network.

**RE-EMPLOYMENT SERVICES & ELIGIBILITY ASSESSMENT (RESEA)  
RE-EMPLOYMENT & ELIGIBILITY ASSESSMENT (REA)/  
WORKER PROFILING & RE-EMPLOYMENT SERVICES (WPRS)**

Categories	November 2015	November 2014	December 2015	December 2014
Orientations	16	14	20	10
Case Management Appt.	47	80	7	94
Letters Mailed (LWC)	54	233	281	206
Profilers’ Attendance	114	44	161	76

Effective September 10, 2015 the REA/WPRS program was changed to Reemployment Services and Eligibility Assessment Program (RESEA). RESEA targets claimants identified as likely to exhaust benefits and in need of reemployment services to transition to new work, as well as claimants receiving Unemployment Compensation for Ex-Service members (UCX). Orientations will continue to be held on Tuesday & Wednesday at 9:00 a.m. & 1:30 p.m. RESEA/UCX profilers will all have up to five services points to complete and satisfy program requirements.

The REA/WPRS process will run concurrently with the RESEA process until the claimant cycles out of their service point series.

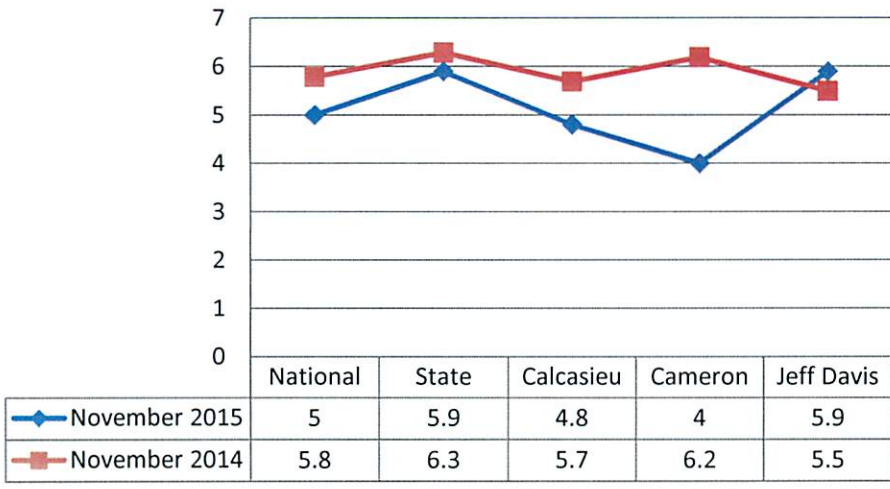
All profiler, whether they have received REA/WPRS letters or RESEA letters will be provided with Career and Labor Market Information. Re-Employment Strategy Plans will be reviewed by staff and the Development of Individual Employment Plans which will provide the claimant with the appropriate services that will address each participant’s specific needs by setting goals and objectives. Comprehensive Assessments will be completed and all profilers will receive intensive services and case management to further assist them in becoming job ready and obtaining employment.

ALL profilers that fail to comply with service point letter instructions will be disqualified for UI until requirements are met.

Due to HIRE system upgrade, the number of letters mailed from the UI Call List for the month of November 2015 was irretrievable and therefore, could not be included in this report.

**UNEMPLOYMENT RATES:**

### Unemployment Rate November 2015/2014



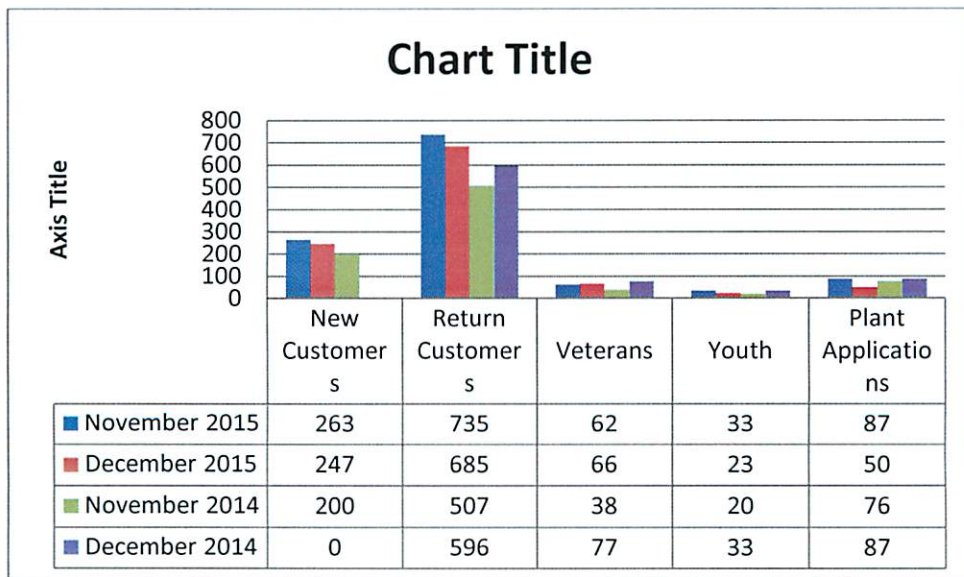
This data for November 2015/2014 was taken from "Louisiana Workforce at a Glance," (release dates: December 27, 2015 December 30, 2014) may be found at [www.laworks.net](http://www.laworks.net).

