



Strategic Plan

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VISION

*The Louisiana Workforce Commission
will be an indispensable provider of workforce solutions.*

MISSION

*The Louisiana Workforce Commission
will lead the development of the system that delivers
the workforce Louisiana's current and future employers need.*

**PROGRAM NAME OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM A: ADMINISTRATION**

MISSION The mission of the Administration Program is to lead and direct the commission’s management toward improved quality and efficiency in every aspect of its operations.

Goal I *The Administration Program will lead and support the continuous improvement of Agency operations and customer relations at all levels.*

AUTHORIZATION LA R.S. 23:4

OBJECTIVE I.1 Establish a Continuous Improvement Program within the commission to identify and remedy operational deficiencies.

STRATEGY I.1.1 Establish Continuous Improvement Teams.

STRATEGY I.1.2 Adopt a Continuous Improvement Model.

STRATEGY I.1.3 Evaluate each operation or process in the agency, plan and implement changes, and repeat as necessary.

PERFORMANCE INDICATORS

Outcome: Number of Agency performance indicators that meet or exceed their targets

GENERAL PERFORMANCE INFORMATION TABLE

- Number of Presentations to Employer Groups
- Number of Press Releases
- Number of Public Service Announcements
- Number of Audit Findings by Internal Audit Unit

**PROGRAM NAME OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM B: MANAGEMENT AND FINANCE**

MISSION The mission of the Office of Management and Finance is to provide solution based technical and administrative support that enables all of the commission’s programs to fulfill their missions and goals.

GOAL I *The Office of Management and Finance will manage and safeguard the commission’s assets to ensure the availability of funds, personnel, materiel, facilities and services to the Workforce Commission*

AUTHORIZATION LA R.S. 36:306

OBJECTIVE I.1 To enable the efficient acquisition of goods and services and account for the resulting inventory of property equipment, supplies, and materiel.

STRATEGY I.1.1 To develop, adapt, maintain and encourage compliance with effective purchasing and inventory control procedures.

PERFORMANCE INDICATORS

Efficiency: Percentage of procurement requests in process within three working days of receipt.

GENERAL PERFORMANCE INFORMATION TABLE

Percentage of Inventory accounted for.

OBJECTIVE I.2 To enable Program Heads to meet their staffing needs within funding and budget constraints.

STRATEGY I.2.1 Maintain a Position Control system that provides staffing data and related information about funding and budget.

GENERAL PERFORMANCE INFORMATION TABLE

Percentage of compliance with appropriated positions.
(Breakout by Program)

OBJECTIVE I.3 To Ensure the availability of funding and fiscal resources in a timely manner.

STRATEGY I.3.1 To apply the best accounting practices to fiscal resources.

PERFORMANCE INDICATORS

Outcome: Number of prior year financial audit findings that are unresolved.

GENERAL PERFORMANCE INFORMATION TABLE

Percentage of monies deposited within three days

**PROGRAM NAME OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM C: OCCUPATIONAL INFORMATION SERVICES**

MISSION The mission of the Occupational Information Services Section is to provide timely and accurate information technology services and labor market information services to the Workforce Commission and its customers and stakeholders.

.....

GOAL I *The Office of Occupational Information Services will provide timely and accurate workforce information and information technology services to the Workforce Commission and its customers and stakeholders.*

AUTHORIZATION LA R.S. 36:301C and 36:308E
1884 Statute (29 USC 1)
Wagner-Peyser Act, Section 14 (29 USC 49 f (a)(3)(D))
Job Training Partnership Act (29 USC 1501)
PVTEA, Section 422 (b)
Occupational Safety and Health Act of 1970
Workforce Investment Act of 1998

OBJECTIVE I.1 Train and retrain 20% of all training providers each year in order to maintain and enhance the consumer information component of the occupational information system on the LWC web site.

STRATEGY I.1.1 Conduct seminars and workshops for training providers.

