

Southwest Louisiana **WORKFORCE** Resource Guide

A step-by-step guide to prepare you
for a job in support of area industry

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IMPORTANT

You will notice several data sets, facts and figures throughout this document, please note that these figures were compiled in 2019 and are subject to change. Please refer to Appendix A of this Resource Guide to confirm the accuracy of these numbers with our listed service providers.



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NEW JOBS are coming to **Southwest Louisiana**, and it is important that residents who want to work and get promoted in today's workforce get the required training and credentials NOW.

This **Southwest Louisiana WORKFORCE Resource Guide** includes step-by-step instructions for job seekers wanting a well-paying job to support our fast growing industries. It includes step-by-step instructions to help job seekers get from point A to point B and provides contact information and guidance on where to go, who to call and what to say. Some positions are for the industrial manufacturing facilities and some of them are for the contracting companies that provide construction and maintenance support to the facilities.

Our community's service sector will also experience a workforce demand increase. For those who are seeking work in the service level industry, steps one and two of this Resource Guide may be followed. Additionally, the American Job Center can assist you in connecting with employers who are hiring in the service sector.

Let's get started!





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STEP 1: Get your high school diploma

Nearly all industry or skilled jobs require a high school diploma. If you haven't finished high school, you need to pass the state-administered high school equivalency exam. This section of the Resource Guide tells you what this exam involves, who can take it, how to prepare and where to take it. This section also includes local resources for adult literacy programs.



STEP 2: Make sure you have basic life skills

Getting to work on time, managing your finances, dressing for the workplace and knowing how to act around your co-workers, supervisors and managers are just some of the basic skills that will not only assist you in getting a job, but more importantly help you keep your job. This section of the Resource Guide includes a list of organizations and resources in the Southwest Louisiana community where you can go to sharpen these skills.



STEP 3: Select a craft, skill or profession

To get a job with industry, you must have a craft, skill or profession. This section of the Resource Guide focuses on helping you choose a craft or skill. It includes detailed information on each craft or skill listed in the guide, from the types of skills you need for each job, what you can expect to do and where you can expect to work as a carpenter, industrial electrician, etc., and the average hourly wages and annual salaries for each.



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STEP 4: Get the certification or associate degree for your craft or skill

Now that you have chosen your craft or skill, you must acquire the proper certification or training. All of the jobs listed in the Resource Guide are more accessible once students have obtained some type of formal training, certification or associate degree. This section includes information about higher education institutions in Southwest Louisiana that offer certifications and associate degrees in these areas as well as contact information for individuals who can assist you.

This section also includes information on acquiring industry-required credentials, such as the Safety Council of SWLA's basic safety orientation and training, a Transportation Worker Identification Credential (TWIC) and contact information for these resources.



STEP 5: Build a resumé and sharpen your interview skills

One of the most important and intimidating steps in the job search process is writing a good resumé that gets the attention you want and need from a potential employer. Whether you are handing a resumé over in person or emailing an electronic copy, the words you use and the formatting you choose will make a big difference in whether or not you get that interview.

Interview skills are also very important. Some ideas for improving your skills include, research the company before the interview, think of potential questions and answers, practice with a friend beforehand and write a thank you note after the interview. This section of the Resource Guide identifies organizations in the community that offer these preparation courses.



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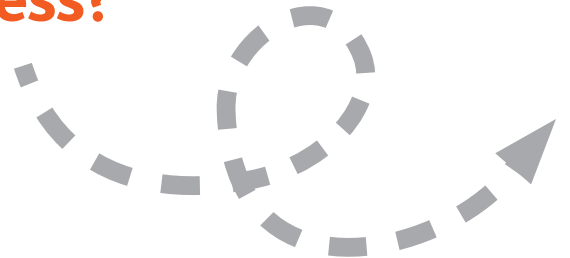
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STEP 6: Apply for the job

Once you have mastered steps one through five, it's time to apply for the job! The American Job Center offers a range of useful career and employment services and can help you apply for available industry jobs in Southwest Louisiana. This section of the Resource Guide provides contact information for this center, a sample application and other resources.

**Ready for
success?**





STEP 1: Get your high school diploma

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STEP 1: Get your high school diploma

Nearly all industry or skilled jobs require a high school diploma. If you haven't finished high school, you need to pass the state-administered high school equivalency exam. This section of the resource guide tells you what this exam involves, who can take it, how to prepare and where to take it. This section also includes local resources for adult literacy programs.

FREQUENTLY ASKED QUESTIONS

What does the High School Equivalency Test (HiSET) measure?

The HiSET exam measures the academic knowledge and proficiency equivalent to those of a high school graduate.

It covers five content areas:

1. Language Arts – Reading
2. Language Arts – Writing
3. Mathematics
4. Social Studies
5. Science

**The GED
has been replaced
with the HiSET.**

How much does it cost to take the HiSET exam in Louisiana?

- **Battery (all five subtests):**

You must pay a total fee of \$93.75 (\$53.75 ETS* exam battery fee, \$30 test center fee and \$10 state administration fee).

- **NOTE FOR BATTERY PURCHASERS:**

When you purchase all five subtests at one time in a battery, the purchase expires after 12 months. Because of this, we recommend waiting until as close to January as you feel comfortable to make your purchase. This will allow you to take full advantage of your battery and maximize the amount of time you have to take the exam and retake subtests.

- **Individual Subtest:**

If you only need to take an individual subtest initially, the total price is \$21 per test (\$15 ETS fee and \$6 test center fee). If you must retake an individual subtest, you must pay a total fee of \$21 per retest (\$15 ETS fee and \$6 test center fee).

Where is the Calcasieu Parish Testing Center?

Call the Literacy Council of Southwest Louisiana for information on a testing center near you.

- See contact information in Appendix A



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Eligibility Requirements

Individuals who are at least 19 years of age or older are eligible to take the test without enrolling in Adult Education or passing a qualifying test.

Individuals who are 16 to 18 years old must:

- Provide documentation of withdrawal from K12 system;
- Enroll in literacy provider classes or classes authorized by a WorkReady University (in the Lake Charles region, this provider is the Literacy Council of Southwest Louisiana, see contact information in Appendix A); and
- Pass the Official High School Equivalency Practice Test.

Individuals who are 16 and 17 years of age must meet the above criteria plus at least one of the criteria below:

- Pregnant or parenting;
- Incarcerated or adjudicated;
- Institutionalized or living in a residential facility;
- Have chronic physical or mental illness; or
- Family or economic hardship.

Individuals 15 years or younger are not allowed to take the high school equivalency test or enroll in classes at a WorkReady U Literacy Provider.

Can I take the HiSET exam on paper or computer?

The HiSET exam is available in both computer- and paper-delivered formats in Louisiana. However, both formats are not available at every test center. Make sure you verify that the format you prefer is available at your selected test center before scheduling your testing appointment.

How do I schedule a testing appointment?

Contact the Literacy Council of Southwest Louisiana.

- See contact information in Appendix A

Preparing for the HiSET exam

The Calcasieu Parish Public Library Systems offers resources to aid in preparing for the HiSET exam, including books, eBooks and online resources.

- See contact information in Appendix A



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STEP 2: Make sure you have **basic life skills**

Getting to work on time, managing your finances, dressing for the workplace and knowing how to act around your co-workers, supervisors and managers are just some of the basic skills that will not only assist you in getting a job, but more importantly help you keep your job. This section of the Resource Guide includes a list of organizations and resources in the Southwest Louisiana community where you can go to sharpen these skills.



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STEP 2: Make sure you have basic life skills

STEP BY STEP

✓ **Step 1: Take a life skills course**

Contact the American Job Center, the Interview for Life program or any number of programs offered at local churches and non-profit organizations to sign up for a life skills course available near you.

- **American Job Center**

The Center is a partnership of local community organizations and employers providing a comprehensive range of useful career and employment services, job training and up-to-date information, which will empower individuals to become self-sufficient and improve their overall quality of life. The Center also knows of other programs in the area.

Both the Literacy Council and Project Build a Future provide financial literacy classes. Financial literacy classes can help individuals create and manage a budget, set goals, establish consistent savings plans and apply for and manage credit. Proper financial management ensures that individuals can obtain long term financial stability despite job and income fluctuations.

- *See contact information in Appendix A*



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✓ Step 2: Take a basic computer course

Most jobs listed in this Resource Guide will require some basic computer skills either through the application process or in day-to-day work.

- **American Job Center**

The Center offers a basic computer course in conjunction with the Literacy Council of Southwest Louisiana. Call the Center to learn more about class schedules.

- See contact information in Appendix A

- **Calcasieu Parish Public Library**

The library offers basic to intermediate computer classes. Classes are free and generally last two hours. Please contact the library for class schedules.

- See contact information in Appendix A

- **Literacy Council of Southwest Louisiana**

The basic computer course includes computer terminology and computer basics, such as handling the mouse, starting and exiting programs, operating systems, simple computer functions and basic Microsoft Word concepts and skills. Self-directed computer instruction is also available.

- See contact information in Appendix A

IMPORTANT!

In order to be considered for most jobs with industry, you must be willing to take a drug test and once hired, wear protective safety equipment, which would require the removal of excess facial hair and piercings.



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STEP 3: Select a craft, skill or profession

To get a job with industry, you must have a craft, skill or profession. This section of the Resource Guide focuses on helping you choose a craft or skill. It includes detailed information on each craft or skill listed in the guide, from the types of skills you need for each job, what you can expect to do and where you can expect to work as a carpenter, industrial electrician, etc., and the average hourly wages and annual salaries for each.



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STEP 3: Select a craft, skill or profession

Below is a partial list of crafts and skills needed throughout industry along with descriptions and estimated average hourly and annual wages for each. Review this list and see which craft or skill most interests you! Once you choose a craft or skill, the next section of the Resource Guide will provide information on how to gain the certification or degree required.

NOTE: The hourly and annual wages listed below are estimates generated from the Louisiana Workforce Commission data for the Lake Charles Regional Labor Market, the American Job Center, the U.S. Bureau of Labor Statistics and other industry sources.

Carpenter

Do you like building, traveling and being outdoors? Commercial and industrial carpenters construct, erect, install, and repair structures and fixtures. These carpenters are involved in many different kinds of construction, from buildings to highways and bridges to power plants. Carpenters need manual dexterity, good eye-hand coordination, physical fitness and a good sense of balance. Carpenters can also learn their craft by starting as a helper and learning more skills on the job.

Average wage range: \$16-\$40; Average annual salary: \$58,000

Chemical Plant/System Operator/Process Technician

In addition to having a broad understanding of chemical processes, the chemical operator of today must possess advanced knowledge of mechanical and electrical processes, and have a solid background in math, science and computer skills. He or she must also be team oriented and able to communicate effectively with all levels of plant management. These operators and technicians often work overtime and shift work.

Average wage range: \$25-\$45; Average annual salary: \$55,000-\$70,000

Commercial Truck Driver

Do you like traveling and being on the open road? Are you okay with being away from home for extended periods of time? Employment for heavy and tractor-trailer truck drivers is projected to grow 21 percent from 2010 to 2020, faster than the average for all occupations. As the economy grows, the demand for goods will increase, and more truck drivers will be needed to keep supply chains moving. Most tractor-trailer drivers are long-haul drivers and operate trucks with a capacity of at least 26,001 pounds per gross vehicle weight (GVW). They deliver goods over intercity routes, sometimes spanning several states. Heavy and tractor-trailer truck drivers usually have a high school diploma and two years of related work experience. They must have a Commercial Driver's License (CDL).

Average wage range: \$13-\$24; Average annual salary \$39,000



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Most of the jobs listed in this Resource Guide will require shift work and irregular work schedules, such as night and weekend shifts.

Concrete Finisher

Do you like working with your hands and being part of the construction process? Overall employment of cement masons is projected to grow 34 percent from 2010 to 2020, much faster than the average for all occupations. A concrete finisher, also known as a cement mason, is a tradesman who works with concrete. The job entails placing, finishing, protecting and repairing concrete in engineering and construction projects. Concrete work is fast paced and strenuous and often involves kneeling, bending, and reaching. Because many jobs are outdoors, work generally stops in wet weather. Although most cement masons learn informally on the job, some learn their trade through a formal apprenticeship. There is a concrete finisher NCCER certification offered.

