

# American Job Center of Region V

April – June 2019 ~ Activity/Status Report

July 25, 2019

The purpose of this report is to give the Workforce Development Board an overview of the American Job Center of Region V's activities for April, May and June of 2019. Staff serves Allen, Beauregard, Calcasieu, Cameron, Jeff Davis and Vernon residents. Unless otherwise noted, the numbers in **(red)** represent April, May and June of 2018.

## Membership Team

| Category           | April 2019 | April 2018 | May 2019 | May 2018 | June 2019 | June 2018 |
|--------------------|------------|------------|----------|----------|-----------|-----------|
| New Customers      | 254        | 332        | 259      | 249      | 370       | 276       |
| Return Customers   | 643        | 880        | 549      | 907      | 675       | 754       |
| Plant Applications | 22         | 60         | 30       | 68       | 52        | 51        |
| Veterans           | 145        | 114        | 102      | 106      | 72        | 114       |
| Youth              | 107        | 96         | 75       | 138      | 57        | 135       |

## 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:

| Services  | April 2019 | April 2018 | May 2019 | May 2018 | June 2019 | June 2018 |
|---|------------|------------|----------|----------|-----------|-----------|
| Quiz Pre-Employment Testing                         | 0          | 0          | 0        | 0        | 0         | 0         |
| On-line Assessment                                  | 6          | 1          | 18       | 5        | 13        | 1         |
| Workkeys Assessments                                | 14         | 15         | 2        | 8        | 0         | 7         |
| Job Search  | 341        | 680        | 425      | 438      | 355       | 426       |
| Resumes   | 70         | 91         | 59       | 63       | 58        | 68        |
| Phones/Copier/Fax                                   | 92         | 97         | 122      | 115      | 99        | 96        |
| UI Claims (Computer)                                | 181        | 200        | 163      | 282      | 169       | 259       |
| TABE/SAGE Assessment                                | 20         | 8          | 32       | 43       | 81        | 19        |
| Literacy Council GED Referrals/Computer Classes     | 2          | 4          | 4        | 0        | 1         | 0         |
| Job Readiness/J-Core Workshops                      | 19         | 14         | 68       | 15       | 7         | 18        |
| WIOP (Workforce Innovation and Opportunity Program) | 70         | 60         | 73       | 53       | 101       | 77        |
| WIOA - Orientation/Appointments                     | 29         | 23         | 64       | 97       | 37        | 28        |

|  |     |     |     |    |     |     |
|--|-----|-----|-----|----|-----|-----|
| Louisiana Rehabilitations Services           | 10  | 6   | 11  | 13 | 10  | 5   |
| Password Re-Sets                             | 23  | 53  | 46  | 29 | 20  | 69  |
| CSBG   | 12  | 14  | 7   | 36 | 80  | 29  |
| Quarterly Job Fair/Hiring and Special Events | 166 | 436 | 121 | 48 | 188 | 108 |
| Computer Classes                             | 1   | 4   | 0   | 33 | 0   | 6   |

**April - June 2019**

During April - June 2019, **Three (4)** placements were recorded for WIOA participants that received classroom training scholarships:

- Resthaven Nursing Home – LPN ~ 1 @ \$19.00hr.
- Linetec Services – C-Lineman ~ 1 @ \$21.00 hr.
- Corvias Group, LLC – Maintenance Technician ~ 1 @ \$17.50 hr.

Staff attended Resource/Career fairs and registrations at Sowela Main Campus, Morgan Smith Campus, CLTCC Oakdale and Lamar Salter campus to provide information to individuals about the financial assistance available through the WIOA program should they qualify.

Staff enrolled **22 (7)** individuals for April - June 2019 who were found to be eligible for WIOA services, see breakdown.

- Two – CDL Truck Driving @ Coastal Trucking
- One – Licensed Practical Nurses @ Sowela Main Campus
- Four – NDT (National Destructive Testing) @ Sowela Main Campus
- Three– Pipefitting @ Sowela Main Campus
- Four – CDL Truck Driving – Sowela Main Campus
- Eight – CDL Truck Driving – CDL Mentors

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

The Job Fair was held on July 10, 2019 at the Lake Charles Civic Center with an excellent turnout.