### JUDICIAL CORE OPPORTUNITY REFERRAL FOR EMPLOYMENT (J-Core)

The J-Core Program is a re-entry program for the hard-to-employ. The purpose of is to assist Ex-Offenders that face many challenges after their release from prison. It also, provides career counseling, training and job placement services to ex-offenders, to help them secure meaningful and gainful employment that pays a decent wage. This component is intended to help curtail the revolving door of recidivism.

The Business Services Specialist (BSS) facilitated three (3) J-Core workshops for the months of November/December (11) respectively. Six (6) (11) attendees were noted for the month of November and three (2 Adults 1 Youth) (16) attendees for the month of December.

### CUSTOMER COUNT



### VETERAN ACTIVITIES

<u>Veteran Hired</u>	<u>Employer</u>	<u>Job Title</u>	<u>Pay Rate</u>
Justin Billot	<u>Sasol</u>	Operator/Processor	\$27.40 per hour
Shawn Hudson	<u>Sasol</u>	Operator/Processor	\$39.55 per hour
Matthew Richards	<u>Sasol</u>	Maintenance Tech	\$39.55 per hour
Michael Carroll Jr.	<u>Sasol</u>	Operator/Processor	\$39.55 per hour

The B&CSC staff provides “Veterans Priority of Service” to all veterans that seek employment and training services. Veteran job seekers services are available in Career Services and Business Services departments. Mr. Edward Kron and Robert Cummings have been assigned as the DVOPs for LWIA51. Both DVOPs are housed in CPPJ Human Services Department on Moeling Street and is scheduled in the Center every Thursday from 8:00 a.m. - 3:00 p.m. Mr. Brian Teegardin is the assigned LVER and he is stationed in the Business and Career Solutions Center in DeRidder, LA.

### November 2015

#### Veteran Outreach Efforts:

According to DVOP Edward Kron, no Veteran Outreach Efforts were made due to travel restrictions

Categories	November 2015	November 2014	December 2015	December 2014
New Registrations	11	203	13	250
Enrollments Previous	124	117	109	44
Enrollments New	94	None Reported	123	None Reported
Services Provided by Staff to Veterans	143	30	438	428
Veteran Referrals	3	1	8	5
Veterans Hired Thru HiRE Job Vacancies	4	0	0	4

within the Veteran’s program.

#### Outreach to Veteran Resources:

According to DVOP Edward Kron, Outreach to Veteran Resources for November ceased due to travel restrictions within the Veteran’s program.

#### Success Stories/Best Practices

DVOP Edward Kron conducted a Comprehensive Assessment on a 27 year old, recently separated, homeless Marine Corps veteran and found that he was married and had 5 children. DVOP Kron assisted the veteran with the development of an Individual Employment Plan (IEP) and a goal of employment as a Security Guard in the local Aerospace Industry. The DVOP and the veteran established that he needed to find temporary housing, find sources for emergency food assistance, develop a targeted resume, and apply for an open position for a Security Guard.

The DVOP followed up with the veteran on several occasions to provide the veteran with the leads on agencies that would assist with temporary housing, emergency food rations, emergency food cards, and to assist with building his resume. The veteran completed his goals and objectives. He was

contacted for an interview with Securitas Security. The DVOP instructed the veteran on various interview techniques before his interview. The Veteran was offered a position with Securitas Security as a Security Guard making \$13.06 per hour with a guaranteed 40 + hours a week, benefits package, paid vacation, and entry into the retirement program. The veteran also secured temporary housing with family until he can get his own place.

