



Seventh Planning District Consortium WORKFORCE INVESTMENT PLAN PY 05- PY 06

J. Professional Development and System Improvement

1. How is the LWIB building its capacity to develop and manage a high performing local workforce investment system?

The WIB is fully committed to developing more effective business services and better connections to economic development activities which will hopefully increase effectiveness of both job placement and training programs from the employer's point of need. In light of this effort, space for employer job screening and interviews is provided free of charge along with assistance from WIA staff if needed. In addition, the WIB is mindful that a workforce system that is demand-driven must address area economic development activities, placement, and career opportunities for a wide range of clients. Our redesign initiative will also complement economic development activities in WIA 70..

2. How is the LWIA growing the capacity of its staff to provide services to job seekers and employers in a demand driven high-skill, high-growth system?

WIA 70 operates under a continuous improvement philosophy in an effort to constantly improve services to employers and job seekers. WIA staff are afforded every opportunity to attend training, conferences and seminars on workforce development.

Additionally, one-stop center staff are cross-trained in an array of functions in order to offer clients the highest degree of services.

3. Describe the monitoring and oversight procedures the LWIA utilizes to move the system toward the State's vision and achieve the goals identified above.

The oversight responsibilities of both Workforce Investment Boards within Region 7 will be the primary means for evaluating progress toward actualizing the state's vision and accomplishing the eight (8) regional goals outlined in this plan. Staff members assigned the responsibility for monitoring local service providers will focus on the content and quality of training services being provided to WIA participants, participant satisfaction with training services, and service provider performance in relation to the number of WIA participants who successfully complete training activities and are placed in (or find) training related employment. Monitoring reports will be prepared to summarize local service provider performance in these areas. Local service provider performance will have a direct bearing in the workforce investment system's ability to meet its performance goals as negotiated with the Louisiana Department of Labor.

Through monitoring and oversight activities, information will be made available to evaluate if the local service provider system is contributing toward the attainment of negotiated performance goals, the economic development goals established for the region, and the underlying purpose of the Workforce Investment Act: increased skill levels, employment, job retention, and earnings for WIA participants.

Monitoring reports will serve as a basis for implementing corrective action that will result in improvements in the local service provider system and the effectiveness of the region's workforce investment system in contributing toward the development of a labor force that meets the human resource needs of the Northwest Louisiana economy.