***Comprehensive Youth Program – An oral report will be given by youth staff and handouts provided at the WDB meeting.***

**RECRUITMENT AND PLACEMENT TEAM**

**There were 57 (90) hires for the month of April - June:**

- **Sasol** – 6 various positions ranging from Operations to Environmental Engineering Technicians with salaries ranging from \$24.01 per hour to \$40.80 per hour
- **WR Grace** – 6 Laborers @ \$35.69 per hour
- **Beyond Words** – 1 Medical Records Technician @ \$14.00 per hour
- **Roy O Martin** – 1 Purchasing Agents @ \$18.50 per hour; 1 Janitor @ \$12.00 per hour
- **Westlake Chemical** – 1 Manufacturing Production Technicians - @ \$30.12 per hour
- **Acadiana Professional Cleaning – Lake Charles** – 1 Janitor @ \$9.00 per hour
- **Sasol** – Eight (8) Chemical Operator @ \$29.43 per hour; 1 Chemical Engineer @ \$41.35 per hour, 1 Chemical Engineer @ \$39.66 per hour, 1 Treasurer and Controller @ \$62.50 per hour, 1 Chemists @

\$30.29 per hour, 1 Training and Development Managers, 1 Supervisor of Production @ \$52.88 per hour, 1 Electrician @ \$33.37 per hour, 1 Environmental Economist @ \$38.56 per hour, 1 Computer Systems Analyst @ \$52.88 per hour, 1 Machinist @ \$33.37 per hour, 1 Industrial Engineering Technologist @ 62.50.

- **Sasol** – Nineteen (19) new positions ranging from Engineers to Processors with salaries ranging from \$24.85 to \$62.50 per hour
- **Westlake Chemical** – 1 Production Technicians @ \$30.12 per hour
- **Acadiana Professional Cleaning** – 1 Janitor @ \$9.00

Hiring events were held for the following employers during the months of April - June:

Quarterly Job Start Job Fair, Certainteed Rapid Response Job Fair, AM Communications, Goodwill, SGS Petroleum, Weststaff, Texas Department of Criminal Justice, Protemp Staffing Solutions, John N John, ResCare and US Census Bureau.

**Sasol** – Business and Career Solutions Center staff administered, proctored and graded pre-employment testing sessions at the Center for Sasol for the months of April - June 2019. A total of 199 candidates attended the testing sessions. Interview and hiring decisions are pending.

#### **Veterans Hired**

There were 2 (2) veterans hired out of the 57 (72) hires.

#### **Registered Employers**

Total number of new employers registered (16) (27). Two were 2 (6) staff registered.

#### **Job Orders**

Staff entered (171) (132) of that total of (1214) (1067) job orders

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

Total number of hires resulting from staff referrals (18) (3).

#### **Services provided to employers**

Direct staff assisted services were provided to (359) (308) employers resulting in (2105) (2310) services.

**Some of the services included:** Provided Direct Employer Visit, Capture of Spider Jobs, 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, Intensive Candidate Pre-Screening, Employer Based/Customized Training Consultation, Workers Comp/OSHA Training/Consultation.

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

The purpose of the J-Core Program 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) scheduled four workshops for the month of April - June. There were (7) (3) attendants for J-Core/Re-Entry Program for the Hard-To-Employ. The J-Core Job Readiness Workshop are held the 1st Tuesday of the month.

**BUSINESS SERVICES OUTREACH**

Business Service Staff facilitated three Job Readiness Workshop for the month of April - June, there were (39) who attended workshops.

Business services staff assisted numerous employers with creating job vacancies in the HiRE system. Staff continues to make outreach to numerous employers in an effort to provide information and discuss center services for future job openings which could lead to OJT opportunities.

Northern parish Business Services Staff attended meetings in the community to discuss center services.

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

| Categories            | April 2019 | April 2018 | May 2019 | May 2018 | June 2019 | June 2018 |
|-----------------------|------------|------------|----------|----------|-----------|-----------|
| Orientations          | 36         | 32         | 38       | 40       | 36        | 56        |
| Case Management Appt. | 101        | 70         | 93       | 91       | 72        | 242       |
| Letters Mailed (LWC)  | 173        | 147        | 173      | 174      | 214       | 414       |
| Profilers' Attendance | 113        | 102        | 100      | 120      | 79        | 285       |

All Profiler who receive 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.

**UNEMPLOYMENT RATES:**

|          |                 |              |                  |                |              |                   |               |                   |
|----------|-----------------|--------------|------------------|----------------|--------------|-------------------|---------------|-------------------|
| May 2019 | National<br>3.4 | State<br>4.1 | Calcasieu<br>3.4 | Cameron<br>3.0 | Allen<br>4.8 | Beauregard<br>4.4 | Vernon<br>5.3 | Jeff Davis<br>3.9 |
| May 2018 | 3.3             | 4.8          | 3.8              | 3.5            | 5.3          | 5.1               | 6.4           | 4.7               |

This data for May 2019 was taken from "Louisiana Workforce at a Glance," (release dates: June 28, 2019) may be found at [www.laworks.net](http://www.laworks.net).