Average wage range: \$12-\$32; Average annual salary: \$40,000

Drafting and Design Technology

Are you creative? A forward thinker? Drafters use software to convert the designs of engineers and architects into technical drawings and plans. Workers in production and construction use these plans to build everything from microchips to skyscrapers. Like other workers who primarily use computers to do their work, drafters usually work indoors and full time, although overtime is not uncommon. Developments in new technology are causing entry-level requirements to rise. An associate degree is the typical level of education needed to enter the occupation. In addition, drafters need skills from academic programs so that they may move into the work of designing directly for professionals such as engineers or architects.

Average wage range: \$17-\$34; Average annual salary: \$51,000

HVAC (heating, ventilation, and air-conditioning) Technician

Are you interested in model building or do you like fixing things? HVAC technicians are always piecing things together as they install, maintain and repair heating, ventilation and air conditioning systems that control temperature, humidity and total air quality in industrial buildings. An HVAC technician might also handle large cooling systems and chillers that regulate the temperature of chemicals in the manufacturing process. HVAC technicians need to know about basic electronics, wiring, and the proper installation and operation of HVAC systems.

Average wage range: \$13-\$30; Average annual salary: \$40,000



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Industrial Electrician

Do you like the flexibility of working both indoors and outdoors? Electricians work indoors and out, in nearly every type of facility. Almost all electricians work full time, which may include evenings and weekends. Industrial electricians install, troubleshoot and repair wiring, electrical equipment and other electrical devices used in the industrial environment, such as motors (AC and DC drives), transformers, control systems, industrial instruments, programmable logic controllers and lighting systems. Areas of study also include all applicable codes and standards, blueprint reading and wiring diagram interpretations. Most industrial electricians have an associate degree or a certification. Most states require licensure. Employment of electricians is projected to grow 23 percent from 2010 to 2020, faster than the average for all occupations. Overtime and shift work is also typical in this profession.

Average wage range: \$14-\$37; Average annual salary: \$56,000

Instrumentation Technician

Are you a problem solver with a knack for small details? Instrumentation may be the perfect craft profession for you. Instrument fitters and technicians perform key installation and maintenance functions across several industries and are trained in piping, tubing, fasteners and metallurgy. Instrumentation technicians and fitters have to be familiar with electrical systems, craft-specific drawings, and must be experts in the hand and power tools specific to their trade. Individuals must have manual dexterity, hand-eye coordination, physical fitness and a good sense of balance. Instrumentation technicians also need to have the ability to solve complex problems using reasoning and advanced math. Advancements in industrial technology has meant more certifications and training needed in today's industries. Also, there are NCCER certifications and associate degrees offered in our area for instrumentation technicians. Overtime and shift work are also typical in this profession.

Average hourly wage: \$30-\$49; Average annual salary: \$80,000

Insulator

Insulation workers install and replace the materials used to insulate buildings and their mechanical systems to help control and maintain temperature. Insulators typically work in residential and industrial settings. They spend most of the workday standing, bending or kneeling, often in confined spaces. Most floor, ceiling and wall insulation workers learn their trade informally on the job. Most mechanical insulators complete a formal apprenticeship program. There is an industrial insulation NCCER certification offered in Louisiana.

Average wage range: \$10-\$24; Average annual salary: \$36,000



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Machinist

Machinists and tool and die makers set up and operate a variety of computer-controlled or mechanically-controlled machine tools to produce precision metal parts, instruments and tools. Machinists often train in apprenticeship programs, vocational schools, community and technical colleges or informally on the job. Good math, problem-solving and computer skills are important. Associate degrees are offered in this area. Overtime and shift work is also typical in this profession.

Average wage range: \$16-\$35; Average annual salary: \$52,000

Millwright

The demand for well-trained millwrights has never been greater. If you are mechanically inclined, enjoy the challenge of working in a fast-paced industrial environment and are an excellent problem solver, consider becoming a millwright. Millwrights install, dismantle, repair, reassemble and move machinery in factories, power plants and construction sites. Overtime and shift work is also typical in this profession.

Average wage range: \$17-\$37; Average annual salary: \$57,000

Mobile Crane Operator/Heavy Equipment Operator

Don't you wish your entire career could involve a screen and a joystick? Mobile crane operators use state-of-the-art heavy machinery to move massive materials. A series of joysticks, levers and pedals allow the operator to use his or her knowledge of load calculations to place materials around a construction site. If you have a good sense of balance, ability to judge distance, eye-hand-foot coordination and are comfortable with technology and basic math skills, consider becoming a mobile crane or heavy equipment operator. There is a mobile crane operator/heavy equipment operator NCCER certification offered.

Average wage range: \$16-\$31; Average annual salary: \$52,000

Pipefitter/Fabricator

Are you a little bit of a perfectionist? Do you enjoy reading blueprints and making something useful? Consider training to become a pipefitter. Pipefitters/fabricators plan and install detailed pipe systems for commercial and industrial projects. These pipes may carry water, chemicals or gases to the crucial building systems. Pipefitters/fabricators use many tools to cut and bend pipes to exact specifications. The ability to solve complex problems using reasoning and advanced math is important. Pipefitters/fabricators should also be familiar with general mechanics and how various materials fit together. Most learn through formal apprenticeships. Overtime and shift work is also typical in this profession. There is a pipefitter/fabricator NCCER certification offered.

Average wage range: \$20-\$37; Average annual salary \$59,000



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Plumber

Are you always tinkering with objects? Do people ask for your help with fixing mechanical things? Consider plumbing. Plumbers do much more than fix sinks and toilets in residential homes. They design and install piping systems that distribute water and remove waste from buildings and connect to washers, sinks, heating and cooling systems. Plumbers have to be knowledgeable in water distribution, blueprint reading, local ordinances and regulations, mathematics, mechanical drawing, physics, welding and soldering. Most learn through formal apprenticeships.

Average wage range: \$20-\$37; Average annual salary \$59,000

Scaffold Builder

Employment of construction laborers and helpers, such as scaffold builders, is expected to grow 25 percent from 2010 to 2020, faster than the average for all occupations. Scaffold builders position and dismantle wooden structures, such as concrete forms, scaffolds, tunnel and sewer supports and build temporary frame shelters, according to sketches, blueprints or company standards. They are able to work within precise limits or standards of accuracy, make decisions based on measurable criteria, apply basic mathematics and solve problems. They can plan work and select proper tools, compare and see differences in the size, shape and form of lines, figures and objects. Lastly, they can work at heights without fear. There is a scaffolding NCCER certification offered.

Average wage range: \$9-\$24 ; Average annual salary: \$32,000

Welder

Do you love playing with a little bit of fire? Welders join objects together by applying heat or pressure. Skilled welders have a thorough knowledge of welding principles and metals. They use blueprints and drawings to build anything from ships to cars to bridges. Welders are also crucial in maintaining power plants of all types and have the opportunity to travel throughout the year. Some welding positions require general certifications, or certifications in specific skills such as inspection or robotic welding. It has become mandatory to have the American Welding Society (AWS) certification. Note: Color-blindness may prohibit your ability to weld in some jobs or circumstances.

Average wage range: \$16-\$38; Average annual salary: \$57,000

Nondestructive Tester

Nondestructive testing is a wide group of analysis techniques used in science and technology industry to evaluate the properties of a material, component or system without causing damage.

Average wage: \$25; Average annual salary: \$50,000



STEP 4: Explore your scholarship options and get the certification or associate degree for your craft or skill

Now that you have chosen your craft or skill, you must acquire the proper certification or training. Many jobs listed in the Resource Guide require some type of formal training, certification or associate degree. This section includes information about higher education institutions in Southwest Louisiana that offer certifications and associate degrees in these areas as well as contact information for individuals who can assist you.

This section also includes information on acquiring industry-required credentials, such as the Safety Council of SWLA's basic safety orientation and training, a Transportation Worker Identification Credential (TWIC) and contact information for these resources.



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STEP BY STEP

✓ **Step 1: Southwest Louisiana has a number of industry and craft related scholarship programs, so it is important to investigate all of your options.**

- The Workforce Training Scholarship Program is managed by the Community Foundation of Southwest Louisiana and provides scholarships to unemployed or underemployed people seeking to work in industry.
 - *See Appendix F for more information*
- SOWELA Technical Community College offers a variety of scholarships and financial aid. Visit their One Stop Center for more information.
 - *See Appendix F for more information*
- The American Job Center provides scholarships and assistance with books, day care and similar school-related needs, depending upon a person's income level and other factors. Visit an American Job Center for more information.
 - *See Appendix F for more information*

✓ **Step 2: Choose a craft from the list below**

Record which institution offers your chosen craft (see chart on next page). Contact information and information regarding costs for training in these areas can be found in Appendices A&B.

Training programs range from a few hours to 2-3 years. Do not wait until the last minute ... get trained now!



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Craft Training Programs	Offered	Level 1	Level 2	Level 3	Level 4	Level 5	Assoc. Deg./ Tech. Diploma
Carpentry	C	C	C				
Concrete Finishing							
Construction Craft Laborer	C	C					
Core Curriculum	A, C, S, J	A, C, S					
Electrical	A, C, S, J, L, O	A, C, S, J, L	A, C, S, J, L	A	A		S
Heavy Equipment Operations	A	A	A				
HVAC	C, S	C, S	C, S	S	S		
Instrumentation	A, S, O	A	A	A	A		S
Machinist	S	S	S	S	S		
Millwright	A, S	A, S	A, S	A, S	A, S	A, S	
Mobile Crane Operations	A	A	A				
Nondestructive testing	S	S					
Pipefitting	A, C, S	A, C, S	A, C, S,	A	A		
Plumbing	AC, S	C, S	C, S				
Scaffolding	A	A					
Welding	A, C, S, J, L, O	A, C, S, J, L	A, C, S, J, L	A, S, J	A, S, J	A, S, J	S, J

A = ABC, C = Calcasieu Parish School Board, S = SOWELA, O = SOWELA (Oakdale),
J = SOWELA - Jennings, L = CLTCC (Lamar Salter, Leesville)

After being certified, you must be willing to enter the workforce as a helper or laborer to get plant experience.

✓ Step 3: Take a basic industrial worker safety course

The Safety Council of Southwest Louisiana offers a general industrial craft safety course. It is a good certification to have, and in most cases, it is required by employers. It is called the Basic Plus Orientation and it is a 5.5-hour course.

- See contact information and information regarding costs for this training in Appendices A & B.
- NOTE: Many employers require employees to purchase their own personal protection equipment (PPE), such as steel toe boots, flame-resistant clothing, hard hat, etc. Information on where you can purchase these materials will be provided upon hire.



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✓ **Step 4: Get a national certification for your craft, if it is offered**

There are a number of national certifications recognized by area industry and construction contractors. Some of the most notable include:

American Welding Society (AWS)

National Center for Construction Education and Research (NCCER)

National Institute for Certification of Engineering Technologies (NICET)

American Society for Nondestructive Testing (ASNT)

National Commission for the Certification of Crane Operators (NCCCO)

Southwest Louisiana industry employers and contractors rely heavily on these national certifications to ensure qualified employees are hired.

- *Go to Appendix A for training center contact information. Call them for class schedules and times.*
- *See Appendix B for more information on craft training.*

✓ **Step 5: Register for a Transportation Worker Identification Credential (TWIC)**

The Transportation Worker Identification Credential (TWIC) is a U.S. Department of Homeland Security Transportation Security Administration and U.S. Coast Guard initiative.

The TWIC program provides a tamper-resistant biometric credential to maritime workers requiring unescorted access to secure areas of port facilities, outer continental shelf facilities and vessels regulated under the Maritime Transportation Security Act (MTSA) and all U.S. Coast Guard credentialed merchant mariners.

NOTE: TWIC cards are not necessary for employment at all companies. The location and company requirements will determine whether or not you will need a TWIC card.

- *See contact information for the Center in Appendix A*
- *Go to Appendix E to review the enrollment process as well as a detailed list of necessary documentation.*



STEP 5: Build a resumé and sharpen your interview skills

One of the most important and intimidating steps in the job search process is writing a good resumé that gets the attention you want and need from a potential employer. Whether you are handing a resumé over in person or emailing an electronic copy, the words you use and the formatting you choose will make a big difference in whether or not you get that interview.