PERFORMANCE INDICATORS

Outcome: Percentage of providers trained/retrained

GENERAL PERFORMANCE INFORMATION TABLE

Number of providers
Number of training sessions (seminars or workshops)

OBJECTIVE I.2 Enhance the Scorecard component of Louisiana Occupational Information System such that 50% of the training providers who have provided consumer information in any given year have also provided enrollment and completer data that would be used to compute and display all the scorecard performance measures.

Note: Reference Vision 20/20, Objective 1.8

STRATEGY I.2.1 Communicate with training providers and/or governing entities to encourage participation in Scorecard by submitting student data.

PERFORMANCE INDICATORS

Outcome: Number of training providers participating in scorecard

OBJECTIVE I.3 Create a labor market information system that will provide information on training opportunities, available employment opportunities, job growth and demand projections and economic wage data.

STRATEGY I.3.1 Continue improvements to existing internet site through customer feedback.

PERFORMANCE INDICATORS

Outcome: Percentage of LOIS database complete

DUPLICATION OF EFFORT STATEMENT: To the best of our knowledge, the Louisiana Workforce Commission is the only state entity that collects and publishes this labor market information.

**PROGRAM NAME OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM D: JOB TRAINING AND PLACEMENT PROGRAM**

MISSION The Job Training and Placement Program will provide training, and supportive services to businesses and job seekers through a network of workforce centers in order to develop a diversely skilled workforce with access to better paying jobs.

GOAL I *Through labor exchange services and training activities, the Job Training and Placement Program will increase employment, earnings and occupational skills, decrease welfare dependency, improve the quality of the workforce, and enhance the productivity and competitiveness of the state's workforce.*

AUTHORIZATION LA R.S. 36:308 (B)
LA R.S. 23:1
Workforce Investment Act (WIA)
 Workforce Investment Act (Public Law 105-220 – August 7, 1998, [Title I & III])
Strategies to Empower People (STEP) Program
 LA R.S. 46:231
Community-Based Services
 Community Services Block Grant (CSBG) Federal – Omnibus Budget Reconciliation Act of 1981 (Public Law 97-5 and Human Service Amendments of 1994, Public Law 103-252)
Job Placement
 Wagner-Peyser Act, as amended by Workforce Investment Act Title III. IRCA 1991, Small Business Job Protection Act of 1996, Taxpayer Relief Act of 1997, Trade Act 1974, OTCA 1988, and NAFTA IMP Act 1993
Title 38 U.S. Code and 20 CFR 652 Food Security Act of 1985.

OBJECTIVE I.1 To ensure that workforce development programs provide needed services to all adults seeking to enter and remain in the workforce, as measured by the satisfaction of employers and participants who received services from workforce investment activities.

Note: Ref. Vision 20/20, Objectives 1.6, 3.1 & 3.2

Strategy I.1.1 Through the one-stop system, fund, coordinate and develop appropriate services to assist workers achieve goals.

PERFORMANCE INDICATORS

Quality: Customer satisfaction rating
Employer satisfaction rating

GENERAL PERFORMANCE INFORMATION TABLE

Number of reportable services for job seekers
Number of reportable services for employers
Number of job seekers served
Number of job seekers served

OBJECTIVE I.2 To provide job seekers the appropriate core, intensive and training services through a one-stop system, with the purpose to increase employment opportunities, earnings, and occupational skills

Note: Ref. Vision 20/20, Objectives 1.6, 3.1 & 3.2

Strategy I.2.1 Through the one-stop system, fund, coordinate and develop appropriate services to assist workers achieve goals.

PERFORMANCE INDICATORS

Outcome: Job seeker entered employment rate

Outcome: Follow-up retention rate (six months after exit)

Quality: Job seeker earnings percentage increase
Adult average earnings change

GENERAL PERFORMANCE INFORMATION TABLE

Number of job seekers entered into employment

Number of job orders received

OBJECTIVE I.3

To identify the needs of special applicant groups: veterans, older workers, welfare recipients and disabled workers, and to coordinate activities to provide the services required to meet those needs.

Note: Ref. Vision 20/20, Objectives 1.6, 3.1 & 3.2

Strategy I.3.1 Through the one-stop system, fund, coordinate and develop appropriate services to assist workers achieve goals.

