

REGIONAL/LOCAL WORKFORCE INVESTMENT AREA 21 FIVE YEAR PLAN

2013 - 2018



Section 1. Local/Regional Workforce Strategic Plan

Local/Regional Vision:

The local/regional vision should provide the strategic direction for the local and regional workforce system and guide investments in workforce preparation, skill development, education and training, and major initiatives supporting the governor's vision. The local/regional plan must address the governor's vision for aligning efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive service, and how programs and activities described in the plan will support the state's economic development needs and the employment and training needs of all working-age youth and adults in the state. The local/regional plan must include a description of the methods used for joint planning, and coordination of the programs and activities in the plan.

Region Two's vision for a Local/Regional workforce system is aligned with the Governor's vision to build a stronger demand-driven workforce system that more effectively helps workers by understanding and fulfilling the demands of employers. Furthermore, it is the vision of Region Two to have a workforce system that will provide all youth and adults with the opportunity to continuously upgrade their knowledge and skills through our comprehensive integrated plans to improve education and workforce preparedness necessary to be competitive in the twenty-first century global market.

No one system (education, employment and training, public assistance nor economic development) operating alone can fully address job seekers' and employers' needs. Region Two is maximizing integration of services through partner co-location and cross functioning staff positions in the Business and Career Solution Centers (BCSC). Through effective partnering the programs and services of partners are integrated into the Business and Career Solution Centers and provide accessible and comprehensive information and referral to the array of services available, through the system, to the clients of each respective partner. Partners participate in a collaborative effort to provide a seamless delivery of services that help prepare the local workforce for today's jobs. We will continue working with all partners within our area to develop solutions and to provide services to meet the needs of the local citizens while pursuing the objectives of driving employment, improving the business climate and providing excellent customer service.

In support of the state's economic development needs and the employment and training needs of all working youth and adults in the state, Region Two will continue collaborating with Economic Development, Chambers of Commerce and Industry within the region to cultivate small business and determine Industries' greatest needs and to address those needs. The integration of WIA training services and Wagner Peyser employment services in the Business and Career Solution Centers eliminates duplication of services and ensures that business requirements shape the goals and services of the system. By determining the need of new and existing industries and producing a skilled and resilient workforce to fill those needs, the region will accomplish its and the states, goal of providing job opportunities for citizens that will provide a high quality of life through financial and career opportunities. In an environment that ensures a skilled and productive workforce, existing businesses will thrive and new business will locate in the region, likewise the workforce will benefit by business creation and growth that leads to higher quality jobs that will increase incomes. It is our goal in Region Two to close the gap between structural unemployment and traditional unemployment. Structural unemployment is that resulting from workers lacking the necessary skills, rather than traditional unemployment

due to the lack of jobs. Rapid changes in the skill requirements of today's workers and those of the future require constant evaluation and upgrading of workers skills in a lifelong learning environment. Realizing that employability and social skills are a major part of obtaining and retaining employment, we will provide access to job readiness skill training as needed. Louisiana Job Ready will afford workers the opportunity to increase their skills and obtain WorkKeys certification as a tool in securing employment. Re-Employment services to those receiving unemployment benefits create an opportunity for skilled workers to return to the workforce in a shorter timeframe to meet industry needs. Education, training, and employment will be the components to strengthen economic development in our region to ensure continuous learning and skills development needed by industry.

The Regional/Local Plan has been developed through regional planning efforts. The LWIAs jointly approve Service Providers listed on the Eligible Training List. Service Provider Information is also shared by the LWIAs, including monitoring concerns and/or performance. The LWIAs review and discuss labor market information to determine demand occupations within the region for use in providing training to WIA participants. The LWIAs have entered into financial agreements to accommodate employers who hire residents of both LWIAs. Regional Business Service Teams meet regularly with key workforce development stakeholders to develop strategies to market and promote business solutions.

Economic and Workforce Information Analysis:

The Local/Regional integrated Workforce Plan should describe the labor market and economic context in which the LWIA's workforce system (including all the programs in the Integrated Workforce Plan) is operating, based on accurate and timely labor-market, demographic, and economic information, with particular attention given to high-need, under-served, and under-employed, and/or low-skilled subpopulations. The regional description should include an assessment of the needs of constituents within the region who will become, or currently comprise, the state's workforce, particularly those needs which can be addressed by the programs included in the Integrated Workforce Plan.

Assessment of the current situation and projected trends of the region's economy, industries and occupations, including major economic regions and industrial and occupational sectors:

Region Two's economy is growing. The estimated employment in 2008 was 453,760 and 2018 projected employment is 502,500, a total percentage change of 10.7%. While most areas in the region are experiencing growth, there is a need for more economic growth in the rural areas of Region Two. A lack of industry and businesses in those areas results in fewer job openings and higher unemployment. The estimated number of unemployed as of May 2012 is 32,759, while the number of job openings for the same date is 18,242, resulting in a ratio of 1.80 unemployed per job opening. Five top industries in the area with the highest projected employment growth include Food Services and Drinking Places (2.4% Annual Percent Change), Educational Services (1.0% change), Administrative and Support Services (1.9% change), Ambulatory Health Care Services (2.7% change), and Hospitals (1.4% change). The top occupations with the highest projected growth for Region Two include Retail Salespersons, Waiters and Waitresses, Food Preparation Workers, Registered Nurses, Customer Service Representatives, Personal and Home Care Aides, and Office Clerks. (See Figures 1, 2, 3 and 4 on pages 7, 8 & 9)

Assessment of the workforce skills and knowledge individuals need to find current and

future employment in the region, particularly those skills and knowledge identified by employers as necessary for economic growth in the region:

Region Two's long term annual demand for top occupations to the year 2018 indicate that the occupations with the highest total annual demands all require short term training & work experience, licenses and/or certificates and some require an Associate or Bachelor degree. Of the job openings advertised online in Region Two, 52.32% require a minimum work experience of 1 to 2 years, while 39.09% of openings require 2 to 5 years of work experience.

The most common minimum education requirement for job openings advertised online in 2nd Regional Labor Market Area in July, 2012 was a high school diploma or equivalent with 44.27% of the total specified. The second most common education level was a Bachelor's Degree with 31.96% of the total specified. Approximately 9,599 jobs had no specific required education level identified.