Interview skills are also very important. Some ideas for improving your skills include, research the company before the interview, think of potential questions and answers, practice with a friend beforehand and write a thank you note after the interview. This section of the Resource Guide identifies organizations in the community that offer these preparation courses.



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STEP BY STEP

✓ Step 1: Develop a resumé and acquire job interview skills.

- **American Job Center**

The American Job Center provides assistance in resumé creation and interview skills.

- See contact information in Appendix A

- **The Workforce Training Scholarship Program**

The Workforce Training Scholarship Program offers a variety of Workforce Readiness Seminars. Seminars are free and open to the public and teach resumé writing skills, as well as career goals and planning and interview skills. A list of seminars is available at foundationswla.org/workforce-training.

- See contact information in Appendix A

- **Calcasieu Parish Public Library System**

The Calcasieu Parish Public Library System offers three online, self-guided programs for resumé building, career and job development skills, interview skills and language improvement. Books and resources are free of charge and are available online at calcasieulibrary.org. If you don't have access to a computer, visit your local library and use one of their available computers. Additionally, the American Job Center has a computer lab available for use.

- See contact information in Appendix A

1. The Cypress Resumé Resource

- In three quick and easy steps, you can create a resumé with the library's Cypress Resumé program. Visit any of the library branch locations listed in Appendix A for help. The library also offers basic computer skills classes free of charge.



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2. The Learning Express Resource

- Offers many test preparation tools, such as how to use Microsoft Word, how to write a resumé, etc.; more than 770 online practice tests and interactive skills-building tutorials.

3. The Mango Languages Resource

- A language learning system that provides tutorials for various languages. This program is great for anyone looking to improve his or her language and conversation skills. It is also available on calcasieulibrary.org.

4. The Lynda.com Resource

- A self-directed, self-paged online learning platform that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals. Users have access to the video library of engaging, top-quality courses taught by recognized industry experts. It is also available on calcasieulibrary.org.

5. Job Search Assistance Resource

- An online resource offering job search assistance, application, resumé, cover letter, interview preparation and drop-off reviews provided by the State Library of Louisiana and Homework Louisiana. It is also available on calcasieulibrary.org.

- **Louisiana Workforce Commission**

The Louisiana Workforce Commission has developed guidance documents on preparing a resumé, sample resúmes and job interview tips. These documents can be found in Appendix C of this Resource Guide.

The Cypress Resumé, Learning Express and Mango Languages programs are available 24 hours a day, 7 days a week at calcasieulibrary.org. All you need is your library card. Sign up for yours today at your local branch!



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STEP 6: Apply for the job

Once you have mastered steps one through five, it's time to apply for the job! The American Job Center offer a range of useful career and employment services and can help you apply for available industry jobs in Southwest Louisiana. This section of the Resource Guide provides contact information for this center, a sample application and other resources.



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STEP BY STEP

✓ Step 1: Contact the American Job Center to help jumpstart your career

- **American Job Center**

The centers are a state-sponsored partnership of local community organizations and employers providing a comprehensive range of useful career and employment services, job training, and up-to-date information, which will empower individuals to become self-sufficient and improve their overall quality of life.

The American Job Center will ask you to fill out a plant pre-application via an online website first. The Center recruitment team will use the information gathered from this application to get you an interview with an area employer. *NOTE: At the company interview, you will have to fill out an additional company-specific application.*

- See Appendix D for a sample application.

Services available at The American Job Center include:

- Applicant screening and job matching services
- Foreign language/ interpretation services
- An online assessment that will provide an individualized report of occupational interests, aptitudes, basic skill levels
- WorkKeys that will assess reading for information, applied mathematics, locating information and applied technology
- The public may attend Job Readiness Workshops that explain the level of work and commitment that employers expect from employees, such as transferrable skills, resumés, electronic applications, interviewing, etc.
- Resource materials on labor market information, interviewing and employee evaluations, Americans with Disabilities Act, hiring practices, job descriptions, time management and supervision/managing employees are also available in the Skills Development Lab and Employer Services Room.
- Services for veterans are also offered

The American Job Center is your one-stop-shop to getting a job in Southwest Louisiana.



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There is no
cost to you. Choose only
the services you need
and want!

Services to eligible youth (age 16-24) include:

- **Tutoring, Study Skills Training, Instruction, and Dropout Prevention** activities that lead to completion of a high school diploma or recognized equivalent.
- **Alternative Secondary School and Dropout Recovery Services** assist youth who have struggled in traditional secondary education or who have dropped out of school.
- **Paid and Unpaid Work Experience** is a structured learning experience in a workplace and provides opportunities for career exploration and skill development.
- **Occupational Skills Training** is an organized program of study that provides specific skills and leads to proficiency in an occupational field.
- **Education Offered Concurrently with Workforce Preparation** is an integrated education and training model combining workforce preparation, basic academic skills, and occupational skills.
- **Leadership Development Opportunities** encourage responsibility, confidence, employability, self-determination, and other positive social behaviors.
- **Supportive Services** enable an individual to participate in WIOA activities.
- **Adult Mentoring** is a formal relationship between a youth and an adult mentor with structured activities where the mentor offers guidance, support, and encouragement.
- **Follow-up Services** are provided following program exit to help ensure youth succeed in employment or education.



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- **Comprehensive Guidance and Counseling** provide individualized counseling to participants, including drug/alcohol and mental health counseling.
- **Financial Literacy Education** provides youth with the knowledge and skills they need to achieve long-term financial stability.
- **Entrepreneurial Skills Training** provides the basics of starting and operating a small business and develops entrepreneurial skills.
- **Services that Provide Labor Market Information** offer employment and labor market information about in-demand industry sectors or occupations.
- **Postsecondary Preparation and Transition Activities** help youth prepare for and transition to postsecondary education and training.

NOTE: Individuals may be responsible for purchasing some personal protective equipment and other workforce items. However, there are support services available to help cover these costs. See Appendix F.



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Interested in getting trained on skills not directly associated with industry?

For adults who want to focus on work readiness, job training or post-secondary education, the Literacy Council partners with SOWELA Technical Community College to provide dual enrollment and transition assistance. Currently, the Literacy Council and SOWELA are recruiting for three programs:

- **Adult Education:** The adult education program is open to adults ages 18 and older who want to improve their skills in reading, writing or mathematics. The program is designed to help adults improve their basic skills so that they may prepare to take the HiSET and earn a high school equivalency diploma. Participants also receive instruction designed to help them seek new or improved employment as well as qualify for post-secondary training.
- **Career Pathways:** For adults who lack a high school equivalency diploma but want to take college-level courses, the Literacy Council partners with SOWELA to offer a Career Pathways program. Adults who enroll in this program are allowed to take adult education courses at the same time as college-level courses.
- **Integrated Education and Training:** For adults with limited work experience, the Literacy Council offers an IET program. The goal of the program is to help adults prepare for the HiSET exam, develop work readiness skills, and learn about specific local in-demand occupations. Instruction focuses on real-life applications of the skills typically learned in the adult education classroom.

Program Contact Info

DeRidder: (337) 348-4712

Grand Lake: (337) 598-5334

Jennings: (337) 421-6567

Lake Charles: (337) 494-7000

Please submit general inquiries via email to info@literacyswla.org or call 1-888-LIT-SWLA.

Visit
literacySWLA.org
for information about
program offerings and
timeslots.

Stay positive.
Many people have to
apply multiple times
before being hired.



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I have made mistakes in the past and have a criminal record.

How can I still get a job?

It is important to recognize that you will initially face challenges and limitations as you will be competing with other individuals with a solid work history.

✓ **Step 1: Begin building a solid work history.**

Whether the initial job is employment in the service industry or the construction industry, the job should be one paying social security taxes and income taxes and NOT a cash-based job.

✓ **Step 2: Call the American Job Center for assistance.**

The American Job Center has a staff member that assists individuals with criminal backgrounds as they work to reenter the workforce. Individuals may attend a job readiness workshop held the first Tuesday of every month. Walk-ins are welcome. Contact the individual below for more information.

Phone: (337) 721-4010

- See contact information in Appendix A

✓ **Step 3: Consider getting an expungement.**

Certain types of arrests can be expunged from your record, meaning they are no longer available to the public. To file for an expunction, contact an attorney and determine whether your record is eligible.

The Southwest Louisiana Law Center, in partnership with the Calcasieu Parish Jury, offers a limited number of expungements annually for low income individuals. Contact the Law Center for more information.

SWLA Law Center

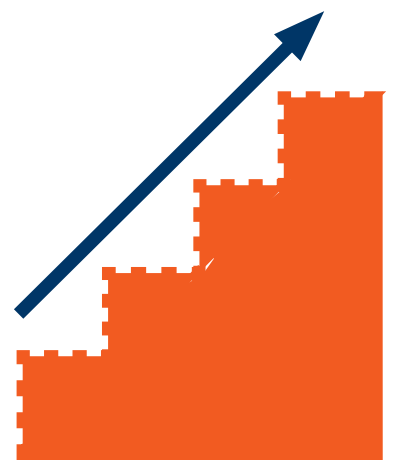
1011 Lakeshore Drive, Suite 402

Lake Charles, LA 70601

Office Phone Number : (337) 436 – 3308

Email : frontdesk@swla-law-center.com

**This is the first step in your
journey toward succeeding in today's
workforce. Get started today!**





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APPENDIX A:

Contact information for entities listed in the Resource Guide

NOTE: Contacts listed below were compiled in 2019. Should you have any trouble reaching any of the contacts listed, dial 2-1-1 and an information and referral specialist will provide the appropriate information about the respective organization. In addition, the most up-to-date version of the SWLA Resource Guide is available at swlaresourceguide.com and allianceswla.org.

American Job Center Allen Parish

Address: 602 Court Street
Oberlin, LA 70655
Phone: (337) 639-2175
Hours: Tuesday & Wednesday: 8am-4pm
Closed for Lunch 12-12:30pm

Apprenticeship Program Contacts

United Associated Plumbers & Steamfitters
Local 198
Phone: (337) 436-2444
Lake Charles JATC Coordinator
Phone: (337) 433-7277

Associated Builders & Contractors (ABC) Pelican Southwest Chapter

Address: 222 Walcot Road
Westlake, LA 70669
Phone: (337) 882-0204
Website: abcpelican.org
See location map in Appendix G

American Job Center Beauregard Parish

Address: 1102 West First Street
DeRidder, LA 70634
Phone: (337) 462-5838
Hours: Monday-Friday: 8am-5pm
Thursday: 8am-3pm

American Job Center Calcasieu Parish

Address: 2424 3rd Street
Lake Charles, LA 70601
Phone: (337) 721-4010 ext.5029
Fax: (337) 721-4186
Hours: Mon, Tues, Wed, Fri: 8am-5pm
Thursday: 8am-3pm
See location map in Appendix G

Calcasieu Parish Public Library (Main)

Address: 301 West Claude Street
Lake Charles, LA 70605
Phone: (337) 721-7116
Website: calcasieulibrary.org



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Other branch locations:

Carnegie Memorial Library

Address: 411 Pujo Street
Lake Charles, LA 70601
Phone: (337) 721-7084
Hours: Monday-Friday: 9am-6pm

Central Main Library

Address: 301 West Claude Street
Lake Charles, LA 70605
Phone: (337) 721-7116
Hours: Monday-Thursday: 9am-8pm
Friday: 9am-6pm,
Saturday: 9am-5pm, Sunday: 2pm-6pm

DeQuincy

Address: 102 West Harrison Street
DeQuincy, LA 70633
Phone: (337) 786-4213 or (337) 721-7087
Hours: Monday-Friday: 9am-6pm

Epps Memorial

Address: 1320 North Simmons Street
Lake Charles, LA 70601
Phone: (337) 721-7090
Hours: Monday-Thursday: 9am-8pm
Friday: 9am-6pm, Saturday: 9am-5pm

Fontenot Memorial

Address: 1402 Center Street
Vinton, LA 70668
Phone: (337) 721-7095
Hours: Monday-Friday: 9am-6pm

Hayes

Address: 7709 Perier Street
Hayes, LA 70646
Phone: (337) 622-3605 or (337) 721-7098
Hours: Monday-Friday: 10am-6pm

Iowa

Address: 107 East First St.
Iowa, LA 70647
Phone: (337) 582-3597 or (337) 721-7101
Hours: Monday-Friday: 9am-6pm