**VETERAN ACTIVITIES**

| <b>Catagories</b>                      | <b>April 2019</b> | <b>April 2018</b> | <b>May 2019</b> | <b>May 2018</b> | <b>June 2019</b> | <b>June 2018</b> |
|--|-------------------|-------------------|-----------------|-----------------|------------------|------------------|
| New Registrations                      | 17                | 16                | 10              | 15              | 9                | 14               |
| Enrollments Previous                   | 107               | 122               | 101             | 125             | 103              | 140              |
| Enrollments New                        | 21                | 2                 | 19              | 3               | 7                | 8                |
| Services Provided by Staff to Veterans | 424               | 372               | 376             | 402             | 381              | 454              |
| Veteran Referrals                      | 7                 | 1                 | 5               | 2               | 2                | 3                |

Title 38 U.S.C. Chapter § 4104(e) Reporting and VPL 03-14,— requires a report on employment and training services provided to Veterans and eligible persons by the local employment service delivery point (SDP) or area. This narrative report is provided to the DVET no later than 45 days following the end of each FFY quarter. The purpose of this weekly report is to assist DVOPs in compiling the aforementioned Quarterly Report.

**Outreach efforts by DVOP Heather McWilliams**

**Outreach and recruitment activities to locate and enroll veterans with a significant barrier(s) to employment (SBE):**

DVOP Heather McWilliams performed outreach services to 26 qualifying Veterans utilizing the HiRE System. DVOP McWilliams was able to make contact with the Veterans and offer information and assistance with the programs offered at the Allen, Beauregard and Vernon American Job Centers. DVOP McWilliams was able to assist 22 of the contacted veterans through these outreach efforts.

DVOP Heather McWilliams partnered with Soldier for Life/Transition Assistance Program (SFL/TAP), Fort Polk, LA by conducting outreach to 76 veterans that meet the criteria for JVSG DVOP services and provided them Veterans' preference and Veterans Workforce Investment Program information pertaining to them as future dislocated workers; while introducing American Job Centers to the group. This is done on a monthly basis as a veterans' organization seminar along with a few other organizations. Outcome: The SFL/TAP Coordinator has established weekly employer seminar days in which DVOP McWilliams is currently representing the JVSG program and support transitioning soldiers to the junior soldiers who are transitioning out of the Military.

DVOP Heather McWilliams participated in the Beauregard Parish Quarterly job seeker event in an effort to strengthen the working Partnership between the AJC and JVSG staff. There were 24 vendors in attendance with a multitude of job openings looking for qualified individuals to fill their company's needs. There were a total of 60 job seekers, 16 of which were Veteran job seekers. Also in attendance were several Supportive Services to include SLIC, Inc., Veterans' Affairs, and Christus Health Plan/US Family Health Plan. Outcome: DVOP McWilliams provided information regarding the VETS program and will follow up with SBE Veterans in attendance. DVOP McWilliams was also able to exchange contact information with the relevant supportive services benefiting the Veterans that she serves.

**Relationship building and outreach efforts to service providers in the local area:**

DVOP Heather McWilliams conducted outreach to Southwest Louisiana Independence Center (SLIC) in Leesville, LA in order to better understand the services provided to Veterans who are referred to them and how their referral process

works. Outcome: DVOP McWilliams was told the referrals generally come from Louisiana Rehabilitation Services to assist in employment for people with disabilities. SLIC, Inc. works with Ability 1 employers to assist in placing individuals in jobs meeting the companies' needs with proper accommodations for the individual. Finally, DVOP McWilliams and Michael Bell from SLIC discussed ways we can assist each other with Veterans who are benefiting from both programs.

DVOP Heather McWilliams conducted outreach with the Wounded Warrior Project (WWP) National Service Officer, Chuck Clamon. Outcome: DVOP McWilliams and Mr. Clamon discussed the different programs the WWP offers Veterans. Mr. Clamon specifically discussed the Alumni program and how to be registered for local events. In addition to the alumni events, WWP offers peer support, outreach and VA claims services to Veterans.