Employer information gathered through Employer Focus Groups, surveys, and business organization meetings indicated that Region Two is experiencing significant skills gaps in soft skills, literacy, job retention, and the development of technology skills and occupational skills development. (See Figures 4 and 5 on pages 9 & 10)

Description of the characteristics and employment-related needs of the region's population, and diverse sub-populations, including those from racial, ethnic, linguistic groups, older persons, and individuals with disabilities:

The deficiency in educational attainment needed to succeed, the lack of soft skills, and job retention are some of the most critical employment-related needs of the region's population. Occupational skills development and technology skills are also needed to produce skilled workers; however, gaining those skills is dependent on the successful attainment of the educational, employment, and job ready skills. The Region's population is composed of approximately 62% white, 35% African Americans, and 3% of other races. The unemployment rate in Region Two is 7.3%. (See Figure 6 on page 11)

Analysis of the skill and education gaps for all individuals within the region, particularly for those individuals targeted by the programs included in the Integrated Workforce Plan:

The education levels of potential candidates in the 2nd Region show that 2,321 (6.92%) have less than a high school education; 11,319 (33.75%) have a high school diploma or less; 9,704 (28.94%) have 1 to 2 years at college or a technical or vocational school; 1,899 (5.66%) possess a Vocational School Certificate; 2,355 (7.02%) have Associates Degree and 4,340 (12.94%) a Bachelor's Degree. Of the job openings advertised in Region Two only 190 (11.7%) have no minimum education requirements; 719 (44.27%) require a High School Diploma or Equivalent; 4 (.25%) require one year of college or technical school; 23 (1.42%) require a Vocational School Certificate; 104 (6.4%) require an Associate Degree and 519 (31.96%) require a Bachelor's degree. Of the potential job candidates in Region Two, 42.45% have more than ten years of work experience and 26.77 % with less than one year of work experience. In summary, the potential job candidates with less than a high school education greatly outnumber the job openings that have no minimum requirements. Occupational Projection Data for the year 2018 show that the occupations with greatest annual new growth and openings all require skills training and work experience. In addition to the educational, work experience and technical and job specific skills, many individuals are in need of educational skills upgrade, proficiency in soft skills, job retention skills, and the development of job specific skills. (See

Figure 5 on page 10)

Analysis of the challenges associated with the region's population attaining the education, skills, and training needed to obtain employment:

The workforce systems in Region Two face the challenge of significantly reduced system funding, resources, and staff in the face of significantly increased demand for services from job seekers and employers. Low skill and low educational levels of the unemployed population will affect our ability to meet employers' needs for skilled workers.

Discussion of the ability of Integrated Workforce Plan programs to meet the skill needs of employers in the region and close any skill gaps:

Employer input and partner collaboration will be used in determining skill needs and to close skill gaps in all of the Integrated Workforce Plan Programs. Education, training, and employment will be the components to strengthen economic development in our region to ensure continuous learning and skills development needed by industry. This aligns with the objectives of driving the economy, improving the business climate and providing excellent customer service.

The Baton Rouge Region has created a Business Team. This team consists of staff that performs Business Service Representative (BSR) duties. This staff is located in LWIA 20 and LWIA 21, which covers 11 parishes. Local veteran staff is also in attendance. BSR duties include employer services such as visiting employers to discuss available services. Services include the following: assistance with job fairs, posting job vacancies, labor market information, unemployment insurance rates, labor laws, and explaining and offering programs such as On-the-Job Training, Incumbent Worker Training and other programs within each LWIA and the Louisiana Workforce Commission.

The Baton Rouge Regional Business Team meets quarterly to discuss activities in each area, and to share information on companies coming to the area, expanding, hiring, planning layoffs, etc. Information on other activities such as Chamber events, community events and other organizational events relative to workforce development are also discussed.

The goal is to keep all areas in the region informed of employer activity. In addition to the above meetings, team members keep in touch with each other via email regarding upcoming events in which another area (parish) may have some interest. Each month the team submits an activity report of activities for the upcoming month.

Local/Regional Strategies

The Local/Regional Integrated Workforce Plan must describe the key strategies the Local Workforce Investment Boards (LWIBs) intend to implement, based on its economic analysis and state key strategies (located in the State Workforce Investment Plan), to achieve the governor's vision and goals.

Region Two's goal is to have a system that responds quickly to the immediate and long-term needs of employers by connecting skilled and credentialed job seekers to employers hiring in demand occupations. To achieve this goal, Region Two will strive to better align workforce development activities to the skill and competency requirements identified by business customers, particularly those in high growth industry sectors. We will utilize input from business

to build a package of services and strategies to meet their current and future needs. We will work with regional and local partners to build a continuum of quality education, training and re-training programs that address skill shortages and provide for skills certification. By implementing the AIM Initiatives, developed by the Louisiana Workforce Commission, Region Two will address core challenges for employers and job seekers to ensure effective and efficient utilization of limited resources.

Cross-Program Strategies – The plan must discuss integrated cross-program strategies for specific populations and sub-populations identified in the region’s economic analysis, strategies for meeting the workforce needs of the employers, and regional and sector strategies tailored to the state’s economy.

The state's Occupational Forecasting Conference will be used to identify high growth/high demand occupations in the region. WIB policies have been developed to ensure effective and efficient leveraging of training dollars to address those areas of high growth and high demand. The local Board’s approval of training providers through the use of the state’s demand occupation list can determine programs to be funded that better prepare students for demand occupations to meet the needs of today’s employers.

The Business and Career Solutions Centers make available to the participants of all workforce programs, TAA, Rapid Response, and Veterans, basic literacy and comprehensive assessments. Assessment results are used to match participants to the appropriate employment and training opportunities, thus enabling employers to identify job seekers who possess the basic cognitive skills for specific jobs. Any workforce literacy skills gaps are addressed through various partnerships (Adult Educations and LCTCS).

The Re-employment Initiatives are focused on connecting Unemployment Insurance (UI) claimants with re-employment and training services delivered through the workforce system, specifically the local Business and Career Solutions Centers. The intent is to make sure claimants have access to the full array of re-employment and training services available at career centers, enabling a quick return to work, while ensuring accountability for UI program requirements. A UI claimant may be required to participate in multiple re-employment initiatives to continue their UI benefits. The three program initiatives are:

Re-employment-Includes job seekers who are current UI claimants after receipt of their first benefit payment. Eligible job seekers selected to participate will cycle through this process in two service points. Each service point is initiated by defined benchmarks of weeks claiming and receiving benefits: after the first payment of benefits, and after the eighth week of benefit payments. These eligible job seekers will receive notification to come into a career center to receive specific services geared toward re-employment as required to continue receiving UI benefits. Services received in the program include resume, virtual recruiter, work search review, and completion of the WIA registration process.

Re-employment and Eligibility Assessment (REA)-Is designed to reduce unemployment insurance overpayments and increase the number of direct job referrals and hires. Eligible job seekers will receive notification to come into a career center to complete UI eligibility components to continue receiving their UI benefits. Components of this program include one-on-one assessment of barriers to employment, benefits eligibility review, customized employment plans based on the unemployed claimant’s needs, and ongoing follow-up.

Emergency Unemployment Compensation (EUC)-Closely mirrors the REA program. The eligible job seekers are currently receiving extended UI benefits. Like REA participants, EUC participants must come into a career center to complete UI eligibility components to continue receiving their UI benefits. The EUC participants have the additional requirement of completing

the WIA registration process.

Partnerships – The plan must include a discussion of key strategic partnerships that are necessary to successfully implement the strategies, and discuss how the strategies will meet the needs of employers and of each sub-population.

The Workforce Investment Boards (WIBs) of Region Two are working collaboratively with each other and with all workforce partners within our eleven parish area to develop solutions and provide services to meet the needs of the employer and the job seeker. In order to facilitate the coordination and provision of all services available, the sharing of staff and use of technology is being utilized in areas where co-location is not possible. The Title V Older Workers, Louisiana Rehabilitation Services, Migrant Seasonal Farm Workers program, Veterans representatives, Wagner Peyser and Rapid Response assigned staff are located in most BCSC centers. Through effective partnering, the programs and services of partners are integrated into the BCSC and provide information and referral to the array of services available, through the system, to the clients of each respective partner. Recognizing the importance of providing education and training to meet the needs of a skilled workforce, Region Two will continue a close working relationship with area school systems, community and technical colleges, universities and training providers.