Moss Bluff

Address: 261 Parish Road
Lake Charles, LA 70611
Phone: (337) 721-7128
Hours: Monday-Thursday: 9am-8pm
Friday: 9am-6pm, Saturday: 9am-5pm
Sunday: 2pm-6pm

Southwest Louisiana Genealogical & Historical Library

Address: 411 Pujo St.
Lake Charles, LA 70601
Phone: (337) 721-7110
Hours: Monday-Friday: 9am-6pm,
Saturday: 9am-5pm

Starks

Address: 113 South Highway 109
Starks, LA 70661
Phone: (337) 743-6560 or (337) 721-7107
Hours: Monday & Friday: 9am-1pm
Tuesday & Thursday: 2pm-6pm
Wednesday: 9am-6pm

Sulphur Regional Library

Address: 1160 Cypress Street
Sulphur, LA 70663
Phone: (337) 721-7141
Hours: Monday-Thursday: 9am-8pm
Friday: 9am-6pm, Saturday: 9am-5pm
Sunday: 2pm-6pm

Westlake

Address: 937 Mulberry Street
Westlake, LA 70669
Phone: (337) 721-7113
Hours: Monday-Friday: 9am-6pm



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American Job Center Vernon Parish

408 West Fertitta Boulevard
Leesville, LA 71446
Phone: (337) 238-3321
Hours: Monday: 8am-4:30pm
Closed for Lunch 12-12:30pm

Calcasieu Parish School Board

3310 Broad Street, Lake Charles, LA 70615
Phone: (337) 217-4000
Website: cpsb.org/Domain/117

Calcasieu Parish Transit System

Phone: (337) 721-4040

Calcasieu Parish Police Jury Child Home Day Care Program

2001 Moeling Street
Lake Charles, LA 70601
(Multi-Purpose Center)
Phone: (337) 721-4030

Central Louisiana Technical Community College: Lamar Salter Campus

15014 Lake Charles Hwy.
Leesville, LA 71446
Phone: (337) 537-3135
Website: cltcc.edu

Community Foundation of Southwest LA Workforce Training Scholarship Program

1155 Ryan Street
Lake Charles, LA 70601
Phone: (337) 491-6688
Email: workforcefund@foundationswla.org
Website: foundationswla.org

Literacy Council of Southwest Louisiana

809 Kirby St., Suite 126
Lake Charles, LA 70601
Phone: Lake Charles office (337) 494-7000
See location map in Appendix G

Project Build a Future

2306 Third Street
Lake Charles, LA 70601
Phone: 337-439-7191
Email: info@projectbuildafuture.org
Website: projectbuildafuture.org

Safety Council of Southwest Louisiana

1201 Ryan Street
Lake Charles, LA 70601
Phone: (337) 436-3354
Website: safetycouncilswla.org
See location map in Appendix G

SOWELA Technical Community College

3820 Senator J. Bennett Johnston Ave.
Lake Charles, LA 70615
Phone: (337) 421-6565
Website: sowela.edu
See location map in Appendix G

SOWELA Technical Community College - Morgan Smith Site

1230 North Main Street
Jennings, LA 70546
Phone: (337) 824-4811
Website: sowela.edu/morgansmith.asp



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SOWELA Technical Community College - Oakdale Site

117 Highway 1152
Oakdale, LA 71463
Phone: (318) 335-3944
Fax: (318) 335-3347

South Louisiana Community College (SLCC) - Acadiana

1933 West Hutchinson Avenue
Crowley, LA 70526
Phone: (337) 788-7521
Website: solacc.edu

SWLA Law Center

1011 Lakeshore Drive, Suite 402
Lake Charles, LA 70601
Office Phone Number : (337) 436 – 3308
Email : frontdesk@swla-law-center.com



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APPENDIX B:

Industrial Higher Education Programs

Many industry and construction craft positions require training. This can be achieved through associate degrees in various crafts as provided locally by SOWELA Technical Community College, Associated Builders and Contractors and various national certification programs.

There are a number of national certifications recognized by area industry and construction contractors. Some of the most notable include:

- American Welding Society (AWS)
- National Center for Construction Education and Research (NCCER)
- National Institute for Certification of Engineering Technologies (NICET)
- American Society for Nondestructive Testing (ASNT)
- National Commission for the Certification of Crane Operators (NCCCO)

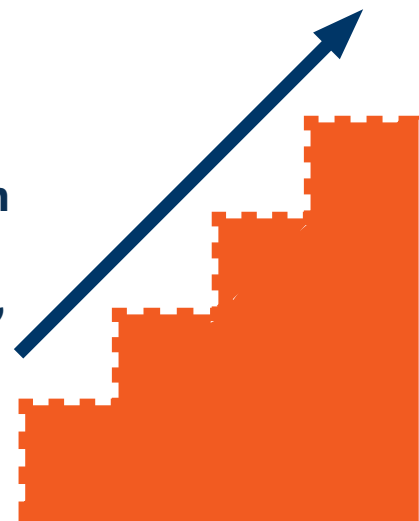
Southwest Louisiana industry employers and contractors rely heavily on these national certifications to ensure qualified employees are hired.

Locally, AWS and NCCER certification training and testing is available. Additional training courses are also being developed for inspections certifications.

Where is training for these certifications offered in SWLA?

Currently, training for various certifications is available through the Calcasieu Parish School Board, ABC, SOWELA – Lake Charles, SOWELA – Morgan Smith Instructional Site in Jennings, SOWELA – Oakdale Instructional Site in Oakdale, and Central Louisiana Technical Community College – Lamar Salter Campus in Leesville. ABC offers testing services for program completers and experienced workers to validate their level of certification.

As you complete each certification level for your chosen craft, your knowledge & performance will increase as well as your pay!





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Craft Training Programs	Offered	Level 1	Level 2	Level 3	Level 4	Level 5	Assoc. Deg./ Tech. Diploma
Carpentry	C	C	C				
Concrete Finishing							
Construction Craft Laborer	C	C					
Core Curriculum	A, C, S, J	A, C, S					
Electrical	A, C, S, J, L, O	A, C, S, J, L	A, C, S, J, L	A	A		S
Heavy Equipment Operations	A	A	A				
HVAC	C, S	C, S	C, S	S	S		
Instrumentation	A, S, O	A	A	A	A		S
Machinist	S	S	S	S	S		
Millwright	A, S	A, S	A, S	A, S	A, S	A, S	
Mobile Crane Operations	A	A	A				
Nondestructive testing	S	S					
Pipefitting	A, C, S	A, C, S	A, C, S,	A	A		
Plumbing	AC, S	C, S	C, S				
Scaffolding	A	A					
Welding	A, C, S, J, L, O	A, C, S, J, L	A, C, S, J, L	A, S, J	A, S, J	A, S, J	S, J

A = ABC, C = Calcasieu Parish School Board, S = SOWELA, O = SOWELA (Oakdale), J = SOWELA - Jennings, L = CLTCC (Lamar Salter, Leesville)



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Current record of costs and fees associated with training curriculums, etc.

NOTE: Costs listed below were gathered in 2019. Interested parties should confirm these costs with respective institutions.

Associated Builders & Contractors Training Costs

Sponsoring industries provide assistance with costs. Individuals pay only the costs listed below plus materials.

- **Carpentry**
Two Semesters. 120 hours per semester (20 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm) **\$140 per semester**
- **Heavy Equipment Operator - 2 levels**
12 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm
\$280
- **Industrial Electrician - 4 levels**
24 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm
\$460
- **Instrumentation Technician**
Two Semesters. 120 hours per semester (20 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm) **\$140 per semester**
- **Millwright**
Two Semesters. 120 hours per semester (20 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm) **\$140 per semester**
- **Mobile Crane Operator**
Two Semesters. 120 hours per semester (20 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm) **\$140 per semester**
- **Industrial Pipefitter - 4 levels**
Two Semesters. 120 hours per semester (24 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm) **\$560**
- **Scaffolding**
One Semester. 120 hours per semester (20 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm) **\$140 per semester**
- **Site Safety Supervisor Certification**
120 hours per semester (20 weeks – 6 hours per week – 2 evenings per week – 6pm to 9pm)
\$800 per semester



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➤ **Welder**

At your own pace. 24 weeks - **\$560** ABC also offers day welding classes that are Monday – Thursday, 1pm to 4pm. Welding is dependent on what level the student wishes to achieve which may occur prior to the end of the semester. An example of an average time frame to complete all levels below could be 5 to 6 semesters. An example of an average time frame to complete one level could be 1 to 1 ½ semesters.

Levels are:

Level 1 – SMAW Plate – Unrestricted

Level 2 – SMAW Pipe Stick – Unrestricted and Restricted

Level 3 – GTAW Pipe TIG – Unrestricted and Restricted

Level 4 – GTAW Pipe & Alloys – Restricted and Unrestricted

➤ **NCCER Assessment Costs – ABC Pelican Chapter**

- Crafts Assessment: **\$125**
- Craft Assessment Retakes: **\$120**
- NCCER Mobile Crane Certification (Written) Assessment: **\$300**

Adult basic education course at the Literacy Council of Southwest Louisiana

- **\$25** registration fee is good for one year

Apprenticeship Programs

➤ **Plumbers Local 106 Apprenticeship Program**

Note: If the student is accepted as a member of Local 106, they do not pay any of the costs associated with the apprenticeship training.

➤ **Lake Charles Electrical Apprenticeship Program**

Cost per year for apprenticeship training (books and other fees included):

- 1st year: **\$760**
- 2nd year: **\$603**
- 3rd year: **\$600**
- 4th year: **\$500**
- 5th year: **\$540**

NOTE: First year apprentices will be required to have a laptop to access simulated interactive training and online workbooks. Textbooks will remain the same.



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Basic Computer Course at the Literacy Council of Southwest Louisiana

- **\$15** registration fee per class

American Job Center

- There are no costs associated with the core services provided to the public. However, there are costs associated with an individual attending training through Workforce Innovation and Opportunity Act, or if the individual is given Work/Keys assessment.

Central Louisiana Technical Community College – Lamar Salter – Leesville Site Training Costs

- **Welding**
Class Clock Hours: 1,320; Cost Per Student: **\$2,400**

Morgan Smith Campus Training Costs

- **Electrician**
Short term class clock hours for certificate program: 330 or 50 semester credit hours;
Cost Per Student: **\$1,630**
- **Pipefitter**
Short term class clock hours for certificate program: 315; Cost Per Student: **\$1,500**
- **Welder**
Short term class clock hours for certificate program: 600; Cost Per Student: **\$2,830**

Safety Council of Southwest Louisiana Training Costs

- Basic Plus Orientation: **\$55**
- Site Specific Training: **\$15 - \$50** (depending on company)

South Louisiana Community College (SLCC) – Acadian Training Costs

- **Commercial Truck Driving**
Offered in partnership with SOWELA
Class Clock Hours: 240 hours; Cost Per Student: **\$6,500**

SOWELA Lake Charles Main Campus

- **Chemical Laboratory Technology**
Two year 60 credit hour Associate of Applied Science Degree program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees
- **Commercial Driver's License**
The CDL Class A or B training program is a comprehensive 245-hour (7-weeks) classroom and behind-the-wheel program. The training covers DOT rules and regulations, pre-trip inspection,



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backing pad skills, and on-the-road skills. The final skills test necessary to receive a state license is administered by state-approved examiners. Funding options are available to those that qualify, as well as a tuition payment plan. Approximate cost per student: CDL **\$5,100** – Nonrefundable unless SOWELA cancels the class, **\$350** – CDL Prep class (one day class)

➤ **Drafting and Design Technology**

Two year 60 credit hour Associate of Applied Science Degree program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

➤ **Industrial Instrumentation Technology**

Two year 60 credit hour Associate of Applied Science Degree program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

➤ **Process Technology**

Two year 60 credit hour Associate of Applied Science Degree program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

➤ **Nondestructive Testing**

Nondestructive testing is a wide group of analysis techniques used in science and technology industry to evaluate the properties of a material, component or system without causing damage. Approximate cost per student: **\$4,800**

- Limited apprenticeships offered. Contact SOWELA Workforce Solutions, contact information in Appendix F

➤ **Welding**

Short term class clock hours for certificate program: 752.5; Cost Per Student: **\$1,499**

➤ **Welder**

Fifty-six (56) hour diploma program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

SOWELA – Morgan Smith Instructional Site

➤ **Industrial Electrical Technology**

Two year 60 credit hour Associate of Applied Science Degree program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

➤ **Welding**

Fifty-six (56) hour diploma program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees



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SOWELA – Oakdale Instructional Site

➤ **Industrial Instrumentation Technology**

Two year 60 credit hour Associate of Applied Science Degree program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

➤ **Welding**

Fifty-six (56) credit hour diploma program; approximate cost per student: **\$8,600** (tuition and fees) plus books, supplies, and program specific fees

Interested in getting trained on skills not directly associated with industry?

