

**ANNUAL REPORT**

**Year Ending June 30, 2022**

**Workforce Development Board SDA-83, Inc.**

Serving

Caldwell, East Carroll, Franklin, Jackson, Madison, Morehouse, Richland, Tensas, Union,

and West Carroll Parishes

**About Workforce Development**

**Board 83**

The Workforce Development Board SDA-83, Inc. (WDB-83), was established through federal and state legislative action and incorporated in January 1988. The WDB-83 assists the Governor with advancing Louisiana’s workforce system by aligning workforce policy and integrating workforce program service delivery to ensure the workforce system is responsive to business and job seekers. The Board is staffed and supported by an Executive Director and twenty (20) outstanding professionals striving to support the mission of WDB-83.

During the 2021-22 funding period, WDB-83 had 23 board members who were appointed by the Chief Elected Official (Union Parish Policy Jury President) in accordance with the Workforce Innovations and Opportunity Act (WIOA) rules and state guidelines. As required by WIOA, the Board’s membership represents private businesses, labor and apprenticeship organizations, community-based organizations, adult education services, Louisiana Rehabilitation Services, and post-secondary education.

A majority of WDB-83 membership is represented by private sector businesses. The WDB-83 Chair also represents private business. Each member of the Board serves either a three or two-year staggered term.

**2021 Board Membership**

**Business Representatives – Majority**

**Dan Wallace – Owner Karen Tolar – Owner Amanda McManus – Assist VP/HR**

Wallace Moulding Jonesboro Glass & Mirror Franklin State Bank

Manufacturing Manufacturing Banking & Finance

Caldwell Parish Jackson Parish Franklin Parish

9/30/20 -9/30/23 9/30/19-9/30/22 9/30/20 -9/30/23

**Ben Gallant – Manager Douglas Curtis – Owner Steve Henderson - Manager\***

Consolidated Grain & Barge Co. Doug’s Market American Grain Services

Manufacturing Grocery/Retail Parish Driver Manufacturing

East Carroll Madison Parish Morehouse Parish

9/30/22 – 9/30/24 9/30/20 – 9/30/23 9/30/20 – 9/30/23

**Lauren Rogers – VP Operations Gina Orgas, HR Manager Michael Carroll - CEO**

Delta Healthcare Management Lamb Weston Richland Parish Hospital

Healthcare Manufacturing Healthcare

Morehouse Parish Richland Parish Richland Parish

09/30/19 -9/30/22 1/3/22 – 9/30/24 9/30/20 – 9/30/23

**Kaila Boire – Manager Tim Tettleton – VP/Manager Fred Eubanks – HR Manager**

B1 Bank Origin Bank Hydro Extrusions

Banking & Finance Banking & Finance Manufacturing

Morehouse Parish Union Parish Richland Parish

9/30/17 – 9/30/19 9/30/19 – 9/30/22 9/30/20 – 9/30/23

**Workforce Representatives**

**Gerry Mims – Member Ken Green – Manager Matt Green – Training Director**

United Steel Workers Local IBEW Local 446 IBEW Local 446 Apprenticeship

Jackson Parish Regional Regional

9/30/20 – 9/30/23 9/30/19 – 9/30/22 7/26/21 – 9/30/22

**Rosie Brown – Exec Director Calvin Williams, Assistant Director**

East Carroll CAA – OS Youth Wellspring Homeless Services

East Carroll Regional

9/30/20 -9/30/23 1/27/20 – 9/30/22

**Education & Training Representatives**

**M. Scott Cox – Campus Director Vicki Wheelis – Core Services Director**

La. Delta Community College LA Delta Community College – Adult Education

Madison Parish Regional

9/30/20 -9/30/23 9/30/20 – 9/30/23

**Governmental, Economic Development and Community Representatives**

**Tana Trichel, President Dottie Henry, Business Service Rep Trevor Barber, Rehab Counselor**

Northeast LA Economic Alliance Louisiana Workforce Commission La Rehabilitation Service

Regional Regional Regional

9/30/19 – 9/30/22 9/30/19 – 9/30/22 9/30/20 – 9/30/23

**Daphne Johnson, WDS**

Dept of Children & Families

Regional

1/3/22 – 9/30/24

**Mission**

To provide an effective local service delivery system that equips job seekers with the skills needed to achieve their long-term employment goals; and businesses with the workforce required to be competitive in the global economy.

**Vision**

Our community will view us as the leader for innovative workforce solutions by providing business access to a skilled workforce and job seekers access to meaningful employment.