DVOP Heather McWilliams conducted outreach with Christus Health Plan Representative, Laticia McHenry to discuss if she would be able to assist Veterans who are transitioning out of prison system and what the criteria would be. Outcome: DVOP McWilliams will follow up with Ms. McHenry to provide information for the transition specialists at both the Oakdale Federal Facility and the Kinder State Facility in order to assist Veterans getting out of prison with the option of receiving affordable healthcare.

DVOP Heather McWilliams conducted outreach to Columbia Southern University. DVOP McWilliams met with Karl Hoffmann, Veterans Outreach Representative for the University to discuss what Veteran services/resources the University offers. Outcome: Mr. Hoffmann was able to explain some of the benefits offered to include tuition discounts, VA benefits assistance and a Student Veteran Association. They encourage all Veterans to join the association as it addresses items such as disability services, employment assistance and Veteran-specific concerns.

DVOP Heather McWilliams conducted outreach to Grand Canyon University (GCU). DVOP McWilliams met with Jerome Kinsey who works on the Veteran Advising team. DVOP McWilliams and Mr. Kinsey discussed the University's Bachelor of Science degrees that facilitate transitioning out of the military, in that the "military transfer-friendly programs" offer transferring more credits than the traditional amount of hours. Outcome: DVOP McWilliams found out that GCU offers 30 military training credits; 30 alternative credits, such as CLEP and DANTES exams; and up to 30 additional higher education credits for transfer.

DVOP Heather McWilliams conducted outreach to the BeauCARE in DeRidder to better understand what programs/resources are provided to the community. Outcome: DVOP McWilliams discovered they have a Family Resources programs available for at-risk families providing an environment for supervised visitation, essential for formerly incarcerated Veterans. Additionally, they offer an after school program with homework assistance. Finally, BeauCARE partners with the Truancy Assessment and Service Center in Beauregard Parish in conducting a school supply drive annually for families in need.

DVOP Heather McWilliams conducted outreach to the Vernon Community Action Council in Leesville, LA to better understand which services are provided to Veterans and the community who are referred to them. Outcome: DVOP McWilliams learned they have a Food for Seniors program for anyone 60 and over. Additionally, they have an energy assistance program in which they can supplement utilities for individuals in need. These are all on a case-by-case basis.

DVOP Heather McWilliams conducted outreach to the Central Louisiana (CENLA) Veterans Cemetery to find out the type of Veterans programs conducted there. Outcome: DVOP McWilliams discussed some of the programs the CENLA Veterans' cemetery organizes each year to honor Veterans. Some of these are Wreaths Across America at Christmastime, Memorial Day and Veteran's Day presentations. Additionally, DVOP McWilliams found out how the community involvement is the key to the programs at this cemetery. Some of the community programs assisting the Cemetery are the Boys and Girls Scouts and the Purple Heart Society.

DVOP Heather McWilliams conducted outreach to the Army Community Services – Relocation Program on Fort Polk to inquire about programs and/or services provided to transitioning soldiers and their families as they retire or complete their term on enlistment. Outcome: DVOP McWilliams was educated on the programs ability to assist transitioning Veterans with relocation assistance as close to the nearest installations as possible. Another provided service to transitioning soldiers is green card assistance for military spouses to allow them to continue to reside in the United States after leaving military service. Finally, the program works to find activities and programs for families of Veterans as they transition to a location and may not have assistance.

DVOP Heather McWilliams conducted outreach to Grace Church in DeRidder, LA to get a better understanding of services they provide to the community and how Veterans can apply to use these services. Outcome: DVOP McWilliams went into discussion regarding the two major programs Grace Church provides, Soul Soup and Hope House. Soul Soup provides a hot dinner, every day, free of charge to assist individuals who are experiencing financial hardships of any kind and there is a no questions asked policy. Hope House is only open a few days a week as a crisis intervention center, as well as a substance abuse outpatient treatment facility.

DVOP Heather McWilliams conducted outreach to the Fort Polk Education Center to give the staff an overview of JVSG services and the VETS program. In addition, DVOP McWilliams conducted a question and answer session to assist the staff in understanding some of the key concepts of the program and their role in assisting as a community partner. Outcome: The Education staff are aware of the JVSG program and are now better equipped to refer services to Veterans. In addition, as a partner the JVSG Program have the ability to meet the needs of more transitioning soldiers.

#### Intensive Services/Case Management

\*6 Veterans and other eligible persons were provided a Comprehensive Assessment and an Individual Employment Plan (IEP).

\*1 Veterans exited intensive services/case management this quarter, of those exiting case management:

\*\* 1 Entered employment

\*\* 0 Achieved another successful outcome.