For adults who want to focus on work readiness, job training or post-secondary education, the Literacy Council of Southwest Louisiana partners with SOWELA Technical Community College to provide dual enrollment and transition assistance. Currently, the Literacy Council and SOWELA are recruiting for three dual enrollment programs:

- **Program 1: Adult Basic Education to College** This program is for adults who are enrolled in the adult education program and want to transition into a college program of their choice. Participants take a college orientation course, a technology course, language arts and mathematics.
- **Program 2: Intro to Auto Tech** This program is designed for adults who are interested in future careers in the Automotive Technology field. Participants earn 10 credit hours from courses focused on college preparedness, safety, brakes and engine performance.
- **Program 3: Allied Health** This program focuses on acquisition of the nurse assistant credential and preparation for college entrance. Participants who successfully complete the program earn up to five credit hours that may be transferred to the practical nursing program. A strong emphasis is placed on reading, writing and mathematics.

Program Contact Info

DeRidder; Phone: (337) 348-4712

Grand Lake; Phone: (337) 598-5334

Jennings; Phone: (337) 616-9918

Lake Charles; Phone: (337) 494-7000

Please submit general inquiries via email to info@literacyswla.org or call 1-888-LIT-SWLA.



APPENDIX C:

Preparing a Résumé

If you're planning on job-hunting, you will almost certainly need a résumé. A résumé is just a written summary of what you have to offer to your potential employer—your education, work experience, and special skills. You should prepare a résumé before you make contact with a potential employer, so you have one ready to give if you're asked.

A résumé should be designed to achieve one goal: to motivate an employer to invite you to an interview. And once you're invited to an interview with an employer, your résumé should serve as a guide for both of you while you're discussing your qualifications and skills. To be successful, your résumé should be an organized, complete, clear, and accurate description of your life in the world of work.

Parts of a résumé

Although there are lots of different résumé styles to choose from, every résumé has certain basic components. Your résumé should provide answers to these questions:

Contact Information—Who are you and how can you be reached?

Include your name, address, phone number, and email address if you have one. If you're a student away from home, you should include both your school address and a permanent address so employers can reach you easily.

Objective—What do you want to do?

Including a "job objective" or "career goal" is optional, but it can be a good way to show the employer where you want to go in your career and the type of position you're looking for now. If you're looking for jobs in a number of different fields, you should have a different job objective for each position. Don't write an objective that's vague—if you can't write something specific, don't include one. Your job objective may include (1) the level of position you're looking for—such as entry level, internship, supervisory, or executive; (2) the skills you hope to bring to the position; (3) the actual title of the job you're applying for; and (4) the field or industry in which you hope to work—such as health care, education, or banking.

Education—What have you learned?

In this section, you should include any information about your degree(s), including when and where you graduated; your major, minor, or concentration; and any academic awards or honors you've earned. Make sure you use the official names for schools, degrees, and majors/minors.

Experience—What have you done and what can you do?

The way you structure your "experience" section will depend on what you're looking for and what you've done. This section lists the positions you've held, names and locations of employers, and dates you were employed. Include any volunteer work or independent study that you've done if it's relevant to the job you're seeking. You should list responsibilities and achievements for each position you've held. In some instances, you may want to divide your experience into sub-sections. For example, if you're seeking a teaching job, and you have had both a teaching and a business background, two separate headings—"Teaching Experience" and "Additional Experience" may have more impact than a single heading. Try to describe your experience in the most brief and interesting way possible. However, don't sacrifice important details just to be brief. Be hard on yourself, and if necessary, discard "good" material that won't have any meaning to an employer.

Descriptions don't need to be phrased in complete sentences. For example, instead of writing "My responsibilities included serving customers," you can write "served customers." Remember, the question in the employer's mind is "Why should I speak with this person? How is this person different from all the other applicants?" Try to answer those questions in each of your descriptions.



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Tips for writing résumés

Use proper grammar and spelling. Double-check and triple-check your résumé for spelling and grammatical errors. Even if you're perfect for a job, small mistakes can make you look careless. Just one mistake could hurt your chances for a job.

Write clearly and concisely. Use simple terms to describe your experience and skills. Stay away from jargon that wouldn't mean anything to a potential employer.

Be specific. Instead of writing, "I have good computer skills," be more specific: "I have had over four years of experience with Microsoft Word, Excel, and Access." The second sentence gets the same point across, but shows the employer exactly what you can do.

Be professional. Don't include personal information or pictures, or discuss age, sex, weight, or height unless it is relevant to the job requirements. Don't put your résumé in a fancy binder or folder.

Make your résumé pleasing to the eye. Don't try to cram too much information on one page. Use ordinary font and high quality résumé paper (it's sold at office supply stores for less than \$10.00). Your paper should be a soft color such as off-white or light gray—avoid bright colors like orange or green. Print your résumé on a high-quality printer, and don't send photocopies of your résumé.

The one-page rule. Your résumé should go over one page only if absolutely necessary. Don't include "fluff" or extra information—especially if it means you'll go over one page.

Include your references on a separate sheet of paper. Never include your references right on your résumé, but always have a list of references ready to provide a prospective employer. Be sure to ask your references for permission before giving out their names!

Keep your audience in mind. It's perfectly fine to customize your résumé for each job for which you apply. You may have had a variety of different types of work experience—try to emphasize the right skills when you send out a résumé.

GPA: To include or not to include?

You aren't required to include your GPA on your résumé, but a general rule of thumb is that if your GPA is 3.0 or above, include it. Remember, your GPA should appear just as it does on your transcript.



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Résumé formats

1 Chronological résumé. This type of résumé is organized around your work history, with your most recent job listed first. Chronological is the traditional format, and some employers prefer this type since it's so predictable and easy to read. However, because it emphasizes previous experience, it works best for people who have been working for a while. It's not always the best choice for students, or for people who are thinking of changing careers and have little experience in their new field.

2 Functional résumé. This type of résumé emphasizes skills and abilities more than work experience. You'll still need to list your employment history, but a functional résumé allows you to highlight your skills and specific accomplishments rather than just where you've worked. This is a good format for students, career-changers, and people who have gaps in their employment history.

3 Combination résumé. A combination résumé is a mix of the chronological and functional résumé styles. If you have some relevant experience, but also wish to emphasize particular skills and abilities that you have, this might be a good style for you.

On the next few pages, you'll find examples of chronological and functional résumés. These examples should help you to see that not only are different formats okay, but lots of different styles are okay, too.

Cyber résumés!

Did you know that you can post your résumé on-line? Today, many progressive job seekers and employers are using the Internet to hook up. Most job search web sites, like www.LAWORKS.net and America's Job Bank, make it easy for you to build your résumé and publish it on the Internet. In fact, many web sites have résumé-builders that walk you through the process. All the traditional rules for résumé-writing still apply. In general, if you're going to distribute your résumé electronically, you can create a **plain text** or a **hypertext** résumé.

Plain text résumés are appropriate if you're sending your résumé to someone via e-mail. The advantage of plain text formats are that they can be read by almost any type of computer program. The disadvantage is that you can't use fancy formatting, like bold or italics.

Hypertext résumés take advantage of the features of the Internet. They may include graphics, videos, sound, hypertext links and direct e-mail.





Chronological résumé example

Darlene's chronological résumé highlights her previous work experience in the traditional format.

DARLENE MILLS

404 West 3rd Street • Phoenix, AZ 39468 • (217) 555-5555 • Darlenes_email@yahoo.com

PROFESSIONAL OBJECTIVE

To obtain a paralegal position requiring expertise in employment law

WORK EXPERIENCE

May, 1998 to Present: Paralegal for Basche and Stevens, Attorneys at Law, Phoenix, Arizona
Perform legal research, focusing primarily on employment law.

Summarize depositions and legal documents, and prepare and manage databases for attorneys.

March, 1996 to May, 1998: Office Manager/Legal Secretary for Law, Inc., Phoenix, Arizona

Drafted legal correspondence, managed intake interviews, scheduled depositions, performed minor legal research, and performed clerical work such as typing, filing, mailing, and dealing with clients on the telephone.

March, 1995 to March, 1996: Receptionist for Pinewood Apartment Complex, Phoenix, Arizona

Drafted correspondence, managed leasing database, scheduled site visits and maintenance checks with residents, performed clerical work, and ran errands.

January, 1994 to March, 1995: Hostess for Baker's Square Restaurant, Phoenix, Arizona

Performed a variety of tasks, including greeting and seating customers, waiting on tables, and serving food when needed; cashiering; bussing tables; and generally attending to customers' needs.

EDUCATION

December, 1998: Certificate in Paralegal Studies, Arizona State University

December, 1996: B.A., Philosophy, with a minor in Spanish, Arizona State University

PROFESSIONAL ACTIVITIES

1998-Present: National Association of Paralegal Associates

1997-1998: Alpha Beta Gamma International Honor Society

References Available upon Request



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Combination résumé example

Lauren begins by listing her special skills and experience, but also includes a detailed work and volunteer history section below. Notice that although Lauren has little paid work experience, she highlights her relevant volunteer experiences.

LAUREN GREEN
208 South Ashton Street
New Orleans, LA 70183
Home: (504) 555-5555
email: Laurens_email@yahoo.com

Objective

To obtain an entry-level research position in a non-profit housing development organization

Education

2001: M.S. Economics, Louisiana State University, GPA: 3.88
1998: B.A. Economics and Psychology, Tulane University, GPA: 3.56

Relevant Non-Profit Skills and Experience

- Over two years of experience conducting research for a non-profit agency
- Helped organize an urban Limited Equity Housing Co-op convention for a non-profit agency
- Co-chaired the Louisiana Task Force for Hunger Outreach

Project Management Skills

- Extensive experience with database management software, including Access and FaxPro
- Designed and implemented a plan for long-term social planning for a residential community of 60
- Extensive experience in writing grant applications and research reports

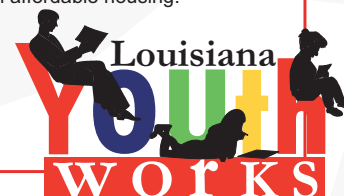
Relevant Work and Volunteer Experience

1997-2001 **Research Assistant** for the Department of Economics, Louisiana State University. Managed research projects focusing on the Fair Housing Act, economic development, and urban renewal initiatives.

1993-1996 **Co-Chair** for the Louisiana Task Force for Hunger Outreach (Volunteer Position). Coordinated the activities of over 15 volunteers, organized can food drives, prepared community outreach activities and helped to staff local food pantry.

1993-1994 **Researcher** for Louisiana Home Network (Volunteer Position). Researched local housing prices and prepared a special report for a local task force on affordable housing.

References Available Upon Request





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www.LAWORKS.net

Job Interview Tips

Before the Interview:

- Learn all you can about the company.
- Have specific job or jobs in mind.
- Complete Mini Resume'.
- Mentally review your qualifications for job.
- Practice answering questions about yourself.
- Ask for location, directions, start time, and expected duration of interview, as well as parking guidelines.
- Drive by location of building the day before.
- Ask interviewer's name, title, and company.

During Tests:

- Listen to instructions.
- Read each question thoroughly.
- Write legibly.
- Don't dwell too long on one question.
- If unsure, stay with your first answer.

During the Interview:

- Go alone.
- Be clean and well groomed.
- Dress appropriately, neatly, and conservatively.
- Be prompt.
- Do not smoke or chew gum.
- Answer questions directly and truthfully
- Use good manners.
- Use proper grammar and good diction.
- Be enthusiastic.
- Listen, maintain eye contact, and ask questions.
- Thank the interviewer.