**Workforce Development Board 83**

**Executive Director Report**

Program year 2021-2022 and the previous program year 2020-2021, presented unprecedented challenges as a result of the COVID pandemic. Hurricanes and COVID left thousands of Louisiana Workers dislocated or displaced. Workforce Development Board SDA-83, Inc. (WDB-83) worked closely with its partners, adapting digital platforms and other initiatives to meet the new challenges. By modifying service delivery methods, our American Job Centers continued to serve our customers, both employers and job seekers in new and efficient ways. However, new customer engagement has been slow to return to pre-pandemic levels. The most significant barrier to increasing employment in northeast Louisiana remains its shortage of skilled workers and the absence of individuals in the workforce. Other challenges include job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind.

WDB-83 continues to convene the Northeast Louisiana Healthcare Alliance, administer the Workforce Innovation and Opportunity Act (WIOA) program, the Healthcare Professions Opportunity Grant (PHOCAS) and the Blue Cross Blue Shield (BCBS) Foundation Grant – Nursing Adjunct Faculty project for the NELA Healthcare Alliance. The PHOCAS Project grant period for program expenses came to an end September 29, 2021, with the grant closeout effective December 31, 2021. The BCBS Foundation Nursing Adjunct Project ended Jun 30, 2022. WDB-83 served as the administrator for this grant but received no operating funds. Both grants had a major impact on the regional healthcare workforce specially during a time of crisis and workforce stress resulting from COVID. WIOA and PHOCAS program implementation helped to build workforce skills and place job seekers in local businesses. The on-going work of our committed WDB-83 Board Staff, Career Service Team and Business Service Team staff, resulted in additional individuals placed in jobs, and increases in their average annual salary upon placement. It has been a year that has seen tremendous community partnership expansion and collaboration in several areas.

The Workforce Development Board SDA-83, Inc. demands the highest standard for financial integrity. The total budget for the period ending June 30, 2022 was $3,769,106.71 which included $923,768.00 carryover funds from the prior year and new allocations for the fiscal for WIOA, PHOCAS, and National Emergency COVID Grant. The following is a breakdown of the new allocations by funding stream: Adult - $714,305.00, Youth - $707,156.00, Dislocated. Worker - $599,942.00, and PHOCAS - $574,690.71. Two discretionary funding streams are included in the budgeted amount but are not associated with participant costs; Ticket-to-Work - $50,056.00, and PHOCAS Impact - $105,784.00. Regrettably, the PY21 allocation represents an overall decrease in WIOA funding in the amount of $219,816. It has been the practice of WDB-83 to budget 35-40 percent of its programmatic budget to direct participant costs. Of the WIOA programmatic funds expended during the program year, 40 percent were expended on direct participant costs such as tuition, work experience, OJT, or supportive services.

The audit conducted by the accounting firm of Heard, McElroy, and Vestal, LLP, for the fiscal year ending June 30, 2021 was completed during this program year and once again, the fiscal staff passed with flying colors as there were no audit findings. The start date for the audit for the year ending June 30, 2022 is scheduled to be performed in September 2022.

Other highlights for the 2021-22 program year included the on-boarding of a new One-stop Operator acquired through the mandated Request for Proposal (RFP) procurement process. Mrs. Alberta Green, CEO, ABG Professional Development Solutions, was the successful applicant. The One-Stop Operator is responsible for ensuring a seamless delivery of services from all WIOA partners. Mrs. Brown brings a wealth of experience to the position through her work with WDB-81. Another milestone for the year, was the certification of the Comprehensive One-Stop – the Morehouse Business and Career Solutions Center. The center received the grade of “Certification” which is the second highest ranking. The One-Stop Operator and the Local Area Coordinator, along with our partner agencies are working toward a “Standard of Excellence” grade.

Our exceptional staff continued to work to meet the needs of the employers in our local area. The critical demand for skilled workers was a priority. The WDB-83 team hosted several job fairs throughout the year that brought our job seekers together with local employers. The following were a few of the events WDB-83 hosted:

“Meet Mobile Unit” (Morehouse),

DG Foods (Morehouse),

Tara Cares Virtual Job Fair (Union),

Foster Farms (Union),

Harbor Freight (Union),

Franklin Parish Job Fair

“Back To Work Louisiana” Regional

Unified Brands LDCC – Tallulah Campus

LOSFA Career Fair (virtual)

Bastrop HS Transition Fair

Franklin Parish High School Career Day

Senior night at the LDCC Winnsboro campus.