\*\* 0 Terminated case management without a successful outcome.

\*14 Count of ACTIVE Cases (Veterans with an OPEN IEP).

#### Success Stories/Best Practices: Describe any noteworthy successes and/or best practices.

DVOP Heather McWilliams provided Intensive Services to Army Veteran, Damion Brown who retired with a 100% service-connected disability and had recently graduated from Northwestern State University with a Criminal Justice Degree. The Veterans' Administration, Vocational Rehabilitation and Employment program referred him to DVOP McWilliams for employment assistance. Outcome: DVOP McWilliams worked with Mr. Brown by putting together an Individual Employment Plan to assist him in becoming job ready. Mr. Brown expressed interest in Civil Service and also doing something in helping others. Mr. Brown has since applied to a position of as Veteran Assistance Counselor with the Louisiana Department of Veteran Affairs and after interviewing was hired with a starting pay of \$27,706 per year with State benefits.

DVOP Heather McWilliams partnered with the Soldier for Life/Transition Assistance Program (SFL/TAP) staff in their annual Education and Hiring Event on Fort Polk, LA. The purpose was to help Transitioning Soldiers gain insight to the process of finding civilian employment after separation. Outcome: DVOP McWilliams participated in an interview skit to assist transitioning soldiers in attendance an idea of how an interview should be conducted. Additionally, DVOP McWilliams presented information regarding dress for success; how to research employers before the interview; and finally what to ask the interviewers during the interview.

DVOP Heather McWilliams partnered with the Soldier for Life/Transition Assistance Program (SFL/TAP) staff to organize a Transition Council briefing to present to the Fort Polk Garrison Commander. The Transition Council will meet Quarterly, to discuss issues that Transitional Soldiers are facing and develop solutions to correct the issues. Outcome: DVOP McWilliams plans to use the next meeting to present the importance of housing a DVOP in the SLF/TAP organization a few times a week to assist Transitioning soldiers and Veterans on the spot.

DVOP Heather McWilliams participated in Calcasieu Parish Police Jury's poverty simulation in the Lake Charles American Job Center, sponsored by Entergy and the United Way. Approximately, 40 people attended. Outcome: The idea is to simulate different family settings, most of which are ALICE (asset limited, income constrained, employed) families to understand and find a deeper compassion for the families and veterans we serve in the community.

### **Outreach efforts by DVOP don Green**

#### **Outreach and recruitment activities to locate and enroll Veterans with a significant barrier(s) to employment (SBE):**

DVOP Don Green performed outreach services to 60 Veterans using the HiRE system, a total of 13 Veterans were identified as not eligible for DVOP services and 22 qualifying Veterans were not interested in DVOP services at this time. DVOP Green was able to provide assistance to 26 of the Veterans identified in HiRE and of those 10 have found employment during the current Quarter.

DVOP Don Green attends Veterans Treatment Court (VTC) weekly as a staff member, DVOP Green has been able to meet with some of the VTC participants and work with them intensively to help them overcome their barriers to employment. Their main barrier starts with their history of incarceration, but often include issues of disabilities and unstable housing or homelessness. Part of their rehabilitation is to become employed so that they may pay sundry fees and fines, as well as to gain skills and turn their lives away from criminal activity and towards becoming productive members of society. The nature of the program, however, can hamper their employment opportunities because they have to be available at any time to participate in drug screening on short notice. This has proven difficult for Veterans that find work on rotating shifts, and some employers are not sympathetic. Also, while participating in the criminal justice system, they are often restricted from working out of state, or even from working outside of Calcasieu Parish. Outcome: Through working with the program DVOP Green has provided Intensive Services to three Veterans this quarter and will continue to work with the program to assist its Veteran participants. During one of the VTC sessions, DVOP Green found out that one of the Sheriff Deputies, a Vietnam War veteran, Raymond L. Maylen, is Senior Vice-President of the 35<sup>th</sup> Infantry Regiment Association. Mr. Maylen helps Veterans advocate for their rights with the VA and other governmental agencies. Additionally, at the last VTC Graduation ceremony in June, DVOP Green met Ms. Alejandra Juan, Public Relations Officer for Louisiana Department of Veteran Affairs, who wrote a very favorable report on the local VTC efforts to rehabilitate Veterans who have gone afoul of the law for State-wide publication.