Region Two's focus is on job placement. LWIAs Twenty and Twenty One have met and/or exceeded the required placement performance measures for all programs for Program Year PY2011. Our primary goal and mission is to continue putting people to work.

In order to maximize and leverage youth resources and extend these services across the region, the LWIAs plan to continue their partnership with regional and local agencies and programs, such as LCTCs, Adult Education, Colleges, Community Based Organizations and youth services organizations. The WIBs have established Youth Councils that serve as a vital resource in providing expertise and guidance in the development of youth employment and training policies and practices. Through program coordination and integration, youth are provided with skills and resources necessary to succeed in today's economy.

Leveraging Resources – The plan must include a discussion of key strategic partnerships that are necessary to successfully implement the strategies, and discuss how the strategies will meet the needs of employers and of each sub-population.

The LWIBs will use state provided funding information, advanced technology, and regional coordination meetings to maximize and leverage resources within the region. TAA program services have been integrated into the WIA system to co-enroll participants who are eligible for both programs. The On-the-Job Training program and the Incumbent Workers program will continue coordinating services and funds to meet employers' needs and avoid duplication of funding. The Boards will continue working with training providers in the region to coordinate funding of training activities with other resources such as Pell Grants and TAA so that WIA funds work in conjunction with other sources of funding. Adult Education programs will be utilized to provide basic education skills needed to achieve the academic levels required to ensure a skilled workforce. Supportive services needed by the customer to enable them to participate in education and training activities will continue to be provided through coordination with other agencies within the region. Through the integration of WIA and Wagner Peyser functions a seamless, comprehensive package of services for both the employer and job seeker is offered. Louisiana Rehabilitation Services utilize the Business and Career Solutions Centers on a scheduled basis to serve their clients.

Policy Alignment – The plan must discuss how the LWIBs will align policies, operations, administrative systems, and other procedures to assure coordination and avoid duplication of workforce programs and activities outlined in WIA Section 121(b).

Through Louisiana's information system the Business and Career Solutions Centers are linked to occupational information, including job openings and training information. The Louisiana Virtual One Stop (LAVOS), soon to become Helping Individuals Reach Employment (HIRE) system serves as the backbone for service integration and as a main data tracking system to facilitate continuous improvement. Also, it provides links to additional data provided by USDOL and the Census Bureau. LMI, economic data, census data, educational data, chamber information, partner surveys and information, job orders and job vacancy information, all working together, aid our WIBs in their planning and decision making process and will be used to align policies, operations, administrative systems, and other procedures to assure coordination and avoid duplication.

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FIGURE 1

Occupational Employment Projections in 2nd Regional Labor Market Area, Baton Rouge for Total, All Occupations for a base year of 2008 and a projected year of 2018

Occupation Code (SOC)	Occupational Title	2008 Estimated Employment	2018 Projected Employment	Total 2008-2018 Employment Change	Annual Avg. Percent Change	Total Percent Change
000000	Total, All Occupations	453,760	502,500	48,740	1.0%	10.7%

Source: Labor Market Statistics, Occupational Employment Projections Program

FIGURE 2

Summary area profile for 2nd Regional Labor Market Area, Baton Rouge, Louisiana.

Supply and Demand

Number of Unemployed per Job Opening

The table below shows the ratio of the estimated number of unemployed (not seasonally adjusted) to the number of advertised online jobs openings in 2nd Regional Labor Market Area, Baton Rouge, Louisiana for May, 2012 (Jobs De-duplication Level 2).

Area Name	Number of Unemployed in May, 2012	Job Openings in May, 2012	Number of Unemployed per Job Opening in May, 2012
2nd Regional Labor Market Area, Baton Rouge, Louisiana	32,759	18,242	1.80

Source: Labor Market Statistics, Local Area Unemployment Statistics Program; Job Online advertised jobs data

FIGURE 3

Industry Title	2008 Employment	2018 Projected Employment	Total Employment Change	Annual Percent Change	2008 - 2018 Total Percent Change
Food Services and Drinking Places	30,100	38,000	7,900	2.4%	26.3%
Ambulatory Health Care Services	18,510	24,120	5,610	2.7%	30.3%
Educational Services	42,980	47,480	4,500	1.0%	10.5%
Administrative and Support Services	21,070	25,400	4,330	1.9%	20.6%
Hospitals	18,990	21,930	2,940	1.4%	15.5%
General Merchandise Stores	11,280	13,530	2,250	1.8%	20.0%
Social Assistance	8,760	10,630	1,870	1.9%	21.2%
Professional, Scientific, and Technical Services	21,670	23,350	1,680	0.8%	7.8%
Heavy and Civil Engineering Construction	14,130	15,770	1,640	1.1%	11.6%
Building Material and Garden Equipment and Supplies Dealers	4,440	5,770	1,330	2.6%	29.8%
Self-Employed and Unpaid Family Workers, Primary Job	33,680	35,000	1,320	0.4%	3.9%
Credit Intermediation and Related Activities	7,340	8,500	1,160	1.5%	15.8%
Chemical Manufacturing	9,720	10,680	960	0.9%	9.8%
Nursing and Residential Care Facilities	6,860	7,810	950	1.3%	13.7%
Repair and Maintenance	4,950	5,810	860	1.6%	17.4%
Specialty Trade Contractors	18,400	19,200	800	0.4%	4.4%
Accommodation	2,550	3,300	750	2.6%	29.6%
Religious, Grantmaking, Civic, Professional, and Similar Organizations	2,800	3,540	740	2.4%	26.4%
Personal and Laundry Services	3,650	4,330	680	1.7%	18.8%
Health and Personal Care Stores	2,950	3,550	600	1.9%	20.3%

FIGURE 4

Baton Rouge - Capital - Regional Labor Market Area 2
 Long Term Total Annual Demand for Top Occupations to the Year 2018
 Sorted by Total Annual Demand