WDB-83 will be faced with substantial funding challenges in the program year ahead. With a devastating reduction in WIOA funding for the second year in a row in the amount of $323,128.00, coupled with the closeout of the PHOCAS grant, WDB-83 will indeed be required to formulate and implement strategic plans to leverage and maximize resources for efficient operations keeping the mission of serving customers a priority. Together, in partnership with our CEO and management, the Board will be required to critically evaluate staffing and infrastructure costs to maintain the level of quality services to our customers, both job seekers and employers.

Finally, I would like to recognize all of our partner agencies, career centers and PHOCAS staff, board staff, and board members who work hard to ensure our workforce delivery area has a skilled workforce ready to meet the needs of business and industry. There is still work to be done and we will continue to strive for excellence.

I believe the best is yet to come!

Sincerely,

**Terri Mitchell**

Executive Director

tmitchel@bayou.com

**Workforce Development Board 83**

**Healthcare Professions Opportunity Grant**

**PHOCAS 2.0 Final Project**

**Program Performance Indicators**

Enrollment: 947

Healthcare training: 1110 (includes those going into 2nd healthcare Training)

Healthcare training completions: 645

First-time employed in healthcare: 492

Employed in any occupation 541 (includes those previously employed in healthcare)

**Closeout**

Many individuals struggle to find family sustaining wages and accomplish their dreams. Simultaneously, many healthcare employers struggle to find a qualified trained workforce with the technical expertise necessary to provide the high-quality care their patients need.

The Health Profession Opportunity Grants (HPOG), administered by the Administration for Children and Families (ACF), U.S. Department of Health & Human Services, was created by Congress in 2010 to address these challenges. In 2010, ACF awarded the first round of HPOG grants to 32 organizations across 23 states for a five-year period. The second round of HPOG grants, HPOG 2.0, began in 2015, when ACF awarded new HPOG grants to 32 organizations across 21 states. HPOG 2.0 grantees are: ten higher education institutions, five tribal organizations, seven workforce system agencies, four state government agencies, and six community-based organizations. WDB-83 was chosen as a first and second round grantee receiving $2,982,000.00 per year for five years during HPOG 1.0 and $2,770,000.00 per year for six years during HPOG 2.0 for a total of $31,530,000 invested into the healthcare workforce in Region 8.

PHOCAS, WDB-83’s HPOG project provided Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals education and training for healthcare occupations that pay well and are in high demand. PHOCAS matched careers in a growing healthcare field with people who are eager to fill them. PHOCAS participants obtained higher education, training, and support services needed to secure employment with opportunity for advancement and sustainability, ultimately leading these individuals on a pathway to financial self-sufficiency.

PHOCAS 2.0 came to a close December 31, 2021 with the project serving 947 individuals. The average wage for those individuals successfully completing the project is $15.70 an hour, an increase of $6.00 an hour for those employed at the time of enrollment. Nationally, 68% of participants enrolled in any of the 32 HPOG 2.0 Grants and completed healthcare training earned a professional license or certification while 100% of PHOCAS 2.0 participants received a professional license or certification. Likewise, 67% of HPOG participants successfully completing training across the country entered into healthcare profession with 80% of PHOCAS 2.0 participants successfully completing training entered into the healthcare workforce. PHOCAS 2.0’s economic impact on Region 8 is $39,252,512.00

**PHOCAS Training**

|  |  |  |
| --- | --- | --- |
| **Occupation** | **Enrolled** | **Completed** |
| Medical/Health Services Manager | 1 | 1 |
| Toxicologist | 1 | 1 |
| Health Educators | 4 | 3 |
| Pharmacist | 14 | 9 |
| Occupational Therapist | 9 | 2 |
| Physical Therapist | 2 | 2 |
| Respiratory Therapist | 4 | 3 |
| Speech-Language Pathologist | 4 | 3 |
| Kinesiotherapist | 15 | 7 |
| Registered Nurse | 201 | 66 |
| Nurse Practitioner | 6 | 5 |
| Medical/Clinical Lab Tech | 41 | 9 |
| Dental Hygienists | 6 | 3 |
| Radiologic Tech | 8 | 3 |
| EKG Tech | 18 | 16 |
| Emergency Medical Tech | 7 | 5 |
| Paramedics | 11 | 8 |
| Respiratory Therapy Tech | 5 | 0 |
| Surgical Tech | 2 | 1 |
| Licensed Practical Nurse | 347 | 187 |
| Medical Insurance Coder | 32 | 14 |
| Medical Records & Health Information Tech | 2 | 2 |
| Radiologic Tech | 1 | 0 |
| Nursing Assistants | 182 | 151 |
| Patient Care Tech | 83 | 57 |
| Physical Therapist Assistant | 1 | 1 |
| Physical Therapist Aides | 1 | 1 |
| Dental Assistants | 6 | 6 |
| Medical Assistants | 15 | 12 |
| Phlebotomist | 51 | 47 |
| Medical Receptionist & Information Clerks | 30 | 20 |
| **Total** | **1110** | **645** |