DVOP Donald Green met with Ms. Rebecca Amy, the dedicated Veterans' liaison at SOWELA Technical Community College in Lake Charles, LA. Although not a Veteran herself, Rebecca's son is a current service member, and she advocates on behalf of Veterans attending SOWELA. Outcome: DVOP Green was able to establish a relationship with the school's Veteran staff that is dedicated to helping Veterans reintegrate into civilian schooling at SOWELA. DVOP Green was able to explain his programs eligibility requirements and learn what programs are offered at the school. This will allow DVOP Green to refer his Veterans seeking education and training to SOWELA if they are interested in one of the programs that they offer. This partnership also allows the Veterans to be referred to DVOP Green if they fit program eligibility for case management or Intensive Services as needed.

#### **Relationship building and outreach efforts to service providers in the local area:**

By virtue of having worked at Louisiana Rehabilitation Services for the previous nine years, DVOP Green has maintained contact with LRS personnel to direct Veterans with disabilities for services with LRS. The Lake Charles LRS's referral process is unique among other partner agencies, Don's knowledge and experience with the office allows him to ensure that the Veterans in need are referred using the correct process to make sure their applications are not rejected. LRS can offer a wide array of services to the disabled Veterans of Louisiana to include educational assistance and workplace accommodations including prosthetics or other aids needed to reenter the workforce. Outcome: DVOP Don Green's relationship with LRS allows for Veterans with disabilities to gain access to the resources they need if they do not qualify for WIOA or Department of Veteran Affairs programs or need additional assistance beyond the scope of those Agencies.

DVOP Donald Green visited with The Calcasieu Council on Aging (CCOA), which offers a variety of services to mostly elderly clients, although some younger disabled persons also qualify for their services. CCOA delivers meals to clients'



homes, offers cleaning services for high risk clients, helps with Medicaid enrollment, civil legal matters (wills, custody, powers of attorney, etc.), nutrition education, hosting wellness sessions, providing some utility assistance (usually electric bills), and some transportation services. Outcome: DVOP Green met with CCOA Program Manager, Angie Herr, to discuss these services and to let her know what services the DVOP and Local American Job Center could provide to assist her Veterans.

DVOP Donald Green also visited The Calcasieu Council on Aging (CCOA) meal sites where elderly persons who are more ambulatory and do not need in home meal delivery can meet and socialize for meals. This service is distinct from the delivery of “meals on wheels” for homebound persons. Outcome: The Director of the meal site at 5th Street is Sheila Evans, who is also an Army veteran, spoke with DVOP Green about all the services the site provides. Elderly people often have minimal family contact and benefit greatly from socialization with others, so the meal sites serve both body and soul. These services benefit their clients’ health and aim to minimize their social isolation.

DVOP Donald Green visited the Calcasieu Parish Police Jury (CPPJ) Multi-Purpose Center, which is a one-stop gathering of agencies and services of the CPPJ Human Services division. DVOP Green spoke to receptionist Catherine Washington, who provided brochures and other information about available services. Outcome: DVOP Green was able to gain information on CPPJ Programs to include: Food for Seniors, Summer Food Service Program, Family Day Care Home Food Program, Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LiHEAP), SNAP E&T (employment & training for food stamp recipients), Louisiana Permanent Supportive Housing Program, Emergency Services Grant (ESG), Housing Counseling Agency, Assets for Independence Program (AFI), Section 8 Housing Program, and Family Self Sufficiency.

DVOP Donald Green established connection with VA Clinic Mental Health Care Provider Laryn Abshire, who conducts group therapy sessions and helps Veterans find ways to overcome their mental health issues. Also, with the intention of reaching out to major area physical or mental health care providers, DVOP Green also visited The Eye Clinic (which often gets referrals from the local VA Clinic), Lake Area Psychiatry and Christus-Ochsner Health Group. Outcome: Part of ensuring that Veterans can become job ready sometimes involves a physical or mental health aspect, by visiting clinics and low income medical facilities DVOP Green is able to build an informational list of Healthcare services for his Veteran clients in need.

#### Intensive Services/Case Management

- 26 Veterans were provided a Comprehensive Assessment and an Individual Employment Plan (IEP).
- 16 Veterans exited intensive services/case management this quarter, of those exiting case management:
  - \*\* 10 Entered employment or achieved improved wages.
  - \*\* 0 Achieved another successful outcome.
  - \*\* 6 Terminated case management without a successful outcome.
- 43 Count of ACTIVE Cases (Veterans with an OPEN IEP).