PERFORMANCE INDICATORS

Outcome: Special applicant groups entered employment rate

Efficiency: Follow-up retention rate (6 months after exit)
Special Applicant Groups earnings percentage increase

GENERAL PERFORMANCE INFORMATION TABLE

Number of special applicants entering into employment
Number of special applicants receiving services

OBJECTIVE I.4 To provide youth assistance in achieving academic and employment success by providing activities that will improve educational and skill competencies, and will provide connections to employers.

Note: Ref. Vision 20/20, Objectives 1.6, 3.1 & 3.2

Strategy I.4.1 Through the one-stop system, fund, coordinate and develop appropriate services to assist youth achieve goals.

PERFORMANCE INDICATORS

Outcome: Youth entered employment rate
Youth earned credential rate
Youth earned diploma or equivalent rate

Efficiency: Retention rate in employment, post-secondary education or advanced training

Quality: Attainment of basic skills, work readiness or occupational skills

GENERAL PERFORMANCE INFORMATION TABLE

Number of youth entered into employment
Number of youth earned credential
Number of youth earned diploma or equivalent
Number of youths receiving service

OBJECTIVE I.5 To enable FITAP/STEP (Family Independence Temporary Assistance Program/Strategies to Empower People) participants to develop the skills necessary to obtain and keep a job.

Note: Ref. Vision 20/20, Goal One

Strategy I.5.1 To fund, monitor and support the provision of Job Readiness Instruction by Local Workforce Investment Areas.

PERFORMANCE INDICATORS

Outcome: Percentage of certified participants completing the Job Readiness Program

GENERAL PERFORMANCE INFORMATION TABLE

Number of FITAP participants

Number of certified participants completing the Job Readiness Program

**PROGRAM NAME OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM E: UNEMPLOYMENT BENEFITS PROGRAM**

MISSION The mission of the Unemployment Benefits Program is administer a solvent and secure Unemployment Insurance Trust Fund to pay unemployment compensation benefits to eligible unemployed workers.

GOAL I *Provide financial assistance to unemployed workers through timely and accurate payment of unemployment compensation benefits funded by employers' payments of quarterly unemployment taxes.*

AUTHORIZATION LA R.S. 23:1471
LA R.S. 36:308
Federally mandated by the Wagner-Peyser Act of 1933, the Social Security Act of 1935, and the Federal Unemployment Tax Act (FUTA)

OBJECTIVE I.1 Issue unemployment compensation benefits within 14 days of the first payable week ending date, and recover unemployment benefits overpayments to the extent possible.

STRATEGY I.1.1 To evaluate and train staff to resolve monetary and non-monetary issues.

STRATEGY I.1.2 Utilize emerging technologies to track overpayments and available sources of repayments.

PERFORMANCE INDICATORS

Outcome: Amount of overpayments recovered

Efficiency: Percentage of intrastate initial claims payments made within 14 days of first compensable week

Percentage of interstate initial claims payments made within 14 days of first compensable week

OBJECTIVE I.2

Collect 100% of unemployment taxes from liable employers in order to provide benefits to the unemployed worker and maintain the solvency and integrity of the Unemployment Insurance Trust Fund.

NOTE: Reference Vision 20/20, Goal 2.7—To have a tax structure, regulatory climate and civil justice system conducive to the creation and growth of technology driven companies.

STRATEGY I.2.1 Utilize emerging technologies to enable employers to remit taxes with greater ease and speed.

PERFORMANCE INDICATORS

Output: Number of audits performed

Efficiency: Percentage of liable employers issued account numbers within 180 days

**PROGRAM NAME OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM F (g): COMMUNITY-BASED SERVICES**

MISSION The mission of the Community Based Services Program is to provide administrative and programmatic funding to eligible public and private community action agencies through subgrants with the state.