**Sector Partnership**

WDB-83 remains committed to the priority for collaboration utilizing regional industry-focused approaches to the workforce and economic development sector strategies under WIOA. Sector partnerships are a way for multiple healthcare organizations to come together around important issues. They are a place to collectively address issues related to shared vitality; a single table at which to work with multiple community programs in education, workforce development and economic development; and an opportunity to help create solutions to shared pressing issues. WDB-83 has gained national recognition and local credibility with other community partners for its work in this area through the NELA Healthcare Alliance, a healthcare sector partnership launched in August 2016.

**The NELA Healthcare Alliance** represents nearly forty diverse healthcare organizations in Northeast Louisiana. The alliance is made up of hospitals, long term care facilities, skilled nursing facilities, home health organizations and others who provide critically needed healthcare to community members. These healthcare organizations have come together in an ongoing network to tackle the most pressing healthcare issues of this region including workforce issues, networking opportunities, and pressing policy topics that warrant a collective action.

Great successes have been experienced through the committee level to identify issues and develop solutions to remove barriers to healthcare employment and training capacity through focused, actionable committee work. The Healthcare Executives remain committed to the work and are seeing results that impact their workforce. Networking and connections have led to state legislation changes, new or modified training opportunities, post-acute care resources and other critical issues through collaboration.

An exciting “Win” for the partnership was the establishment of the NELA Healthcare website: <https://www.nelahealthcare.net/> created by WDB-83. The site provides up-to-date committee information, resources for patients and their families, healthcare patient advocates and our regional healthcare providers. As the convener and support partner, WDB-83 welcomes the opportunity to listen, understand, and meet our regional healthcare employer’s rudimentary needs.

Community partners such as our sister Board 81, Louisiana Delta Community College, Chambers and our team are currently in the planning stages for launching a manufacturing sector partnership.

**Workforce Development Board 83**

**Workforce Innovation and Opportunity Act (WIOA)**

**PY21**

**One-Stop Delivery System**

The American Job Centers (AJC) of LWDA-83 offer a broad range of enhanced service delivery through WIOA and partners. AJC staff works diligently with target populations to provide career services and job-seeker assistance, reemployment services to unemployment insurance claimants, labor market information, and evaluation and skill assessments. Business Services Team members work to fill and place job orders and listings for employers. The centers adopted the USDOL logo, “A Proud Partner of the American Job Center Network”, reminding customers and businesses the services available are linked to requirements established through the U.S. Department of Labor and are consistent with the activities of workforce centers across the 10-parish area and state. Louisiana Workforce Commission hosts an online portal, Helping Individuals Reach Employment (HiRE), which it provides virtual job matching services, labor market information, employment resources, career development information, access to the Unemployment Insurance system, and more, with system availability online 24/7, at no cost to users. Nearly twenty-one thousand (20,540) services were accessed by registered job seekers in PY21 within LWDA-83. Additionally, the website allows individuals to explore careers, connecting students, employers, experienced professionals and educators with career pathway planning.

AJCs efforts address participant eligibility across all ten parishes to determine opportunities to leverage funds and activities that lead to an increase in the total number of participants receiving subsidies with WIOA funds for training and other workforce development supports. During the PY21 period a meager 1,519 individuals registered to receive assistance at the American Job Centers. It has been difficult to understand the challenges to increase this target, when at the peak of the COVID pandemic during PY20, 7,303 individuals registered in LWDA-83. An area of opportunity is to identify and increase the number of dislocated workers entering the program. With 1,114 unemployed persons registering for services, we know there is room for improvement. There is commitment from our AJC staff, our partners and providers to give special attention to addressing ways we can increase impact and outcomes area wide. The unemployment rate, poverty, and economic challenges are but a few reasons WDB-83 is committed to building a stronger workforce system.