#### Success Stories/Best Practices: Describe any noteworthy successes and/or best practices.

DVOP Donald Green provided Intensive Services to US Army Veteran Anthony Thomas, who needed assistance preparing his resume to be placed on the HiRE system, along with his skills assessment and virtual recruiter. Mr. Thomas had originally been interested in attaining a commercial driver's license and becoming an over the road CDL Driver, but his legal status has prevented him from pursuing licensing. Mr. Thomas was forced to seek other employment opportunities in the local area in compliance with his legal restrictions. Outcome: After interviewing Mr. Thomas accepted a position with Dollar Tree as a cashier/stocker, but has since been promoted to Night Manager. This promotion has afforded Mr. Thomas an increase in pay to \$14.00 hourly and more responsibility within the company.

DVOP Donald Green provided Intensive Services to US Army Veteran, Joshua Welch who was having difficulty finding employment in the safety field. DVOP Green assisted Mr. Welch in updating his resume and uploading it to the HiRE system. DVOP Green also assisted him in completed the only skills assessments and creating a Virtual Recruiter in the system to assist him in his employment search. Outcome: Once Mr. Welch was job ready, DVOP Green referred him to the local business services representatives, for assistance with targeted employment services. Mr. Welch has since found employment in his desired field as a Safety Technician on a contract basis with TRS. He is currently earning \$40.00 hourly with a guaranteed 40-hour work week, including excellent benefits.

DVOP Donald Green provided Intensive Services to US Air Force Veteran, Johnnie Jackson who was seeking full or part time employment to supplement his Social Security Income. He had previous worked as an aircraft mechanic but was seeking something less strenuous. After discussing possible employment opportunities Mr. Jackson expressed interest in security. DVOP Green assisted Mr. Jackson in updating his resume and referred him to Business services for employment services. Outcome: Mr. Jackson has since returned to work with a previous employer, Securitas, which hired him as a security guard to work at Cameron LNG (liquefied natural gas) plant. Mr. Jackson is currently making \$17.20 hourly working a 40 hours over four days adjusted schedule. Mr. Jackson says he is very happy with position, the salary combined with his Social Security allows for him to provide for his family.

DVOP Donald Green provided Intensive Services to US Marine Corps Veteran, Cody Audleman who had moved to the Lake Charles area because it offered more job prospects than northern Louisiana, where he was from. Mr. Audleman was a participant in the Caddo Parish Drug Treatment Court but was having difficulty finding gainful employment there. DVOP Green met Mr. Audleman through the Calcasieu Veterans Treatment Court to which was Mr. Audleman was assigned to once he relocated. Through his partnership with the program DVOP Green was able to assist in preparing his resume, building a virtual recruiter, and ensure that his job skills are available for employers to showcase his background. Outcome: With the assistance of DVOP Green and the Calcasieu Parish Veterans Treatment Court organization, Mr. Audleman has since found employment as a pipe-fitter/steam fitter with Hutco, which has operations at several locations throughout Louisiana. Mr. Audleman is currently making \$75.00 a day per diem and \$18.75 hourly.

DVOP Donald Green provided Intensive Services to US Navy Veteran, Raymond Ray whose difficulty finding employment had caused him to have to move himself and his children into his parents' home. DVOP Green provided Mr. Ray information on help with housing in the Lake Charles area, assisted him with his resume, skills assessment, virtual recruiter, and suggesting other assessments if he were interested. DVOP Green also showed Mr. Ray how to conduct job searches on-line, advised on how to expand his work search for better opportunities and help clear up the issues he was having with filling out on-line applications. Outcome: Mr. Ray has since moved to Arlington, TX, where he was hired under a long-term maintenance contract with Caravan Facility Management. He is currently making \$25.00 hourly with benefits working as a millwright at the General Motors Plant. He is happy with the with the opportunity and the prospect of long term employment to provide for his family.

DVOP Donald Green provided Intensive Services to US Army Veteran, Johnnie Hewitt who had been recently released from prison for a parole violation. Mr. Hewitt had found that his criminal background history and residence at a halfway house had complicated his opportunities for finding employment. DVOP Green assisted Mr. Hewitt with his resume, preparing a virtual recruiter for computer-assisted job searches, and referred him to LDVA & the local VA Medical Clinic. Outcome: Once Mr. Hewitt was job ready, DVOP Green referred him to Business Services Representative, Diane Choate, who met with him several times to help him in his employment search. Mr. Hewitt had fortunately retained his commercial driver's license and was able to apply for several positions with Waste Management. After being interviewed he was offered a position as a roll-off driver in the Shreveport area that he accepted and is currently making \$18.70 hourly with benefits.