GOAL I *Provide Community Services Block Grant (CSBG), Community Food and Nutrition (CF&N) funding, and technical assistance to eligible public and private community action agencies through subgrants with the state, which are intended to have an impact on the causes of poverty.*

AUTHORIZATION LA R.S. 23:61-66
Federally mandated by the Omnibus Budget Reconciliation Act of 1981 (Public Law 97-35 and Human Services Amendments)—known as the Community Services Block Grant Act

OBJECTIVE I.1 Provide supported community-based services to Louisiana’s low-income residents.

Note: Ref. Vision 20/20, Objective 3.2

Strategy I.1.1 Fund community supportive services programs.

Strategy I.1.2 Provide technical assistance to grant recipients to ensure compliance.

PERFORMANCE INDICATORS

Efficiency: Percentage of state’s low-income individuals served

Efficiency: Percentage of subgrants provided with a technical assistance review

GENERAL PERFORMANCE INFORMATION

Number of low-income individuals served

**PROGRAM NAME OFFICE OF REGULATORY SERVICES
PROGRAM G (h): WORKER PROTECTION**

MISSION The mission of the Worker Protection Program is to serve, support and protect the rights and interests of Louisiana’s workers through the administration and enforcement of state worker protection statutes and regulations.

GOAL I Ensure that Louisiana workers are afforded protection from work-related abuses which violate state statutes regulating apprenticeship training, private employment services, child labor and costs of company required medical exams/drug testing.

AUTHORIZATION LA R.S. 23:101, Private Employment Services
LA R.S. 23:151, Child Labor Laws
LA R.S. 23:381, Registered Apprenticeship
LA R.S. 23:897, Costs of Medical Exams/Drug Tests

OBJECTIVE I.1 Protect the interests of apprentices participating in registered apprenticeship training programs; provide information and assistance to employers to achieve voluntary compliance with Louisiana Minor Labor statutes to protect the health, safety and welfare of children in the workplace; protect the interests of persons seeking job placement through entities which charge a fee by licensing and regulating those who operate a Private Employment Service; and ensure that employees and/or applicants for employment are not unlawfully charged for the costs of medical exams and/or drug tests required by the employer as a condition of employment.

STRATEGY I.1 To maintain a system of audit, evaluate, report and follow-up employer compliance with Louisiana Labor Laws.

STRATEGY I.2 To convert DOS based statistical databases to Microsoft Access relational databases.

PERFORMANCE INDICATORS

Outcome: Percentage of DOS database converted to Microsoft Access
(This reporting ends when the conversion is complete)

Efficiency: Percentage of apprenticeship agreements registered within
15 days

GENERAL PERFORMANCE INFORMATION TABLES

Number of private employment service inspections

Number of private employment service complaints resolved

Number of medical exam/drug test violations resolved

Number of Minor Labor Law permits reviewed

PROGRAM NAME **OFFICE OF WORKFORCE DEVELOPMENT**
PROGRAM H: INCUMBENT WORKER TRAINING PROGRAM

MISSION To contribute to the improvement of Louisiana’s economic standing and competitive position by enabling a means of upgrading its workforce and improving earnings through customized training programs.

GOAL I ***Improve the quality of the workforce and enhance the productivity and competitiveness of the state through training activities for incumbent workers.***

AUTHORIZATION LA R.S. 36:308 (B)
LA R.S. 23:1

OBJECTIVE I.1 Maintain a system to fund and oversee customized training programs with eligible employers for upgrades that result in wage increases or job retention training for incumbent employees.

Note: Ref. Vision 20/20, Objectives 1.6, 1.7 & 3.1

Strategy I.1.1 Fund and evaluate customized training programs.

PERFORMANCE INDICATORS

Output: Number of employees trained

Outcome: Average percentage increase in earnings for employees trained

Quality: Customer satisfaction

PROGRAM NAME **OFFICE OF WORKERS' COMPENSATION**
PROGRAM A: INJURED WORKERS' BENEFIT PROTECTION

MISSION The mission of the Office of Workers' Compensation is to ensure a manageable, cost effective workers' compensation system.

