



LOUISIANA WORKS
DEPARTMENT OF LABOR

Kathleen Babineaux Blanco
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OFFICE OF THE SECRETARY
Incumbent Worker Training Program

TO: All Training Providers Participating in the Incumbent Worker Training Program (IWTP)
FROM: Wendy Thibodeaux, ^{Wt} IWTP Program Manager
SUBJECT: New IWTP Online Quarterly and Customer Satisfaction Reports
DATE: March 10, 2006

We're very excited to announce that the IWTP Quarterly and Customer Satisfaction Reports (previously Microsoft Excel and Word documents) are being replaced with an online version of the forms. Once again, we want to thank all of you who participated in our focus group meetings at the Louisiana Department of Labor (LDOL) – your input is very much appreciated.

The implementation of the revised forms will:

1. Eliminate the need for dual entry of basic contract information (e.g. training provider and employer names, contract number and effective dates, etc.);
2. Eliminate the need to add lines and change formulas; and
3. Provide an online mechanism to track quarterly contract performance indicators and customer satisfaction.

The new online forms must be used for all active IWTP contracts. Primary training providers (and employers if applicable) can begin immediately accessing the new online Quarterly Report at the LDOL-IWTP website at: www.laworks.net. Please note that you must be on the Main Menu of an approved IWTP contract in order to access the new form. The following three options will be available to input trainee information on the new Quarterly Report:

1. Add/Update Trainee (Adds one trainee's information at a time);
2. On-line Batch Add/Update Trainees (Adds multiple trainees' information at one time); or
3. Off-line Batch Download/Upload Trainee Information (Adds/Updates many trainees from a spreadsheet form which will be uploaded to the Quarterly Reporting System).

Primary training providers will be responsible for uploading all data for all IWTP Quarterly Reports ending March 31, 2006. Detailed instructions are available on the LDOL website. Effective April 1, 2006, all training should be tracked using the new online Quarterly Report, as LDOL will no longer accept the older Excel documents. If you need assistance with this process, please contact your IWTP Regional Program Advisor or Application Specialist at: <http://www.laworks.net/forms/iwt/IWTPRegionalContacts.pdf>.

All employers participating in IWTP will be able to access the new online Customer Satisfaction Report at the same website listed above. Although this report is completed by employers, primary training providers are responsible for seeing that these reports are completed each quarter. Primary training providers will have view access only to the online reports. Again, you must be on the Main Menu of an approved IWTP contract in order to access the new form.

Thank you for your commitment to training the Workforce of Louisiana.

Approved by:

Michael Harris, Director
Incumbent Worker Training Program

Cc: Alesia Wilkins
IWTP Staff