Demand Level ¹	Occupational Code ²	Occupational Title ³	2008 Occupational Employment Estimate ⁴	Annual Growth ⁵	Annual Replacement ⁶	Total Annual Demand ⁷	Annual % Growth in New Demand ⁸	2010 Regional Annual Average Wage ⁹	2010 Regional Hourly Average Wage ¹⁰	Most Significant Source of Education or Training ¹¹	Occupational License/Certification Required ¹²
1	41-2011	Cashiers	13,350	30	640	680	0.4%	\$16,563	\$7.96	Short-term Trg. & Exp.	
1	41-2031	Retail Salespersons	12,500	200	390	580	1.5%	\$22,192	\$10.67	Short-term Trg. & Exp.	Lic. Req.
1	35-3031	Waiters and Waitresses	7,190	180	390	570	2.2%	\$18,817	\$9.05	Short-term Trg. & Exp.	
1	35-2021	Food Preparation Workers	6,460	180	220	400	2.2%	\$16,784	\$8.07	Short-term Trg. & Exp.	
1	29-1111	Registered Nurses	8,660	230	140	370	2.3%	\$36,283	\$27.30	Associate degree	Lic. Req.
1	53-2002	Laborers and Freight, Stock, and Material Movers, Hand	9,370	40	300	340	0.4%	\$23,067	\$11.09	Short-term Trg. & Exp.	
1	43-4051	Customer Service Representatives	5,920	160	170	330	2.4%	\$27,572	\$13.26	Mod. term Trg. & Exp.	
1	29-9021	Personal and Home Care Aides	4,520	210	80	280	3.8%	18,001	8.65	Short-term Trg. & Exp.	Cert. Avail.
1	43-9061	Office Clerks, General	8,630	100	160	260	1.1%	20,680	9.92	Short-term Trg. & Exp.	
1	37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	6,950	100	130	230	1.3%	19,159	9.21	Short-term Trg. & Exp.	
1	25-2021	Elementary School Teachers, Except Special Education	5,790	80	130	210	1.3%	44,972	NA	Bachelor's degree	Lic. Req.
1	33-9032	Security Guards	5,250	100	110	200	1.7%	22,445	10.79	Short-term Trg. & Exp.	
1	41-1011	First-Line Supervisors/Managers of Retail Sales Workers	6,360	60	130	190	0.9%	33,408	16.06	Work Exp. in a related occ.	Lic. Req.
1	35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	3,540	120	70	180	2.9%	16,294	7.83	Short-term Trg. & Exp.	
1	11-1021	General and Operations Managers	7,170	10	170	180	0.1%	99,661	47.91	Wk. Exp. + Bachelor's or higher degree	
1	33-5012	Correctional Officers and Jailers	3,960	80	90	170	1.9%	NA	NA	Mod. term Trg. & Exp.	
1	43-3031	Bookkeeping, Accounting, and Auditing Clerks	6,050	60	100	160	1.0%	32,621	15.68	Mod. term Trg. & Exp.	
1	41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	5,160	40	110	160	0.8%	51,638	24.83	Mod. term Trg. & Exp.	
1	29-2061	Licensed Practical and Licensed Vocational Nurses	3,900	50	110	150	1.1%	36,391	17.50	Postsecondary voc.	Lic. Req.
1	43-4171	Receptionists and Information Clerks	3,810	60	90	150	1.4%	22,701	10.91	Short-term Trg. & Exp.	Cert. Avail.
1	43-1011	First-Line Supervisors/Managers of Office and Administrative Support Workers	6,530	-20	140	150	0.2%	40,506	19.47	Work Exp. in a related occ.	
1	43-3071	Tellers	2,220	50	100	150	1.9%	22,151	10.65	Short-term Trg. & Exp.	
1	53-3032	Truck Drivers, Heavy and Tractor-Trailer	5,210	50	90	140	0.9%	35,541	17.09	Mod. term Trg. & Exp.	Lic. Req.
1	43-6014	Secretaries, Except Legal, Medical, and Executive	7,600	0	120	120	-0.1%	27,816	13.37	Mod. term Trg. & Exp.	Cert. Avail.
1	31-1012	Nursing Aides, Orderlies, and Attendants	4,540	80	40	120	1.5%	19,345	9.30	Short-term Trg. & Exp.	Lic. Req.
1	43-5081	Stock Clerks and Order Fillers	4,910	0	120	120	-0.3%	22,625	10.88	Short-term Trg. & Exp.	
1	47-2152	Plumbers, Pipefitters, and Steamfitters	4,870	20	100	120	0.3%	50,570	24.31	Long-term Trg. & Exp.	Lic. Req.

FIGURE 5

Summary area profile for 2nd Regional Labor Market Area, Baton Rouge, Louisiana.

Education and Training Data

Education Requirements on Advertised Jobs

The table below shows the minimum required education level on job openings advertised online in 2nd Regional Labor Market Area, Baton Rouge, Louisiana on July 12, 2012 (Jobs De-duplication Level 1).

To sort on any column, click a column title.

Rank	Minimum Education Level	Job Openings	Percent
1	Not Specified	9,599	
2	No Minimum Education Requirement	190	11.7%
3	High School Diploma or Equivalent	719	44.27%
4	1 Year of College or a Technical or Vocational School	4	.25%
5	2 Years of College or a Technical or Vocational School	11	.68%
6	Vocational School Certificate	23	1.42%
7	Associate's Degree	104	6.4%
8	Bachelor's Degree	519	31.96%
9	Master's Degree	37	2.28%
10	Doctorate Degree	14	.86%
11	Specialized Degree (e.g. MD, DDS)	3	.18%

Job Source: Online advertised jobs data

Education Level of Available Candidates

The table below shows the education levels of potential candidates in 2nd Regional Labor Market Area, Baton Rouge, Louisiana on July 12, 2012.

To sort on any column, click a column title.

Rank	Minimum Education Level	Potential Candidates	Percent
1	Less than High School	2,321	6.92%
2	High School Diploma or Equivalent	11,319	33.75%
3	1 to 3 Years at College or a Technical or Vocational School	9,704	28.94%
4	Vocational School Certificate	1,899	5.66%
5	Associates Degree	2,355	7.02%
6	Bachelor's Degree	4,340	12.94%

FIGURE 6

Summary area profile for 2nd Regional Labor Market Area, Baton Rouge, Louisiana.

Unemployment Rates

Area Labor Force, Employment and Unemployment Data

The table below shows estimated labor force, employment and unemployment information in 2nd Regional Labor Market Area, Baton Rouge, Louisiana for May, 2012. These figures are not seasonally adjusted.

Area Name	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary Data
2nd Regional Labor Market Area, Baton Rouge	447,903	415,144	32,759	7.3%	No
Louisiana	2,079,716	1,932,131	147,585	7.1%	No
United States	154,998,000	142,727,000	12,271,000	7.9%	No

Source: Labor Market Statistics, Local Area Unemployment Statistics Program



Desired Outcomes:

The State Integrated Workforce Plan describes and provides specific quantitative targets for the desired outcomes and results for the programs. Along with the WIA performance measures, LWC has indicated other quantitative goals that will be measured effective Program Year 2012 (PY 12). In the section discuss how LWIA will work toward the achievement of these specific key metrics.

The program goals and desired outcomes of Region Two are consistent with those of the State, including increasing the number of new and repeat business customers, reducing the time to fill job vacancies, increasing outreach to employers in regional demand industries, increasing the percentage of hires that result from staff-assisted services and providing adequate and appropriate services and training opportunities for job seekers. Also, to create an environment in which our businesses can grow and our people prosper.

Some of the measurements used in achieving these goals and outcomes will include:

- Using the performance data obtained from LAVOS/HIRE and locally gathered, to measure the effectiveness of each workforce development activity and to formulate a plan for continuous improvement.
- Continue the effective working relationship with Economic Development Agencies and Chambers of Commerce in the region to:
 - Cultivate business and determine industries' greatest needs and to address those needs; and
 - Encourage business participation in the workforce system and to allow businesses to have input regarding their needs.
- Establish minimal points of contact through Business Service Representatives to meet the needs of business customers.
- Increase employer awareness, involvement in, and satisfaction with the BCSC through focused marketing; coordination of job development and placement activities; a customized menu of employer services; and employer need surveys.
- Using assessment to determine the individual education and training needs of job seekers and to address those needs through core, intensive and training service.
- Continue coordinating and collaborating educational and training programs with regional partners/agencies that provide those services.