Mini Resume'

Employers often ask for this information at a job interview. Fill in this resume' ahead of time and take it with you as a reference. Add additional sheets if necessary.

Social Security Number: _____

Driver's License Number: _____

Emergency Contact

(Name) (Phone No.)

EDUCATION

Highest Grade Completed _____ Year Graduated _____

School _____

Address _____

Honors _____

Higher Education # of years _____

School _____

Address _____

Course/Subject _____ Degree Date _____

Honors _____

Activities (clubs, offices, sports, etc.) _____

PREVIOUS EMPLOYMENT

(Summer and part-time jobs, too)

Employer _____

Address _____

Job Title _____

From: _____ To: _____ Salary: \$ _____

Employer _____

Address _____

Job Title _____

From: _____ To: _____ Salary: \$ _____

REFERENCES

(Get permission before using names)

Name _____

Address _____

Telephone number (_____) _____ - _____

Name _____

Address _____

Telephone number (_____) _____ - _____



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APPENDIX D:

Below is a sample Southwest Louisiana plant pre-application. The American Job Center will ask you to fill out this application via an online website first. The Center recruitment team will use the information gathered from this application to get you an interview with one of our area employers.

NOTE: At the company interview, you will have to fill out an additional company-specific application.

2013 Southwest Louisiana Plant Pre-Application

2013 • SOUTHWEST LOUISIANA PLANT PRE-APPLICATION •

This application is used to fill job openings in operations, crafts, security, warehousing, and for clerical and professional positions at petro-chem plants in Southwest Louisiana. This form will represent you to employers and is used for pre-screening and selection for assessment.

Please read these instructions before filling out this document.

- Complete each item accurately and completely.
- To attach a resume for professional, clerical or lab work, please complete this ENTIRE form to identify and to route your materials. Resumes cannot be accepted without this form attached. Resumes are not needed for operations, crafts or security.
- Applications will remain active throughout 2013. There is no need to resubmit an application for 2013 unless you have new information to include. Please update new contact information, addresses and phone numbers if that information changes.
- Use dark pencil or pen. You may take this form home to complete.
- These forms are maintained by type of work, not by plant. Please do not submit separate applications for the same type of work at different plants. If you wish to apply for different types of work (for example for operations and also for security), please fill out forms for each different type of work.
- Please sign where indicated. This form remains the property of Louisiana Works-Business and Career Solutions Center – Calcasieu Consortium.
- Nothing on this form serves as an offer of employment. Offers of employment can be made only by an employer after application, testing, and interview.

I have read and understand the instructions for the completion and use of this form.

Jane Deaux 10/16/13
Signature date

<input type="checkbox"/>	ALCOA	_____
<input type="checkbox"/>	Basell	_____
<input type="checkbox"/>	Bio Lab	_____
<input type="checkbox"/>	Calcasieu Refining	_____
<input type="checkbox"/>	Carboline	_____
<input type="checkbox"/>	Certainteed	_____
<input type="checkbox"/>	Chem Waste	_____
<input type="checkbox"/>	Cheniere	_____
<input type="checkbox"/>	CITGO	_____
<input type="checkbox"/>	CMS Trunkline	_____
<input type="checkbox"/>	ConocoPhillips	_____
<input type="checkbox"/>	Duke	_____
<input type="checkbox"/>	Firestone	_____
<input type="checkbox"/>	Georgia-Gulf	_____
<input type="checkbox"/>	Graco/Davison	_____
<input type="checkbox"/>	La Pigment	_____
<input type="checkbox"/>	Liberty Gas	_____
<input type="checkbox"/>	PPG	_____
<input type="checkbox"/>	Praxair	_____
<input type="checkbox"/>	Sasol	_____
<input type="checkbox"/>	Sempra	_____
<input type="checkbox"/>	Spartech Polycom	_____
<input type="checkbox"/>	Veolia Water	_____
<input type="checkbox"/>	Verenium-Jennings	_____
<input checked="" type="checkbox"/>	Westlake Group	_____
<input type="checkbox"/>	All Plants	_____

Job title (or type of work desired) Operations

Name Jane Deaux

Address P.O. Box 123

City, State, Zip Iowa, La 70647

Phone number 337-123-4567 Message # _____

Email j.deaux@gmail.com

Social security number 123-45-6789

Note: the information requested on the next two lines is for statistical purposes only, and is not provided to prospective employers.

Sex (circle one) Male Female Date of Birth 01/02/1970

Race Caucasian Disability _____

Military Service: Branch of service N/A

Dates of active service _____

type of discharge _____

• EDUCATION AND TRAINING

Highest level of education completed (circle): HS Grad/GED Associates BA/BS

Name of vo-tech, college or university attended McNeese U.

Area of study or major H&HP

Date graduated May, 1992 Years attended 5

Apprenticeship training or other currently enrolled in P Tech program

Certifications none

• WORK EXPERIENCE (begin with most recent/current job)

Name of Company Chemtura Biolab Inc.

Location Westlake, La.

Job Title Shipper/Packer level of pay 17.25/hour

Job Description catch samples, ship out finished product, drive fork lift

Date Started 08/13 Date Left currently employed

Reason for leaving looking for better opportunity





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2013 Southwest Louisiana Plant Pre-Application

2. WORK EXPERIENCE (Continue working back from the job listed on the front)

Name of Company Calcasieu Parish School Board
 Location Lake Charles, La.
 Job Title Teacher/Coach level of pay 49,500/year
 Job Description Taught high school level courses and coached volleyball
 Date Started 08/11 Date Left 06/13
 Reason for leaving career change for better opportunity

3. WORK EXPERIENCE

Name of Company Allen Parish School Board
 Location Oberlin, La.
 Job Title Teacher/Coach level of pay 44,000/year
 Job Description Taught Social Studies and coached volleyball
 Date Started 06/10 Date Left 08/11
 Reason for leaving Better opportunity in Calcasieu Parish

4. WORK EXPERIENCE

Name of Company Evangeline Parish School Board
 Location Ville Platte, La.
 Job Title Teacher/Coach level of pay 42,000/year
 Job Description Taught various subjects and coached volleyball
 Date Started 08/08 Date Left 06/10
 Reason for leaving relocated after marriage

5. WORK EXPERIENCE

Name of Company Jefferson Davis Parish School Board
 Location Jennings, La.
 Job Title Teacher/Coach level of pay 44,000/year
 Job Description Taught Social Studies and coached volleyball
 Date Started 08/07 Date Left 08/08
 Reason for leaving Better opportunity in Evangeline Parish

Print your name here Jane Deaux

List total number of years of journey-level experience in any crafts position. Please describe this experience
N/A

List all other relevant work experience, training, certifications & licensing:
Currently operate various types of equipment, read gauges, catch samples, load sacks, and follow established safety guidelines

PLEASE CIRCLE YOUR RESPONSE...

1. Will you accept temporary work? YES NO
 2. Can you work "turnarounds"? YES NO
Turnarounds are intensive short-term projects that mean long hours and tight deadlines.
 3. Can you work "shift work"? YES NO
Petrochemical plants operate twenty-four hours every day. Most plants require that you do shift work (even clerical or professional work may require shift work).
 4. Will you cut your hair and/or shave your beard for safety reasons? YES NO
Safety is a prime concern at all petrochemical plants. Safety equipment (hard hats, respirators, safety goggles, Nomex suits, and safety shoes) may be required when working in the plant environment.

Many plants and vendors, contractors and suppliers use the safety training available at the Southwest Louisiana Safety Council, 1201 Ryan at Clarence Street in Downtown Lake Charles. Please contact them 337-436-3354 if you are interested in safety training for industrial or construction sites.

Job listings, labor market information, training and employment information in Louisiana are available on the web at: www.laworks.net You can get job hunting tips, job leads, and even post your resumes electronically for employers to view at that site.

Face-to-face service is available at Laworks-Calcasieu Workforce Center at 2424 3rd Street, Lake Charles, LA 70601 with hours 8 am to 5 pm, Monday through Friday. Security and identity theft issues require us to ask for pictured identification and registration in the LAWORKS system. For testing and other services of this agency, you will be required to formally register for work and to interview with a staff person.

SWLA Plant Pre-App, 1/3/2009

IMPORTANT!
 In order to be considered for most jobs with industry, you must be willing to take a drug test and remove facial hair and piercings that may prevent the proper use of plant safety equipment, such as goggles and hardhats.



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Louisiana Workforce Commission

Guidance on Preparing a Resumé

APPENDIX E:

What is the process for obtaining a Transportation Worker Identification Credential?

✓ **Step 1: Gather documents**

- Applicants are required to bring identity documents to the enrollment center.
See list of documents on the following pages.

✓ **Step 2: Enroll**

- Appointments to visit an enrollment center can only be made via phone by calling 1 (855) 347-8371 anytime Monday through Friday from 7am - 9pm CST.

- Lake Charles Universal Enrollment Services Center

Physical Address: 1 Lakeshore Drive, Suite 105, Lake Charles, LA 70601-4273

Phone: (337) 491-0807

Hours: Monday-Friday (8:30am - 4:30pm)

NOTE: The Lake Charles Enrollment Center is located at the Capital One Tower Building. There is truck parking available in the Lake Charles Civic Center parking lot located across the street to the south. There is also parking available on the north on Ann Street.

- Applicants must visit an enrollment center where they will:
 - Complete a TWIC Disclosure and Certification Form
 - Pay the enrollment fee (The enrollment fee for the TWIC program is \$129.75. Workers with current, comparable background checks will pay a reduced fee of \$105.25.)
 - Provide biographic information and a complete set of fingerprints
 - Sit for a digital photograph

✓ **Step 3: Pick up TWIC**

- Applicants will be notified by email or phone, as specified during enrollment, when their TWIC is available at the enrollment center
- Applicants must return to the center at which they enrolled to pick up their TWIC (unless they specify another enrollment center at the time of enrollment)
- TWICs will be issued to workers six to eight weeks after enrollment



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- Applicants can check the status of their card and schedule a pick-up appointment by going to universalenroll.dhs.gov and clicking “check my service status.”

Documentation Needed if you were born **INSIDE** the United States

If you are a citizen of the United States (or its outlying possessions) and you were born inside the United States (or its outlying possessions), you must provide one document from column A – OR – two documents from column B. At least one of them must be a government-issued photo ID, such as a state-issued driver’s license, military ID card or state identification card.

COLUMN A	COLUMN B
<ul style="list-style-type: none"> • Unexpired U.S. passport book or passport card • Unexpired Merchant Mariner Document • Unexpired Free and Secure Trade (FAST) Card • Unexpired NEXUS Card • Unexpired Secure Electronic Network for Travelers Rapid Inspection (SENTRI) Card • Unexpired United States Enhanced Driver’s License (EDL) • Unexpired Enhanced Tribal Card (ETC) 	<ul style="list-style-type: none"> • Unexpired driver’s license issued by a State or outlying possession of the United States • Unexpired ID card issued by a State or outlying possession of the United States. Must include a State or State agency seal or logo (such as a state port authority ID or State University ID) • Original or certified copy of birth certificate issued by a State, county, municipal authority, or outlying possession of the United States bearing an official seal • Voter’s registration card • U.S. military ID card or U.S. retired military ID • U.S. military dependent’s card • Expired U.S. passport (within 12 months of expiration) • Native American tribal document (with photo) • U.S. social security card • U.S. military discharge papers (DD-214) • Department of Transportation (DOT) medical card • U.S. civil marriage certificate • Unexpired Merchant Mariner License (MML) bearing an official raised seal, or a certified copy • Unexpired Department of Homeland Security (DHS) / Transportation Security Administration (TSA) Transportation Worker Identification Credential (TWIC) • Unexpired Merchant Mariner Credential (MMC)



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Documentation Needed if you were born **OUTSIDE** the United States

If you are a citizen of the United States (or its outlying possessions) but you were born outside the United States (or its outlying possessions), you must provide one document from column A – OR – two documents from column B. If you present two documents from column B, at least one of them must be a government-issued photo ID, such as a state-issued driver’s license, military ID card or state identification card. One of the documents you provide must demonstrate that you are a citizen of the United States.

