



# Business & Career Solutions Center Overview

## Foundation for Success

The Louisiana Workforce Commission's Business and Career Solutions system is built around a standardized, yet flexible, statewide framework to ensure that our customers' needs are consistently met and our system achieves a high level of customer satisfaction. Our integration principles include: blending of multiple funding streams, being responsive – not reactive – to customers, balancing business and job seeker demands, easy access to services, immediate service engagement, and serving a large volume in an efficient and effective manner.

## Use of Service Delivery Teams

The Louisiana Business and Career Solutions system integrates personnel from multiple funding streams into a team-based service delivery model. Staff is organized into four service delivery teams, Membership, Skills Development, Recruitment and Placement, and Business Services, based on function not program. Each of these teams has clearly defined functional roles, interconnected responsibilities among the functions, and a mix of staff across six funding streams. This process creates teams of experts at all phases of service delivery.

## Renewed Commitment to Businesses

Louisiana's system has dedicated approximately 40% of our human resources to our business customers. Using established criteria for identifying business priority, services are organized on progressive levels, basic,

intermediate and premier. Our goal is that all businesses get a "yes" answer as customized solutions are delivered. Additionally, many of our business solutions focus on regional alignment of policies and strategies for serving businesses that target high-demand industry sectors to ensure local and regional economic growth.

## Innovative Approach to Serving Job Seekers

Job seekers tapping into services become members and are immediately engaged in on-going service delivery. Products and services are organized by standardized service sets, Employment Express, Career Advancement or Career Development, that are based on the similarities of customer need, not eligibility for funding source. All services – from membership through placement – are facilitated, replacing the traditional model where customers first enter through a self-help resource room then move to more intensive, staff-assisted services.

## Center Environment that Supports Processes

The physical layout and design of each Center is an open and inviting environment with clearly identified areas of service delivery. The teams of experts sit in proximity to each other and within their functional areas in order to create cohesiveness, increase interaction, and improve communications. Each area is marketed to members to better facilitate the process, highlight key products/services and provide the highest quality services possible.





# Business & Career Solutions Center Service Delivery