DVOP Donald Green provided Intensive Services to US Army Veteran, Janos Ingerle, who lost his most recent job because the placement agency did not inform the casino he was placed at about his previous incarceration. DVOP Green assisted Mr. Ingerle prepare his resume, adding his work skills in the Hire system, and creating a virtual recruiter job alert. Outcome: Although Mr. Ingerle was hoping to find work in warehousing or forklift operation, he faced significant challenges in finding employment in that field due to the nature of his criminal charges. In the interim he has accepted a position as a cook at Delicious Donuts in Lake Charles. He is

currently working full time, six days a week and he reports making \$14.00 an hour, with the possibility of production based bonuses.

DVOP Donald Green provided Intensive Services to US Army Veteran, Denise Evans. DVOP Green assisted Ms. Evans to become acquainted with the LWC Hire system, and helped upload her resume, completed the skills assessment, and build a virtual recruiter to notify her of new job opportunities. Outcome: Ms. Evans has since accepted a position AAA Check Loans near the Prien Lake Mall in lake Charles. She started the position making \$9.00 an hour as a Customer Service Representative, and has the possibility of promotion and a pay raise after a three-month probationary period.

DVOP Donald Green provided Intensive Services to US Marine Corps Veteran, Kevin Mayo. DVOP Green assisted Mr. Mayo updating and uploading his resume into the HiRE system, and after discussing his desired occupation it was identified that he required necessary credentials to enter the field. Mr. Mayo was referred to WIOA personnel who provided funding assistance to acquire his TWIC & Safety credentials as they are required to be considered for industrial work. Outcome: Local Business Service Representative, Diane Choate, was able to assist with job referrals and information on "Hot Jobs" in the Lake Charles area. After receiving the required credentials, Mr. Mayo was interviewed and accepted a position with Doung Sung, a manufacturer of industrial pipe insulation, as a Quality Control Inspector making \$20.00 an hour with benefits.

DVOP Donald Green provided Intensive Services to US Navy Veteran, Stephen McManus. At the time of their first meeting, Mr. McManus was very frustrated that he has been unable to attain or maintain work at a higher level of responsibility than entry-level work. Mr. McManus had previously attempted training and managerial work, but had been unable to maintain either of them. Outcome: After discussing other career options Mr. McManus expressed interest in the Industrial field. DVOP Green also referred him to the WIOA Adult Case Manager at the local Workforce Center for additional assistance and possible placement services. After working jointly with Mr. McManus they have succeeded in placing him in an On the Job Training program at Landlocked Aviation Services where this Mr. McManus is working as a Material Handler making \$10.00 hourly and with advancement opportunity after the probation period.

Respectfully submitted by,

Myra DeLaCroix, Site Coordinator

## Success Story Form

Author

Gwen Guillory – Business Services Rep.

07/01/19

Name/Title: Date:

Phone:

(337) 731-4010

Email:

GGuillory@lwia51.com

Participant Name:

Stephen McManus

Participants' Age:

45

Begin Date of Services:

04/30/2019

Last Activity Date of Services:

06/17/2019

Office/Location:

American Job Center of Region V

***Please answer the following questions in the third person.***

What prompted the participant to visit the American Job Center office?

Stephen received a profile letter to attend WIOP orientation for a full array of the services offered by the American Job Center.

What services did the participant receive? (Include all relevant WIOA services.)

WIOP/Job Readiness Workshop/Job Search/Utilizing the Computer/Career Exploration/ WIOP Monthly Follow-up/Resume Assistance.

In what ways did the services help the participant achieve success? (Please be specific.)

The ways that Stephen was assisted that led him to his success was job search assistance as well as referrals to employers. Attending the WIOP Workshop, assistance with his resume, that would give the employer a review of his experiences and skills. The Individual Counseling that was provided also helped with his success for his new job. The Job Readiness Workshop guided him in the directions that would assist on how to introduce himself and the highlights he had to offer to that employer. The center resource of information/OJT.

How does the participant feel he or she benefited by visiting the American Job Center?

Stephen was very excited and pleased with the services provided to him by AJC staff. All services provided helped benefit him with a good paying job and a lasting future job that will offer benefits to him, after training.

Additional Comments:

***\*Please include a participant photo.***

Stephen was only working part-time with no benefits. Applicant will no longer have to rely on food stamps, due to a full-time job. Applicant will be earning \$10.00/hour with benefits, after training. The intent, that employer will keep applicant as a permanent employee after training.