The LWIAs of Region Two have established performance targets for PY12. LWIA 21's proposed PY12 Common Measure Goals are attached. (See Figure 7 on page 13) Maximum efforts will be made to continually strive to exceed those goals.

FIGURE 7

LWIA 21

Proposed PY12 Common Measure Goals

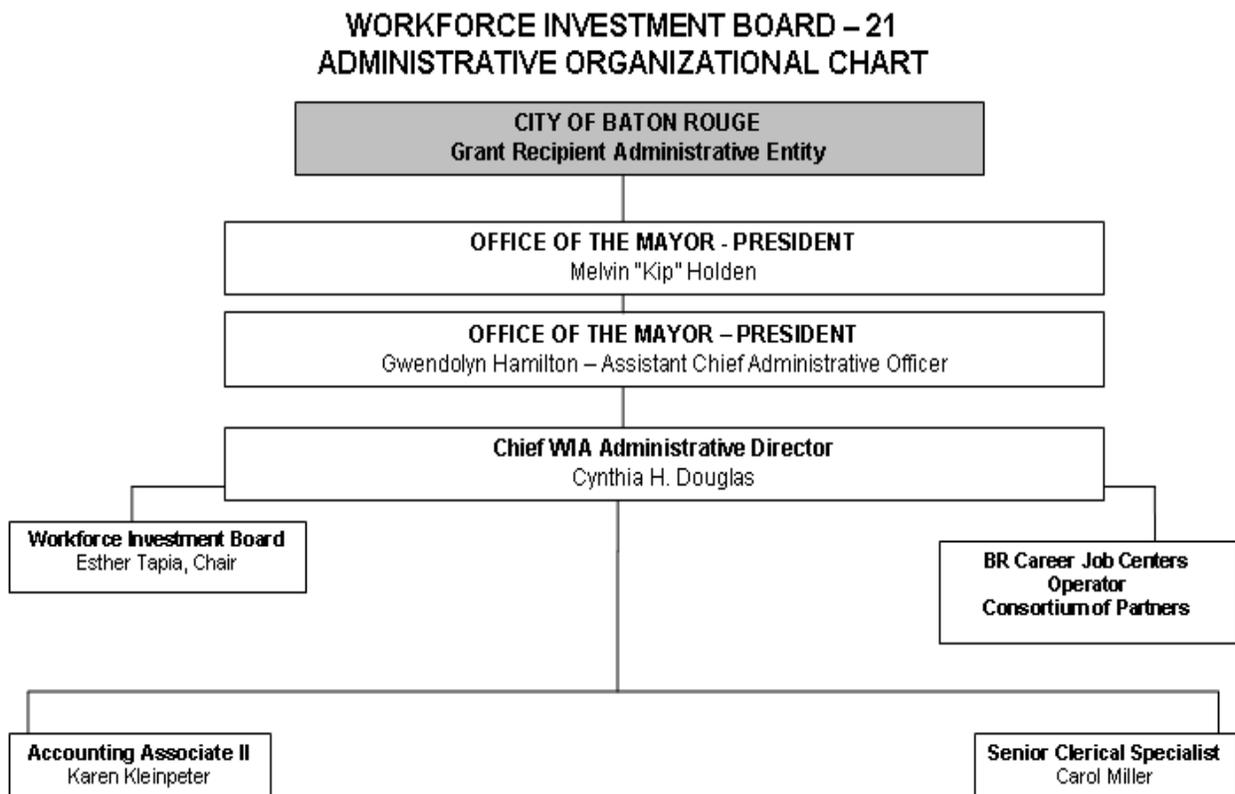
<u>Indicators</u>	<u>PY 12 Proposed</u>
<u>Wagner-Peyser</u>	
Entered Employment Rate	50%
Employment Retention Rate	76.8%
Average Earnings	\$ 13,150
<u>WIA Adult</u>	
Entered Employment Rate	50%
Employment Retention Rate	76.8%
Average Earnings	\$ 13,150
<u>WIA Dislocated Worker</u>	
Entered Employment Rate	70.9%
Employment Retention Rate	77%
Average Earnings	\$ 16,610
<u>WIA Youth</u>	
Placement in Employment or Education Rate	50.2%
Attainment of Degree or Certificate Rate	66.3%
Literacy & Numeracy Gains	60%

Section 2. Local Operational Plan

Overview of the Workforce System: The Local Operational Plan must present an overview of the workforce system in the LWIA.

Organization-The overview must describe organization and delivery systems at the local level for the programs covered in the plan, particularly how the organization effectively supports the coordination and alignment of the state's workforce programs and supports integrated service delivery. The overview must include a description of the organizational structure and membership roster of LWIB members and their organizational affiliation.

The Chief Elected Official (CEO), the Mayor of East Baton Rouge Parish, shall act as the grant recipient and as such designates LWIA 21 as the local grant sub-recipient to administer the WIA funds through the established programs.



The WIB will assume leadership for management, policy, planning, implementation, budgeting and resource assistance for Business and Career Solutions Centers, and will be responsible for effective coordination and integration of work in operating the One-Stop centers. Centers' staffs utilize an integrated team approach designed to deliver demand-driven, employer focused services.

The duties of the WIB in partnership with the CEO, shall include:

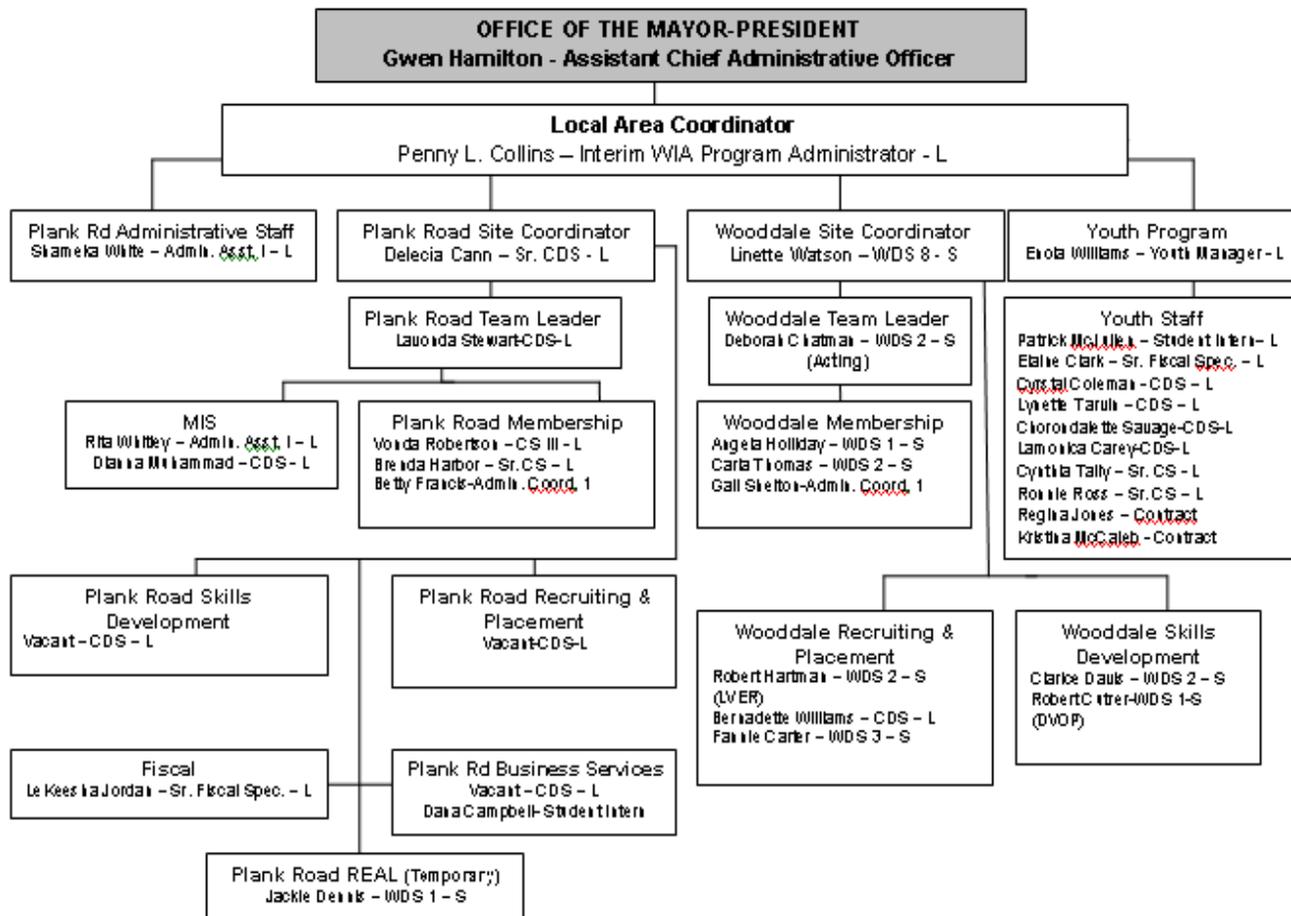
- Development of local/regional plan
- Selection of the Business and Career Solutions Center operator
- Selection of youth providers
- Identification of eligible training providers
- Program oversight
- Negotiation of local/regional performance measures
- Development of employer linkages