COLUMN A	COLUMN B
<ul style="list-style-type: none"> • Unexpired U.S. passport book or passport card --demonstrates U.S. citizenship • Unexpired Merchant Mariner Document --demonstrates U.S. citizenship if indicated on the MMD • Unexpired Free and Secure Trade (FAST) Card --demonstrates U.S. citizenship • Unexpired NEXUS Card --demonstrates U.S. citizenship • Unexpired Secure Electronic Network for Travelers Rapid Inspection (SENTRI) Card --demonstrates U.S. citizenship • Unexpired United States Enhanced Driver’s License (EDL) --demonstrates U.S. citizenship • Unexpired Enhanced Tribal Card (ETC) --demonstrates U.S. citizenship 	<ul style="list-style-type: none"> • U.S. Certificate of Citizenry (N-560 or 561) --demonstrates U.S. citizenship • U.S. Certificate of Naturalization (N-550 or 570) --demonstrates U.S. citizenship • U.S. Citizen Identification Card (I-179 or I-197) --demonstrates U.S. citizenship • Expired U.S. passport (within 12 months of expiration) --demonstrates U.S. citizenship • Consular Report of Birth Abroad (FS-240) --demonstrates U.S. citizenship • Certification of Report of Birth Abroad (DS-1350 or FS-545) --demonstrates U.S. citizenship • Unexpired driver’s license issued by a State or outlying possession of the United States • Unexpired ID card issued by a State or outlying possession of the United States. Must include a State or State agency seal or logo (such as a state port authority ID or State University ID) • Voter’s registration card • U.S. military ID card or U.S. retired military ID • U.S. military dependent’s card • Native American tribal document (with photo) • U.S. social security card • U.S. military discharge papers (DD-214) • Department of Transportation (DOT) medical card • U.S. civil marriage certificate • Unexpired Merchant Mariner License (MML) bearing an official raised seal, or a certified copy • Unexpired Department of Homeland Security (DHS) / Transportation Security Administration (TSA) Transportation Worker Identification Credential (TWIC) • Unexpired Merchant Mariner Credential (MMC)



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What are the eligibility requirements?

An individual must be a U.S. citizen or fall into an eligible immigration category and can not have been convicted of certain crimes. In addition, individuals cannot be connected to terrorist activity or lack mental capacity.

What if I do not meet the eligibility requirements?

Applicants who are denied a TWIC will be sent a letter explaining the reason for denial and instructed on how to apply for an appeal or waiver.

What can disqualify me from getting a TWIC?

An individual who lacks lawful presence and certain immigration status in the United States, has a connection to terrorist activity, has been determined to lack mental capacity or was convicted of certain crimes will be ineligible for a TWIC.

What are the disqualifying offenses? What are the waiver policies for each type of offense?

Parts A and B provide a comprehensive list of disqualifying offenses and the waiver policies for each.

How can I get eligible offenses removed from my record?

The Southwest Louisiana Law Center, in partnership with the Calcasieu Parish Jury, offers a limited number of expungements annually for low income individuals.

Part A – Permanent Disqualifying Offenses

Conviction for one of the following felonies is disqualifying regardless of when it occurred, and the applicant is not eligible for a waiver.

- Espionage or conspiracy to commit espionage.
- Sedition, or conspiracy to commit sedition.
- Treason, or conspiracy to commit treason.
- A federal crime of terrorism as defined in 18 U.S.C. 2332b(g), or comparable State law, or conspiracy to commit such crime. Conviction for one of the following felonies is disqualifying regardless of when it occurred, and the applicant may apply for a waiver.
- A crime involving a transportation security incident. A transportation security incident is a security incident resulting in a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area, as defined in 46 U.S.C. 70101. The term “economic disruption” does not include a work stoppage or other employee-related action not related to terrorism and resulting from an employer-employee dispute.
- Improper transportation of a hazardous material under 49 U.S.C. 5124, or a State law that is comparable.
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An



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explosive or explosive device includes an explosive or explosive material as defined in 18 U.S.C. 232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C. 921(a)(4) and 26 U.S.C. 5845(f).

- Murder.
- Making any threat, or maliciously conveying false information knowing the same to be false, concerning the deliverance, placement, or detonation of an explosive or other lethal device in or against a place of public use, a state or government facility, a public transportation system, or an infrastructure facility.
- Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable State law, where one of the predicate acts found by a jury or admitted by the defendant, consists of one of the crimes listed in Column A.
- Attempt to commit the crimes in Part A, items 1 - 4.
- Conspiracy or attempt to commit the crimes in Part A, items 5 - 10.

Part B – Interim Disqualifying Offenses

Conviction for one of the following felonies is disqualifying if the applicant was convicted, pled guilty (including 'no contest'), or found not guilty by reason of insanity within 7 years of the date of the TWIC application; OR if the applicant was released from prison after conviction within 5 years of the date of the application. The applicant may apply for a waiver.

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, delivery, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C. 921(a)(3) or 26 U.S.C. 5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21.
- Extortion.
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering where the money laundering is related to a crime described in Columns A or B. Welfare fraud and passing bad checks do not constitute dishonesty, fraud, or misrepresentation for purposes of this paragraph.
- Bribery.
- Smuggling.
- Immigration violations.
- Distribution of, possession with intent to distribute, or importation of a controlled substance.
- Arson.
- Kidnapping or hostage taking.



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- Rape or aggravated sexual abuse.
- Assault with intent to kill.
- Robbery.
- Fraudulent entry into a seaport as described in 18 U.S.C.1036, or a comparable State law.
- Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq. , or a comparable State law, other than the violations listed in Part A, item 10
- Conspiracy or attempt to commit felonies listed in Part B.

What if a conviction is "exonerated?"

If a conviction is expunged or pardoned, the criminal records may reveal this. If they do not, TSA sends the applicant a Preliminary Determination of Ineligibility letter explaining what the records show and how the applicant can correct inaccurate records.

What if my initial disqualifying crime is no longer applicable? Can I reapply for a TWIC?

Applicants are encouraged to reapply if their initial disqualifying offense is no longer applicable. Applicants will need to understand the nature of the initial disqualification and the corresponding look-back periods of 5 or 7 years if applicable. Reapplying can occur as long as there are no secondary disqualifying events.

What if I have a disqualifying crime that was expunged from my record?

The applicant should proceed with TWIC enrollment as though they do not have a disqualifying offense, as long as the record is truly expunged. Per 49 C.F.R. §1570.3, a conviction is expunged when "the conviction is removed from the individual's criminal history record and there are no legal disabilities or restrictions associated with the expunged conviction, other than the fact that the conviction may be used for sentencing purposes for subsequent convictions." However, if the applicant is a credentialed mariner or intends to apply for a mariner credential, he or she must report convictions that were expunged on their application to obtain the MMC. Failure to disclose expunged convictions could result in a determination that the application for the mariner credential is fraudulent.

Can a person under indictment apply for a TWIC? Do they still have the appeal and waiver process available to them?

An individual under indictment for a disqualifying criminal offense may not hold a TWIC until the indictment is dismissed. If the applicant has an indictment pending, the applicant could apply for a waiver; however, a request for a waiver does not guarantee that a waiver will be granted.

What options are available to me if I am initially determined to be ineligible for a TWIC?

Applicants who are initially determined to be ineligible for a TWIC will be provided with TSA's justification for denial, and instruction for how to apply for an appeal or waiver. The process is



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straight forward, and no legal knowledge is needed, nor is legal representation necessary. Requests may be typed or handwritten.

Appeal – If you believe you that you should not have been determined to be ineligible for a TWIC (i.e. you may think the decision was based on incorrect court records or incorrect information provided at enrollment), you may request an appeal. You may request copies of the materials that TSA used to make the determination to assist you in deciding whether a correction must be made to your court records and/or what information must be provided to justify your appeal.

Waiver – If you have a disqualifying offense, meet the description of mental incapacity, or are an alien under temporary protected status, you may request a waiver. When completing a waiver request, the applicant should describe why he/she no longer poses a security threat. Information that assists TSA with this determination includes:

- The circumstances surrounding the conviction.
- The length of time the applicant has been out of prison if sentenced to incarceration.
- The applicant's work and personal history since the conviction.
- Whether the applicant made restitution or completed mitigation remedies, such as probation or community service.
- References from employers, probation officers, parole officers, clergy, and others who know the applicant and can attest to his/her responsibility and good character.
- If denied due to mental incapacity, court records or official medical release documents that relate to the applicant's mental health may also be included with the waiver request.
- If an alien under temporary protected status, information attesting to that.

What options are available if I am denied an appeal or waiver?

- Appeals and Waivers Related to Immigration Status
 - If an applicant's appeal or waiver is denied because he or she was unable to prove immigration eligibility to hold a TWIC, then the applicant may re-enroll when he or she has documents that prove immigration eligibility.
- Appeals Related to Disqualifying Criminal Offenses
 - If an applicant's appeal is denied because he or she was unable to prove that a disqualifying criminal offense has been expunged or that the applicant has been pardoned, then the applicant may file a waiver.
- Waivers Related to Disqualifying Criminal Offenses
 - If an applicant's waiver for a disqualifying criminal offense has been denied, then the applicant may request a review by an Administrative Law Judge (ALJ), a third party who reviews the information pertaining to an individual's case. Additional information on the ALJ process is available in section 49 CFR 1515.11.



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What is the timeframe for submitting a request for an appeal or a waiver?

- Applicants must send appeal and waiver requests to TSA within 60 days of receiving TSA's Preliminary Determination of Ineligibility letter. If the applicant does not respond to TSA within 60 calendar days, TSA's decision regarding the applicant's eligibility for a TWIC automatically becomes final, and the applicant is disqualified from holding a TWIC.
- If an applicant needs more than 60 days to respond, then the applicant should send a letter to TSA asking for an extension. Any requests for time extensions will automatically be granted by TSA.

Where do I send appeals or waivers requests?

Fax Number: (540) 710-2763 or (540) 710-2783

Mailed via U.S. Postal service (note: Registered Mail is accepted) to:

Transportation Security Administration

TSA TWIC Processing Center

P.O. Box 8118

Fredericksburg, VA 22404-8118

Please remember to include the cover sheet (that was provided with your letter from TSA) and all supporting documentation when faxing or mailing your material.



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APPENDIX F:

Scholarships and Support Services

You may qualify for financial aid to assist in your training and education. Please check with the resources below to see if you qualify.

SOWELA

SOWELA has made the Five for Six Scholarship available to adult education students who qualify to take college courses. The scholarship covers tuition and non-course-specific fees for six credit hours of non-remedial coursework. The Five for Six Scholarship is open to students currently enrolled in adult education programs who wish to begin work on their post-secondary education prior to obtaining a high school equivalency diploma. The scholarship helps students working toward the HiSET to seamlessly transition from secondary to post-secondary work. SOWELA periodically receives funding from various sources that can be used for scholarships and other support.

Workforce Development Board Support Services

Contact the Workforce Development Board at the American Job Center for more information about available funding for childcare services, plant safety equipment (such as Nomex), personal protective equipment (PPE) and other workforce items that could be costly for job seekers.

- See contact information in Appendix A

Workforce Training Scholarship Program

Through funding from Sasol and other donors the Workforce Training Scholarship Program was established and is managed by the Community Foundation of Southwest Louisiana. The Program provides tuition assistance to individuals who want to pursue careers in support of industry in Southwest Louisiana. Depending on individual needs, scholarships could cover tuition, training costs, career counseling and connection with other support services.

Community Foundation of Southwest Louisiana

(337) 491-6688

Applications are also available online at foundationswla.org/workforce-readiness-training

SOWELA

Office of Workforce Solutions

(337) 421-6964



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SOWELA Enrollment Services One Stop Center

3820 Sen. J. Bennett Johnston Ave.

Lake Charles, LA 70615

Phone: (337) 421-6550

Fax: (337) 491-2663

Hours of Operation: Monday – Thursday: 7:45 a.m. – 5:00 p.m.

Friday: 7:45 a.m. – 12:00 Noon

American Job Center

Workforce Investment Board Support Services

(337) 721-4010

ABC Sponsorships and Support

(337) 882-0204

Other support services offered by the Calcasieu Parish Police Jury Office of Community Services

NOTE: If you do not have a vehicle or reliable transportation, take advantage of the Calcasieu Parish Public Transit System.