DVOP Robert Cummings conducted a comprehensive assessment on a low income veteran and discovered that he had extensive knowledge as a Petrochemical Operator. DVOP Cummings assisted the veteran with targeting his resume, establishing a Virtual Recruiter in the HiRE system, and instructions on updating his skills profile in HiRE. The veteran was hired as an Operator with Crosby Energy Service. He was offered a salary of \$78,000 annually, 401 K retirement plan after 6 months, Health, Dental, and Eye insurance. The veteran's case will remain open and the DVOP will follow up with the veteran in 1 month.

**Special Projects:**

DVOP Edward Kron & DVOP Robert Cummings connected with Carla S. Sigler the Assistant District Attorney of Calcasieu Parish. Mrs. Sigler asked DVOP Kron & DVOP Cummings to become involved with the Veterans Court initiative in Calcasieu Parish. The veterans' court is a program that will assist veterans who have been incarcerated and provide them with the necessary resources to overcome barriers of being incarcerated. DVOP Edward Kron & DVOP Robert Cummings will work in an advisory position which will lead to working with those veterans that are in the program.

**December 2015**

**Veteran Outreach Efforts:**

None were conducted due to travel restrictions.

**Outreach to Veteran Resources:**

None were conducted due to travel restrictions.

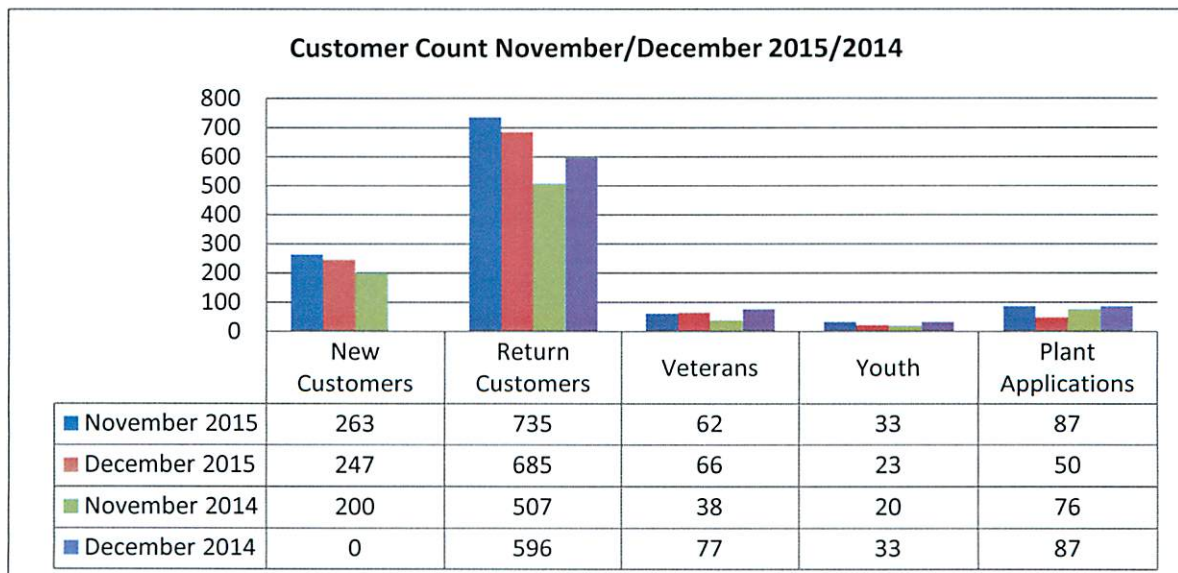
**Success Stories/Best Practices:**

Reported Same as November

**Special Projects:**

Reported Same as November

**CUSTOMER COUNT**



## **BUSINESS SERVICES OUTREACH**

The Business Services Specialist (BSS) continues to provide outreach services informing community businesses, agencies, and residents of the services provided at the Business and Career Solutions Center. The BSS works in partnership with Catholic Services, CSBG, HeadStart, etc. to provide BCSC clients the necessary support (housing, TWIC/Safety Cards, training, uniforms, etc.) needed to obtain and/or retain gainful employment.

The BSS provides a Job Readiness Workshop for BCSC members on the 2<sup>nd</sup> and 4<sup>th</sup> Friday of each month. No workshops were held in the month of November due to lack of attendees. Six STEP recipients attended in December (2 Youth, 1 Veteran).