Local Workforce Investment Board 21 Membership Matrix		
Name & Title	Organization or Agency Name	Type of Business
PRIVATE		
A. BUSINESS REPRESENTATIVES- Minimum 51%		
Board Chair must be a business representative and listed as the first entry.		
Ester Tapia, Vice-President (CHAIR)	Dixie Electric	Utilities
James Watts, Manager	Jacobs Field Services North America, Inc.	Construction
Ralph Washington, Owner	Red Stick Cleaners	Other Services
Terry Bell, General Manager	Gerry Lane Enterprise, Inc.	Retail Sales
Carolyn Bergeron, Owner	Bergeron Beauty Salon	Other Services
Jennifer Gullo, HR	Coca-Cola Bottling Company	Manufacturing
Ed Scram, Pres. & Chief Ope. Officer	Stupp Corporation	Manufacturing and Construction
Terrie Sterling, Chief Ope. Officer	Our Lady of the Lake Regional Medical Center	Healthcare
Stephen Toups, Executive VP	Turner Industries	Construction
Scott Barringer, President	PALA Interstate	Construction
Jack R. Nealy, Business Representative	International Cinematographers Guild	Entertainment/Film
Aaron Williams, CEO	Digital Media Production House, Inc.	Digital Media
PUBLIC		
B. LABOR REPRESENTATIVES - Minimum of 2		
Ernest Stephens, President Assist.	Louisiana AFL-CIO	Union Representative
Charlie Habig, Business Agent	Louisiana AFL-CIO	Union Representative
C. EDUCATION REPRESENTATIVES- Minimum of 2		
Dawn Fleming, Director	Adult & Continuing	Adult Education

	Education	
Ronnie Pocrelo, Dir.	Career and Technical Education	Secondary Education
Name & Title	Organization or Agency Name	Type of Business
D. ECONOMIC DEVELOPMENT REPRESENTATIVES- Minimum of 2		
Pending		
Charles P. "Chip" Boyles, Economic Dev.	Baton Rouge Housing Authority	HUD
E. COMMUNITY BASED ORGANIZATIONS- Minimum of 2		
Pending		
Brad Madden, (VICE-CHAIR)	Capital Area United Way	Non- Profit Human Resources
REQUIRED ONE-STOP CAREER CENTER PARTNERS- One-Stop Career Center partners may represent more than on funding stream		
F. WIA Title I		
Penny Collins, Program Admin.	Baton Rouge Business and Career Solutions Center	Employment & Training
G. WAGNER-PEYSER		
Penny Collins, Program Admin.	Baton Rouge Business and Career Solutions Center	Employment & Training
H. UNEMPLOYMENT INSURANCE		
Penny Collins, Program Admin.	Baton Rouge Business and Career Solutions Center	Unemployment Compensation
I. CHAPTER 41 OF TITLE 38 (DVOP/LVER)		
Penny Collins, Program Admin.	Baton Rouge Business and Career Solutions Center	Veteran's Services
J. TRADE ADJUSTMENT ASSISTANCE		
Penny Collins, Program Admin.	Baton Rouge Business and Career Solutions Center	Employment & Training
K. VOCATIONAL REHAB PROGRAMS		
Verna Dixon- Fletcher	Louisiana Rehabilitation Services	Vocational Rehab
L. TITLE V OLDER AMERICANS		
Stacy L. Mills	Governor's Office of Elderly Affairs	Title V
M. JOB CORPS		
Darlene Wells, Director	Carville Job Corps	Education & Training
N. NATIVE AMERICAN PROGRAMS		
N/A		
O. COMMUNITY SERVICE BLOCK GRANT EMPLOYMENT & TRAINING		
Penny Collins, Program Admin.	Baton Rouge Business and Career Solutions Center	Employment & Training
P. HOUSING AND URBAN DEVELOPMENT EMPLOYMENT & TRAINING		
Charles P "Chip" Boyles, Economic Dir.	Baton Rouge Housing Authority	HUD

Q. OTHER

BATON ROUGE BUSINESS AND CAREER SOLUTIONS CENTER – ORGANIZATIONAL CHART



LWIA 21 is working with all partners within East Baton Rouge Parish to develop solutions and provide services to meet the needs of the local citizens. In order to facilitate the coordination and provision of all services available, the sharing of staff and use of technology is being used.

B. Operating Systems and Policies Supporting the State’s Strategies: The Local Operational Plan must describe:

1. Local operating systems that support and coordinate implementation of state strategies (e.g. labor market information systems, data systems, communication systems, etc.).
2. Local policies that support the coordination and implementation of the state’s strategies.
3. How the delivery of services to jobseeker customers and employer customers, including Registered Apprenticeship sponsors, will be aligned

across programs.

4. **How the local will support and coordinate with WIA state rapid response activities to dislocated workers.**
5. **Common data-collection and reporting processes used for all programs and activities present in the One-Stop Career Centers.**
6. **Local performance accountability system developed for workforce investment activities to be carried out through the LWIA workforce investment system.**
7. **Local strategies for collecting and using other information to measure the progress on local performance measures.**

All available services and/or referrals to appropriate services are provided to job applicants on an “as needed” basis at both the North and South Office locations. Shared staffs are located in both locations and negotiations are currently in progress to plan and implement a consolidation of staff in the North location to further enhance services to customers.