GOAL I *Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.*

AUTHORIZATION Sections 1310.1, 1310.3b(1) and 1310.6 of the Workers' Compensation Act
LA R.S. 23:1291 B (9), (10), (11) and (12)
LA R.S. 23:1291 B (4), (13), C (2) and (5)
LA R.S. 23:1034.2
LA R.S. 23:1121-1123
LA R.S. 23:1208
LA R.S. 23:1208.1
LA R.S. 23:1208.2
LA R.S. 23:1295
LA R.S. 23:11688, 1169, 1170, 1171, 1171.2, 1172, 1172.2
LA R.S. 39:1543

OBJECTIVE I.1 To resolve disputed claims before they reach the pre-trial stage.

Strategy I.1.1 Maintain an effective adjudication process.

PERFORMANCE INDICATORS

Efficiency: Percentage of mediations set within required legal time-frame.

GENERAL PERFORMANCE INFORMATION TABLE

Number of new 1008 forms filed
Number of new 1011 forms filed
Number of final decisions

OBJECTIVE I.2 The Medical Services Section will resolve 100% of medical disputes within 45 days of receipt.

Strategy I.2.1 Emphasize the timeliness of the review process.

PERFORMANCE INDICATORS

Efficiency: Percentage of disputes resolved within 45 days

OBJECTIVE I.3 To complete 85% of all workers' compensation fraud investigations initiated within 60 days.

Strategy I.3.1 Maintain an effective investigative process.

PERFORMANCE INDICATORS

Efficiency: Percentage of initiated investigations completed within 60 days

OBJECTIVE I.4 Workplace Safety section will conduct safety compliance inspections of targeted at-risk employers.

Strategy I.4.1 Target employers for facility inspection who have incident rates higher than their Standard Industrial Classification (SIC) and/or North American Industry Classification System (NAICS).

PERFORMANCE INDICATORS.

Efficiency: Percentage of targeted employers inspected.

**PROGRAM NAME OFFICE OF WORKERS' COMPENSATION
PROGRAM B: INJURED WORKER RE-EMPLOYMENT**

MISSION The mission of the Injured Worker Re-employment Program (Second Injury Board) is to encourage the employment of workers with a permanent condition by reimbursing the employer when such a worker sustains a subsequent job-related injury.

GOAL I *Ensure reimbursement for qualifying claims and maintain adequate funding.*

AUTHORIZATION LA R.S. 23:1371-1379

OBJECTIVE I.1 Set up all claims within five days of receipt of Notice of Claim Form; make a decision within 180 days of setting up of the claim; maintain administrative costs below four percent of the total claim payments.

Strategy I.1.1 Maintain a reimbursement application and evaluation system.

PERFORMANCE INDICATORS

Efficiency: Percentage of administrative cost to total claims payments
Percentage of claims set up within 5 days
Percentage of decisions rendered by Second Injury Board within 180 days

GENERAL PERFORMANCE INFORMATION TABLE

Number of claims closed
Total claims payments
Number of claims pending
Number of claims received

PROGRAM NAME **OFFICE OF WORKERS' COMPENSATION**
PROGRAM C: OSHA CONSULTATION

MISSION The mission of the OSHA Consultation program is to provide safety consultation services that contribute to a cost effective workers' compensation system.

GOAL I *To swiftly respond to all requests for safety consultation services.*

AUTHORIZATION LA R.S. 23:1291 C (3)

OBJECTIVE I.1 The OSHA – Consultation Unit will respond to 90% of requests received from high-hazard private employers within 60 days of the request.

Strategy I.1.1 Maintain a staff of trained safety professionals to provide consultation services to eligible Louisiana employers.

PERFORMANCE INDICATORS

- Efficiency: Average number of days between requests and visits to high hazard employers with 1 – 500 employees
- Efficiency: Average number of days from visit close to case closure
- Efficiency: Percentage of responses to requests received within 60 days of the request

GENERAL PERFORMANCE INFORMATION (TABLE)

Total number of visits
Total visits closed

PRINCIPAL CLIENTS

Business, workers, job seekers

EXTERNAL FACTORS

Legislature, budget, Congress, U.S. Department of Labor, national and global economy/economic trends, Louisiana Department of Education
(education level of available workforce)

AVOIDANCE OF DUPLICATION OF EFFORT