### **November 2015 Outreach**

- 11/05/2015 – Webinar - HIRE Phase 2 Enhancements.
- 11/05/15 – Sodexo - Hiring Event. Employer was hiring for Cooks, Janitors and Utility Workers.
- 11/06/15 – Rapid Response - Orientation at Alcoa.
- 11/12/15 – Empowerment Conference & Resource Fair at the Lake Charles Civic Center, hosted by Families Helping Families.
- 11/13/15 –Alcoa – Employees Job Fair.
- 11/13/15 – SGS - Hiring Event.
- 11/18/15 –Interview Skills Workshop at Johnson Elementary.
- 11/18/15 –Open House - Lake Charles Day Reporting Center.
- 11/23/15 – “Fresh Start Initiative Project Update.
- 12/02/2015 – McKinzey Metal Works & A/C.
- 12/03/2015 –Equal Opportunity Training
- 12/03/15 –Libraries and Recreation Centers - Distribution of JD/NEG and the Job Fair information.
- 12/11/15 – Business Service Staff attended the Webinar (Business Services Training 101).
- 12/14/2015 –Office Juvenile Justice Services. Nine (9) Youth attended.
- 12/18/15 –Webinar: The Workforce Re-Entry Program.
- 12/21/15 – Sowela P-Tech Students - WIOA Information Meeting - 8 attended.
- 12/28/15 – Sowela P-Tech Students - Information Meeting 4 attended.

### **November 2015:**

Twelve (12) referrals were made to Catholic Charities for TWIC Card assistance. one (1) was a Homeless Veteran from the City of Refuge.

Bethesda Housing assisted two (2) applicants with Housing.

Todd Lewis secured employment with Securitas as a Security Officer earning \$15.00/hourly as an unarmed guard.

A J-Core participant attended the J-Core Job Readiness Workshop and is currently enrolled in the Fast Track Structure Welding Class at Sowela. The J-Core participant is also receiving housing assistance through CSBG.

**December 2015:**

Catholic Charity provided TWIC Card assistance to (6) applicants during the month of December.

Bethesda Housing assisted (1) applicant with Housing

Job Placement: Bryan Honshul – Secured employment with Lofton Staffing as a Laborer. Mr. Honshul is a J-Core Applicant.

Ms. Christine L. Griffith is currently employed with Burger King, working part-time. Ms. Griffith is earning \$7.85/Hour. Ms. Griffith is in the Step Program. Her Goals are to successfully complete her studies in Cosmetology at Demons. Orientation starts 12/14/2015 and classes start 12/15/2015. Ms. Griffith has also been referred to the Fresh Start Initiative Program. The program helps individuals with expungements.

JD/NEG Contracts –One applicant is currently in training through the JD/NEG.

**INDUSTRY SECTOR COORDINATOR****November 2015**

The Industry Sector Coordinator helps plan, implement and direct key Sector Initiatives for Business Solutions within Region 5. The Industry Sector Coordinator (ISC) plays a key role in improving customer satisfaction, meeting regional performance objectives, partnerships, and agreements with the Regional Workforce Investment Boards (RWIBs ). The ISC also serves as an industry specialist. The incumbent reports regularly to the Louisiana State Office of Workforce Development.

This position is independent and strategic, consisting of both technical and management level tasks requiring interaction with various departments in all levels of the OWD, WDB, Local Area Coordinators & Directors, the Louisiana Workforce Commission (LWC), Business and Career Solutions Centers, Dept. of Economic Development, Chambers of Commerce, regional training providers, employers, and industry associations.

On-going efforts related to outreach/marketing and follow-up calls were made to industries throughout November 2015.

As a follow-up from the October meeting with McNeese State University's Engineering Department and three local engineering firms (Polaris, Levingston, and Re Con) students were screened to determine EBT eligibility. Sixty-nine (69) students were present. The information gathered on the 69 students is being processed. The WIOA eligible candidates will be referred to the engineering firms for consideration to be hired. Updates will follow.

The following EBT contracts are projected to begin in December 2015: Health Systems 2000, KZWA Radio Station, and Amerisafe.

Cold calls were made during the Alcoa Job Fair with the following companies: Volunteer Pastilles, Manpower, TRS Craft Services, Axiall Corp, PPG Industries, Cameron LNG, PSC, Right Management, Firestone. Louisiana Pigment, and SASOL. In addition to advising the representatives about BCSC services, we assisted Alcoa employees targeted for the scheduled lay-off. The state's Rapid Response representative partnered with BCSC staff to provide reemployment assistance.

The Industry Sector Coordinator scheduled a meeting with G2X; also follow-ups were attempted with Cintas, Roy O Martin, and Bunge.