Two veterans’ representatives including: one Local Veterans Employment Representative (LVER) and one Disabled Veterans Outreach Program representative (DVOP) work specifically to facilitate priority services to veterans primarily at the South Office location with satellite services offered monthly at the North Office location.

The state level Rapid Response Program initiates services in response to WARN notices or information otherwise obtained regarding mass layoffs. Rapid Response staff members are co-housed in Baton Rouge-South Office and coordinate on-site services with LWIA 21’s staff. Once notified by the state level Regional Rapid Response Coordinator, LWIA 21 assigns staff to participate in all services planned in response to the layoff, in particular, to provide on-site services as needed. LWIA 21’s staff provides the employer with descriptive information on all services available and also recommends appropriate services. On-site services can consist of any customized service or combination of services desired by the specific employer experiencing the layoff.

Services are delivered through a seamless service design that directs universal customer flow through a tiered triage approach regardless of “program eligibility”. All customers receive an orientation to the “system” concept and are processed through an intake registration procedure. Customers are screened for program eligibility and referral to additional services. An initial assessment sorts individuals into job ready and not job ready categories. Customers’ needs are identified and met utilizing “Core, Intensive and Training” level strategies. Service options consist of self-directed and staff-facilitated self-help at Core level, staff assisted services at Intensive level, and enhanced assistance and case management at Training level.

Services are organized into two divisions, one for employer services and the other for jobs seekers and incumbent workers. Functional work groups designed around service clusters such as: employer focus; outreach; intake and orientation; assessment; job search and job development; screening, referral and placement; counseling; eligibility determination and program enrollment are provided as needed to center customers. Self-directed activities are available in each center’s resource area, with staff assistance available for facilitated self-help. The LAVOS/HIRE system offers job seekers on-line access to basic labor exchange and other services that can be accessed on-site or from any remote Internet connected location. Trained center staff facilitates customer

movement between and among tiered levels of services for those individuals requiring more intensive and/or training services provided through specific funding streams. Program specific services are coordinated through case management to ensure all customers receive appropriate services that may be beneficial to them.

In order to ensure that all programs are represented in the One-Stop system, electronic linkage is provided for access to programs that are unable to participate in co-location in Business and Career Solutions Centers at this time. Referral of customers between partners will be accomplished through a formal referral method outlined in the Memorandum of Understanding (MOU) signed by each partner.

- C. Services to Employers: In Louisiana's Demand Driven Workforce Investment Plan Office of Workforce Development (OWD) mission is to put people to work. This is accomplished by continuously improving our demand-driven system by quickly responding to the immediate and long-term need of employers. The Local Operational Plan must describe how the service delivery system will coordinate with the different programs to meet the needs of business customers in order, to find qualified skill workers. (i.e. hiring plans, training needs, and skill development). Also, describe how the LWIAs will use program funds to expand the participation of business in the statewide workforce investment system.**

LWIA 21 uses various methods to measure and assess employers' needs on an ongoing basis. Employers accessing One-Stop System services are provided information on their specific needs and are encouraged to provide input providing comments and/or suggestions on an ongoing basis. The Louisiana Occupational Information System, LAVOS/HIRE and the Employer Database from InfoUSA are utilized to better serve employers. The coordination of employer services in the region occurs through the collaborative efforts of the Regional Business Service Representatives (BSRs) and other staff to provide services to employers and avoid duplication. Regional BSRs provide employers with business incentive information which includes tax credits, work experience, on-the-job and customized training, posting job vacancies, incumbent worker training, small and emerging business development and other employer services available at all career centers. The staff provides recruitment assistance, rapid response activities, occupational skills analysis and access to applicant assessment and testing. This joint effort ensures that all employers are made aware of all workforce development services.

Economic Development is represented on LWIA 21's Board and provides valuable information on the needs of projected new and existing businesses in conjunction with other local employer representatives. WIB members act as the catalyst in driving employment and improving the business climate by relating to regional and local employers through industry associations and leaders the services provided by the One-Stop System. Their support in the efforts of Center staff to build relationships with business and industry is an invaluable asset.

Working in partnership with Economic Development, Chambers of Commerce, Education and other Workforce Development Programs, LWIA 21 coordinates and integrates services to businesses to avoid duplication.

Employers can access the LAVOS/HIRE system to directly enter job listings and to search the on-line resume database for qualified applicants. LAVOS/HIRE and the

LAWORKS website offer a number of valuable on-line services and resources. Employers can also utilize specialized services through direct contact with staff who work exclusively with employers.

Our goal is to connect employers with jobseekers. One of our primary resources to accomplish this goal will be the implementation of the Louisiana Job Ready initiative. This initiative will allow individuals to access on-line assessments and remediation to obtain and increase the skills needed to earn a WorkKeys certification. In doing so, we will meet our goals of driving employment, improving the business climate, and providing excellent customer service by providing a pool of skilled workers to meet employers' needs.

D. Services to Target Populations: The Local Operational Plan must describe how all the Business and Career Solutions Center (B&CSC) programs will work together to ensure that customers who need a broad range of services receive them. This is an opportunity for the LWIAs to describe how B&CSC services will address more specific needs of targeted sub-populations indentified in the economic analysis. The Local Operational Plan must describe how the local will serve: re-employment, training needs of unemployment compensation claimants; the long-term unemployed; the under-employed; dislocated workers (including trade-impacted dislocated workers and displaced homemakers); low-income individuals (including recipients of public assistance); migrant and seasonal farm workers; veterans (priority of service); individuals with limited English proficiency; homeless individuals; ex-offenders; older workers; individuals training for nontraditional employment; individuals with multiple challenges to employment; employment and training needs of individuals with disabilities. The discussion must include the LWIA's long-term strategy to improve services to and employment outcomes of individuals with disabilities, including plans for the promotion and development of employment opportunities, job counseling, and placement for individuals with disabilities (integration and Coordination with Louisiana Rehabilitation Services). The Local Operational Plan must also describe how it will deliver comprehensive services to eligible youth, particularly out-of-school youth with significant barriers to employment. The discussion must include the local coordination of youth activities, including coordination with WIA Youth activities with the services provided by the Job Corps program in the state, (Job Corps services include outreach and admissions, center operations, career placement, and transition services.)

Through universal access, Business and Career Solutions Centers are able to serve individuals from all special population groups. The WIA Title I program has allocated funds for serving dislocated workers and displaced homemakers through intensive and training services.

LWIA 21 has an established policy that gives priority to low-income individuals and recipients of public assistance. Also, low-income individuals, such as public assistance recipients receive a greater availability of streamlined services through the Business and Career Solutions system, due to coordinated efforts of partner agencies that provide services to these populations.

Information on services provided to customers is shared by system partners so that duplication can be avoided. This allows each partner to offer more efficient services,

better tailored to the needs of the customer.

Individuals interested in training for non-traditional employment can find a range of partner services available to assist them in reaching their goals. Labor market information, career information, educational and training opportunities, training grant applications, and post-training assistance in finding employment are accessible through the Business and Career Solutions system.

The special needs of individuals with multiple barriers can be addressed quickly through partner collaboration in the Business and Career Solutions Centers. Partners now understand the services provided by other agency partners and are aware of each other's involvement with customers, rather than working in silos, thereby reducing duplication of services. LWIA 21 has specialized equipment provided through previous funding from the Disability Navigator Program from the LWC to make the centers universally accessible for persons with disabilities.