**Performance Accountability**

WDB-83 negotiated local levels of performance in PY 2019 and unrelentingly pursued the performance accountability measures to deliver better return on investment of WIOA funds. Performance for Program Year 2021 (at this time LWC final results are not available) consists of individuals served in the program and individuals who exited the program.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***PY21 PERFORMANCE INDICATORS*** | | | | | |
| **ADULT** | | **DISLOCATED WORKER** | | **YOUTH** | |
| Entered Employment Rate, 2nd Quarter After Exit | 82.0% | Entered Employment Rate, 2nd Quarter After Exit | 70.59% | Entered Employment Rate, 2nd Quarter After Exit | 75.00% |
| Entered Employment Rate, 4th Quarter After Exit | 69.42% | Entered Employment Rate, 4th Quarter After Exit | 64.71% | Entered Employment Rate, 4th Quarter After Exit | 73.68% |
| Median Earnings | Not Available | Median Earnings | Not Available | Median Earnings | Not Available |
| Credential Attainment | 60.81% | Credential Attainment | 87.50% | Credential Attainment | 68.97% |
| Measurable Skills Gain | 79.02% | Measurable Skills Gain | 72.73% | Measurable Skills Gain | 65.31% |

**Career Services**

During Program Year 2021, LWDA-83’s AJCs served a total of 2,001 individuals. Males comprised 46 percent and females made up 53 percent of the population served. African Americans made up 58% of the customers served and Whites were 40%. The age category with the most individuals served was the 19 – 24 age group. The majority of the individuals served, 1,653, received career services designed to connect jobseekers to employers. The remaining 348 individuals, were provided more targeted training services to increase their skill levels, particularly among individuals with barriers to obtaining competitive employment. Targeted services included on-the-job training and training provided through individual training accounts. As such, the priority population for PY 2017 included 61% of individuals were not employed at participation and 64% were individuals with only a high school diploma/equivalency.

**Business Services**

AJCs continued to pursue innovative approaches that would produce long-term performance in the workforce system and to provide cost-effective outcomes for job seekers and businesses while supporting the local economy. Overall, 433 employers were actively registered in program year 2021. To fulfill the Board’s overarching mission to develop a more highly skilled workforce and increase regional economic growth, local workforce staff have worked with employers to help fill open positions by the recruiting of qualified candidates. Employers were offered the use of interview space in all 10 AJCs, as well as provided a pre-screening service of applicants and referrals of the most qualified applicants to save time and money during the hiring process. Business outreach efforts included assisting with hiring events and job fairs.

Regional Labor Market Area 8: Monroe anticipates 8 percent growth through 2026. Three (3) industries that anticipate the most growth are: Health Care and Social Assistance (13.2% increase), Accommodation and Food Services (12.6% projected increase), and Retail Trade (942 jobs). LWDA-83 had 1,025 active job orders during PY21 with 3,363 job openings. AJC staff made 1,765 referrals to these openings during the program year.

Industry and Occupational Projections

Change

2024

2015

Average

Employment

2042

Projected

Employment

Employment Change through

2024

Percent through

**Youth Services**

Youth participants were offered activities such as high school equivalency education, work experience, occupational skills training, on-the-job training and Registered Apprenticeship opportunities. A total of 73 youth received services to enhance their current and future endeavors. WDB-83 completed PY 2021 having met the 20% work activity expenditure requirement. Participants received up to 30 hours a week of paid work experience and were paid entry-level hourly wages. The WIOA initiative provided work experience for 29 youth. One innovative technique applied is providing bonuses and incentives to Youth who show increase in their basic skills scores, successfully complete a WE assignment, earn their high school equivalency, and become employed on unsubsidized employment. AJC staff worked with each eligible Youth participant to develop a comprehensive Individual Service Strategy (ISS) that led to positive outcomes for these younger customers by setting obtainable goals and objectives.

**WIOA Training**

|  |  |
| --- | --- |
| **# Enrolled** | **Occupation** |
| 2 | Accounting |
| 1 | Automotive Technology |
| 3 | EKG Technician Workforce Accelerated program |
| 1 | Industrial Instrumentation Technology |
| 16 | Electrician - Apprenticeship |
| 1 | Elementary Education |
| 1 | Business Office Administration |
| 1 | Kinesiology |
| 1 | Technical Diploma in Air Conditioning and Refrigeration |
| 36 | Truck Driver Training Class A |
| 31 | Practical Nursing |
| 1 | Medical Laboratory Science |
| 6 | Nurse Assistant |
| 1 | Heavy Equipment Vehicle Operator (CDL & Heavy Equipment Vehicle Operator) |
| 1 | Pharmacy Technician |
| 5 | Patient Care Tech |
| 7 | RN |
| 7 | Welding |