Westlake Chemical EBT contract is pending. The Industry Sector Coordinator will maintain contact with the HR team for future implementation of programs and services beneficial to both the residents and employers of Southwest Louisiana.

The Industry Sector Coordinator attended the Chamber Southwest Education and Workforce meeting held in November 2015.

### **December 2015**

Outreach, marketing presentations, and follow-up calls were made with the following industries regarding implementing programs for On-the-Job Training, Job Driven National Emergency Grant, IWTP, WOTC, accessing HiRE and other services/events offered by the Business and Career Solutions Center:

- AAR Corp
- Town Square Media
- Levingston Group
- McNeese State University Engineering Dept.
- Mama Rita Kitchen
- KPLC TV
- Poloar's Engineering
- Sasol
- Christus St. Patrick Hospital
- Enterprise Car Rental
- UPS
- FED EX
- ERA Helicopters
- Louisiana Radio Communications
- Health Systems 2000
- KZWA Radio
- Southwest Louisiana Call Center
- G2X Energy
- Roy O Martin
- Lake Area Medical
- Lake Charles Memorial Hospital
- The Voice
- Nissan of Lake Charles
- Mill Street Baptist
- Amerisafe
- CSRS
- Cumulus Radio
- Cintas
- Delta Downs



ISC makes presentations to UI claimants every Tuesday and Wednesday of the month regarding opportunities available through the JD NEG Grant. UI claimants are advised of JD NEG employment and training opportunities. UI claimants are also provided JD NEG letters to advise potential employers of their JD NEG eligibility.

Additional follow-up with the MSU engineering students and engineering department head, Polaris, Recon, and Livingston Engineering, is ongoing. There were three JD NEG eligible students for the OJT program. Updates will be forthcoming.

ISC attended the following meeting/events:

- SWLA Chamber Education and Workforce Development meeting
- LWC Symposium

**UPCOMING EVENTS:**

Quarterly Job Fair – 9:00 a.m. to 12:00 p.m. – January 13, 2016 - Lake Charles Civic Center

- Employers – 43 (31)
- Total Job Seekers – 465 (693)
- Veterans – 48 (53)
- Youth – 93 (186)
- Job Seekers Surveys Collected – 285 (450)
- Employer Surveys Collected - 42 (30)
- Pre-Registered Job Seekers – 375 (339)

Ms. Mary Conway stated that in an effort to familiarize the Board on the Center's activities, that at each meeting a different department of services would be featured as part of the B&CSC Report.

Mr. Kendrick Celestine provided a PowerPoint of the Youth Services through the Calcasieu Workforce Center. Handouts were provided indicating the mission statement at various levels of services "to empower and provide youth with the opportunity to develop and achieve goals through education and workforce training while promoting self-sufficiency." The Powerpoint included information on /eligibility Requirements, Barriers, Eligibility Verification Items, Comprehensive Youth Services and Business & Career solutions Center Services.

Ms. Seemion advised the Board that this report will include Allen, Beauregard & Vernon Parishes.

**10. Consideration on Establishing a Committee to Draft the Workforce Plan (Will be due in May) State's plan is due in March.**

**Mr. Toby Leger moved to use the Executive Committee to help write the Plan. Ms. Crystal Scott seconded. Carried.** The Executive Committee includes the 3 officers and the other elected individuals as follows:

Ms. Barbara Disnuka, Chair

Ms. Sarita Scheufens, Vice-Chair

Mr. Toby Leger, Secretary

Mr. R.B. Smith as the Economic Development Representative

Mr. Carlos Perez as the Labor Representative

Mr. Dick Myers as the Youth Representative

Ms. Donna Bailey as the Private Sector Business Representative.

**11. Upcoming Quarterly Meetings & Events**

January 28, 2016

April 28, 2016

June 23, 2016

September 22, 2016

Job Fair – Lake Charles Civic Center, April 13, 2016 9 a.m. – noon

Ms. Barbara Disnuka went over the upcoming quarterly meeting dates. She also stated that she had attended the Job Fair held on January 13 and commented on the excellent representation of businesses as well as job seekers.

**12. Adjournment**

Sign In Sheet

Ms. Seemion reminded everyone to sign in for the meeting. All business concluded, Ms. Disnuka declared the meeting adjourned at 1:27 p.m.

Respectfully,

A handwritten signature in blue ink that reads "Juanita Poland". The signature is written in a cursive style with a long, sweeping tail on the letter "g".

Ms. Juanita Poland, Minute Taker