Priority for services to veterans is provided through the Business and Career Solutions system by all USDOL programs. Our veterans representatives (DVOP and LVER), in conjunction with Veterans Program advisors, work closely with One-Stop staff to ensure that the full array of employment and training services are available to the veteran population. Community-based organizations provide a number of specialized services for veterans.

LWIA 21 is committed to working with the ex-offender population as they overcome barriers that impede employment. Participation with agencies such as the Capital Area Re-entry Coalition and Probation and Parole allow LWIA 21 to have a direct impact on programs and projects focused on increasing employment opportunities for ex-offenders. Center staff is very involved with correctional facilities throughout the region in providing information to the incarcerated population by participating in job fairs and pre-release programs. BSRs promote incentives and services such as the Worker Opportunity Tax Credit (WOTC), Federal Bonding and on-the job training to employers to enhance the aspect of hiring ex-offenders and affording them the opportunity to become productive citizens. The offender population often proves to be LWIA a very skilled population due to educational and training opportunities afforded during their incarceration. The needs of youth offenders are addressed through partnerships with the Office of Juvenile Justice and Juvenile Services to provide educational and training opportunities that lead to career pathways that correlate with demand occupations in Region Two. LWIA 21 will continue working to reduce the recidivism rate by addressing barriers that negatively impact employment opportunities for this hard to serve population.

Many older workers find themselves having to return to the workforce to meet their basic needs, while others are simply not ready to exit the workforce. Center staffs work diligently to afford seniors the services to address their employment and training needs. Through the Title IV Older Worker Program, older workers are given the opportunity to gain work experience in the Career Centers and provide information and services to other seniors seeking employment.

Funding provided by the Disability Navigator Program has allowed the inclusion of accessible equipment in the Career Solutions Centers. This equipment provides universal access to services for persons with disabilities. LWIA 21 has established a partnership with Louisiana Rehabilitation Services and other entities designated to work

with persons with disabilities as they overcome barriers to employment. LWIA 21 works closely with these agencies to co-enroll participants to increase their employability while eliminating duplication.

Unemployment Insurance (UI) claimants are connected with re-employment and training services delivered through the workforce system at the Baton Rouge Business and Career Solutions Centers. The intent is to make sure claimants have access to the full array of re-employment and training services available at career centers, enabling a quick return to work, while ensuring accountability for UI program requirements. A UI claimant may be required to participate in multiple re-employment initiatives to continue their UI benefits. The three primary programs targeting these services are:

Re-employment-Includes job seekers who are current UI claimants after receipt of their first benefit payment. Eligible job seekers selected to participate will cycle through this process in two service points. Each service point is initiated by defined benchmarks of weeks claiming and receiving benefits: after the first payment of benefits, and after the eighth week of benefit payments. These eligible job seekers will receive notification to come into a career center to receive specific services geared toward re-employment as required to continue receiving UI benefits. Services received in the program include resume, virtual recruiter, work search review, and completion of the WIA registration process.

Re-employment and Eligibility Assessment (REA)-Is designed to reduce unemployment insurance overpayments and increase the number of direct job referrals and hires. Eligible job seekers will receive notification to come into a career center to complete UI eligibility components to continue receiving their UI benefits. Components of this program include one-on-one assessment of barriers to employment, benefits eligibility review, customized employment plans based on the unemployed claimant's needs, and ongoing follow-up.

Emergency Unemployment Compensation (EUC)-Closely mirrors the REA program. The eligible job seekers are currently receiving extended UI benefits. Like REA participants, EUC participants must come into a career center to complete UI eligibility components to continue receiving their UI benefits. The EUC participants have the additional requirement of completing the WIA registration process.

LWIA 21 has implemented a multi-faceted approach to providing services to youth, with a primary focus on out-of-school youth. Services to youth are determined by the local Youth Council, in conjunction with the WIB. LWIA 21 has a staff designated to provide youth services. Services to youth in East Baton Rouge Parish are enhanced by partnerships with a vast array of agencies including, but not limited to, the East Baton Rouge, Baker, Zachary and Central Schools Systems; Family Roads of Greater Baton Rouge; the Head Start and Early Head Start Programs; Office of Juvenile Justice and Juvenile Services; Youth Oasis, and the Big Buddy Program.

Youth needs are also addressed through a delivery system that addresses the ten (10) elements as required under WIA through a competitive procurement process. Youth Vendors are selected to provide GED/Basic Educational Skills, Occupational Skills/Job Readiness or a combination of the two. LWIA 21 Youth Staff partners with these vendors in the provision of services and closely monitors the activities to ensure youth are adequately prepared to reach their ultimate goal of employment.

LWIA 21 Youth Staff has implemented an in-house program, Making a Positive Step (MAPS), which operates a youth focused Career Center. Services include: job search

assistance, assessments, resume' writing, and career exploration. MAPS incorporates job readiness and work experience which has proven very successful over the last several years in providing hands-on work opportunities for youth to connect with employers.

LWIA 21 has established a long term partnership with the Gillis Long Job Corps Center. They are represented on the Youth Council and WIB for LWIA 21. LWIA 21 has a representative serving on the Community Outreach Committee which meets quarterly for the Job Corps Center. Applications for both programs are available at both centers allowing referrals between the agencies. Job Corps routinely conducts application and interview sessions at the Baton Rouge South Office. The Baton Rouge North Office hosts tours for the participants in the Job Corps program to provide information on available services and to encourage the use of career centers upon completion of the program and return home to their respective local areas throughout the state. LWIA 21 staff has been involved in various events for Job Corps participants up to and including presenting as guest speakers at graduation. The training at Job Corps partnered with LWIA 21 Career Center services provides an excellent avenue for success for many youth.

E. Trade Adjustment Assistance (TAA): LWIAs must describe the coordination of WIA/W-P staff and how they will provide seamless services to participants who require early intervention, (e.g. rapid response) core, intensive and training services to worker groups on whose behalf a TAA petition has been filed. (Refer to LWC LTEGL 11-02 and USDOL TEGL No. 21-11)

Trade Adjustment Assistance (TAA) Program services have been integrated into the WIA system to co-enroll participants who are eligible for both programs. One state merit staff person has been assigned to handle all TAA participants for Region Two. An initial assessment is performed to determine if participants are eligible for co-enrollment in TAA, as well as, WIA. The assigned state merit staff enrolls those eligible for both programs and all services provided will be reported through the LAVOS/HIRE system.

Historically, our local Rapid Response team, which consists of a variety of One Stop System partners, have worked very closely with business and dislocated workers to provide "real time" services needed to re-engage dislocated workers into the labor force. The primary focus of LWIA 21 is employment, re-employment and training opportunities for dislocated workers in high growth, high demand, high wage occupations in our region and state. Other applicable supportive services may also be provided by WIA and/or TAA and North American Free Trade Agreement (NAFTA)-TAA as needed. Through close collaboration between WIA and TAA, dislocated workers can benefit from co-enrollment in both programs to provide the appropriate mix of services as long as duplication does not occur. This will prove to be cost effective for both programs and help provide more intense services for the dislocated worker. Once a business or qualified group files a petition for TAA/NAFTA workers will be eligible to apply for such services.