Calcasieu Public Transit System is a curb-to-curbside transit service sponsored by the Calcasieu Parish Police Jury and the Louisiana Department of Transportation and Development. Citizens desiring transit assistance by Calcasieu Transit must meet certain income qualifications. For more information regarding eligibility, rates and scheduling, please contact Calcasieu Transit at (337) 721-4040.

➤ Other services offered:

- **Rural Services**

Calcasieu Transit offers citizens residing in rural areas of Calcasieu Parish access to health care, shopping, education, employment, public services and recreation services on a first-come/first-serve basis. All cities and townships outside of the City of Lake Charles are covered by the Rural Program.

- **Urban Services**

Calcasieu Transit offers citizens residing in the City of Lake Charles access to health care, shopping, education, employment, public services and recreation services on a first-come/first-serve basis.

- **Elderly Program**

The elderly of Calcasieu Parish can access all services offered by Calcasieu Transit. Separate rates and programs do exist for the elderly.



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- **General Public Services** The general public population can access health care, shopping, education, employment, public services and recreation services on a first-come/first-serve basis.
- **Day Care Services**
If you do not have or can't afford child care, consider the Calcasieu Parish Police Jury Child Home Day Care Program.
- **Expungement**
The Police Jury provides a limited number of expungements annually for low income individuals through the Southwest Louisiana Law Center.

For more information on services, contact:

Multi-Purpose Center
2001 Moeling Street
Lake Charles, LA 70601
(337) 721-4030

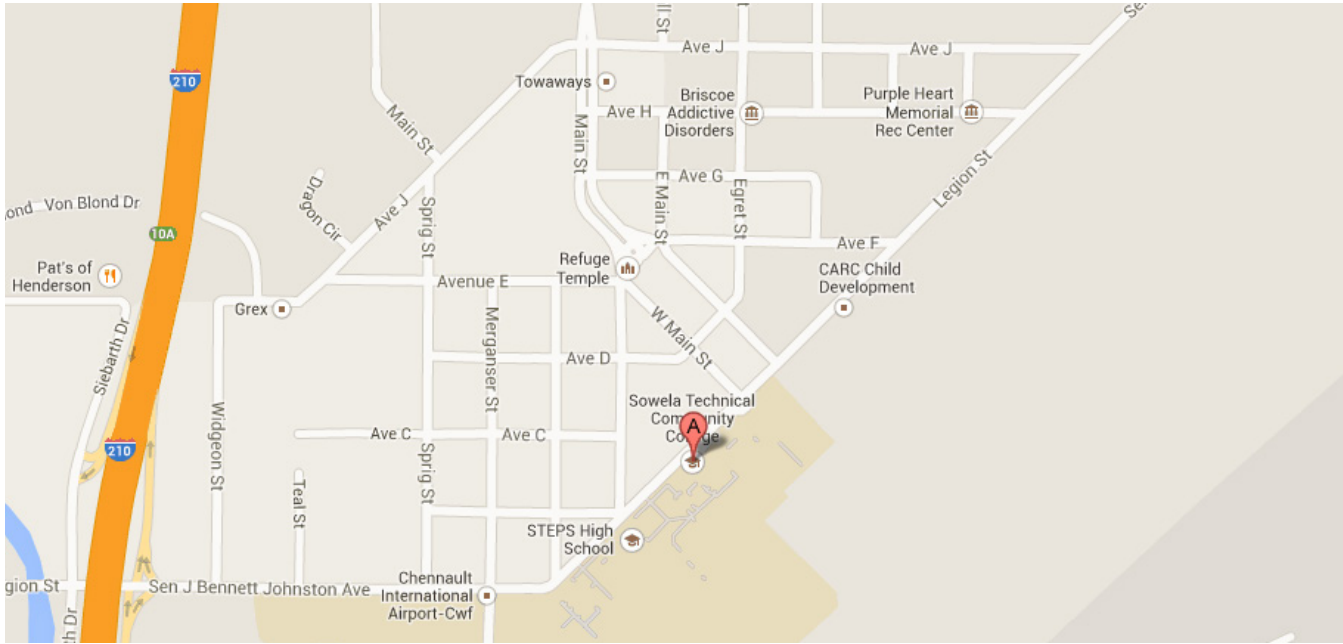


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APPENDIX G:

SOWELA LOCATION MAP



3820 Sen. J. Bennett Johnston Ave.
Lake Charles, LA 70615
(337) 421-6565



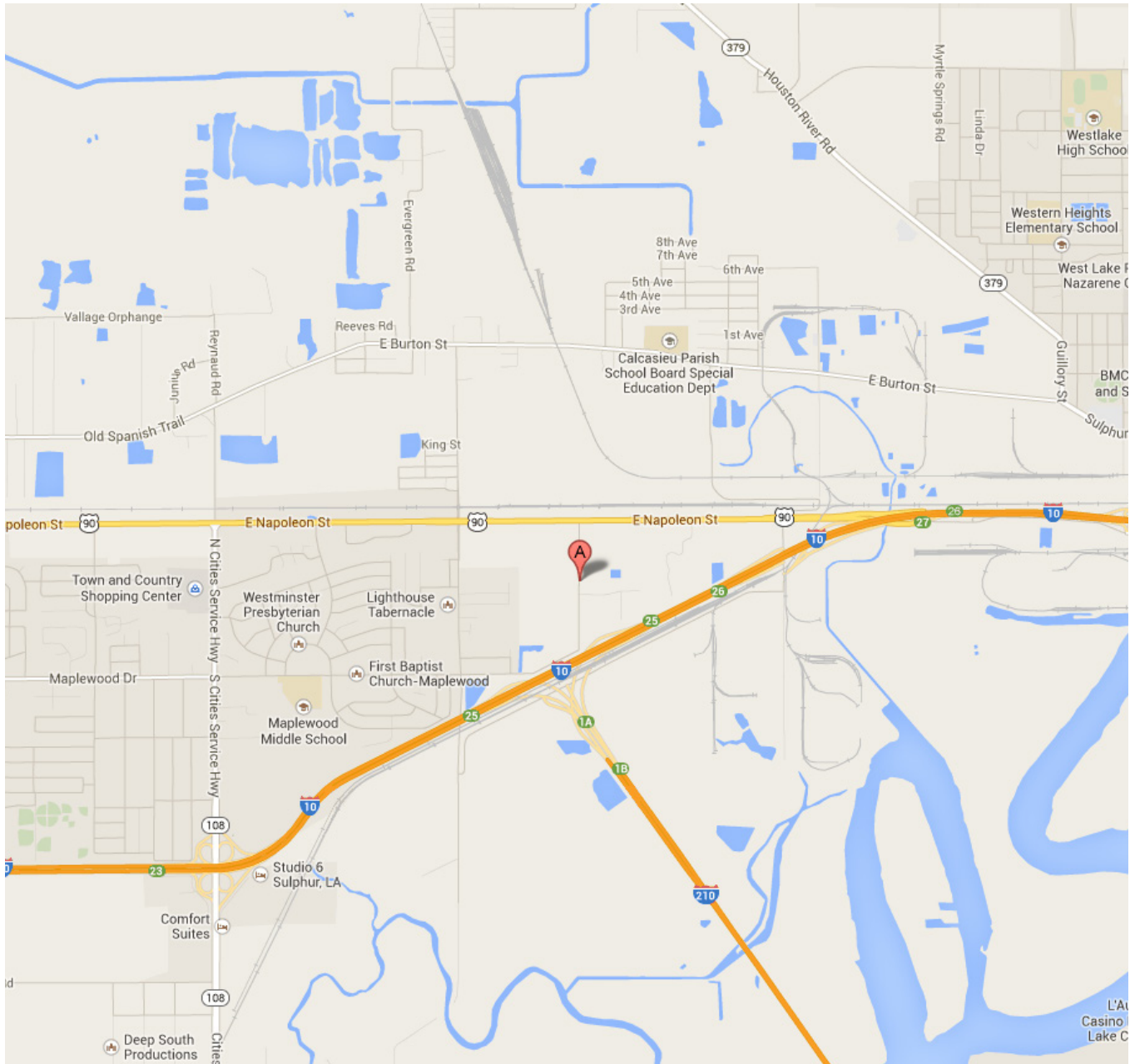
Oakdale Site
117 Highway 1152
Oakdale, LA 71463
(318) 335-3944, (318) 335-3347



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ASSOCIATED BUILDERS & CONTRACTORS (ABC) LOCATION MAP



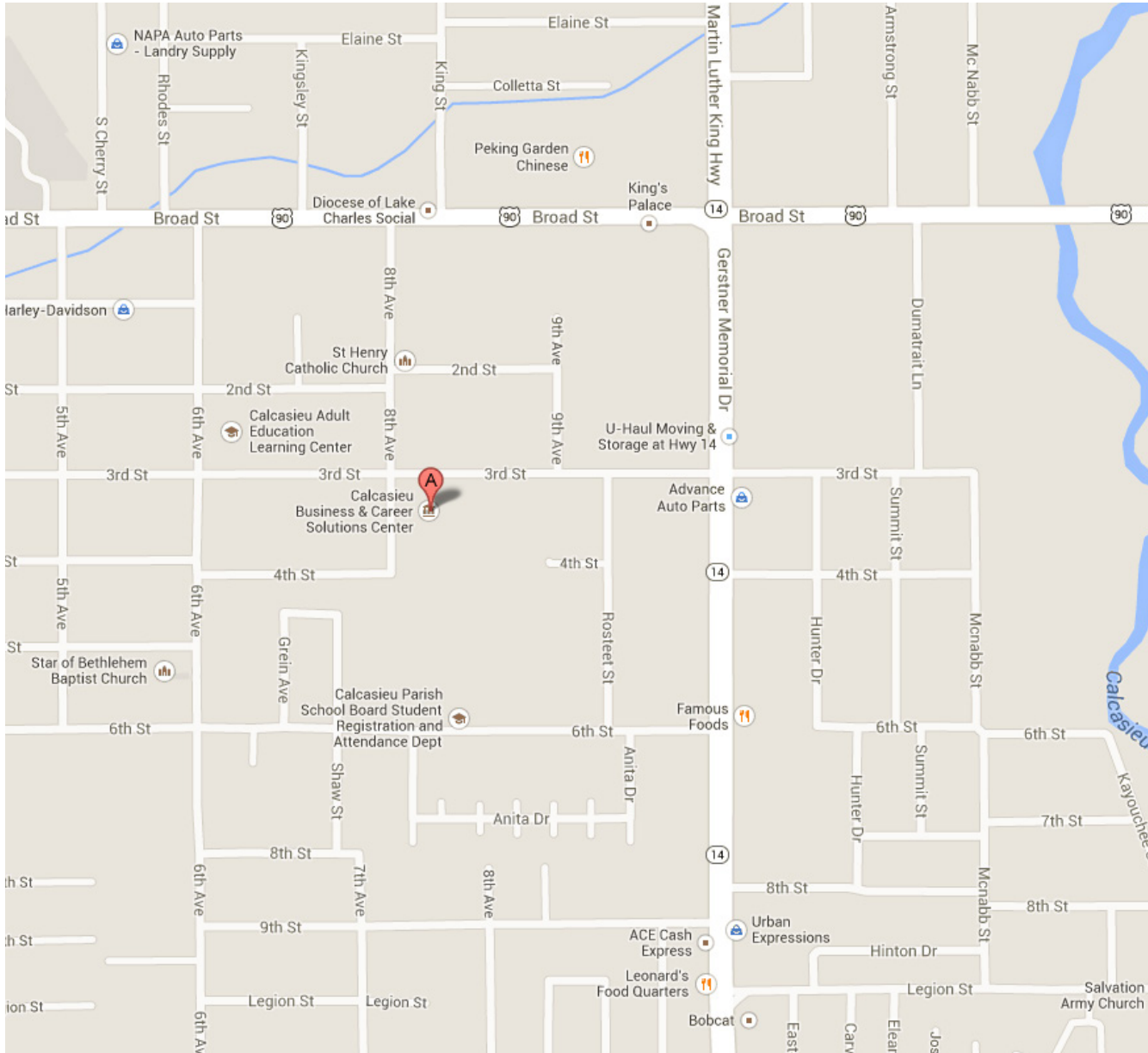
222 Walcot Rd
Westlake, LA 70669
(337) 882-0204



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AMERICAN JOB CENTER LOCATION MAP



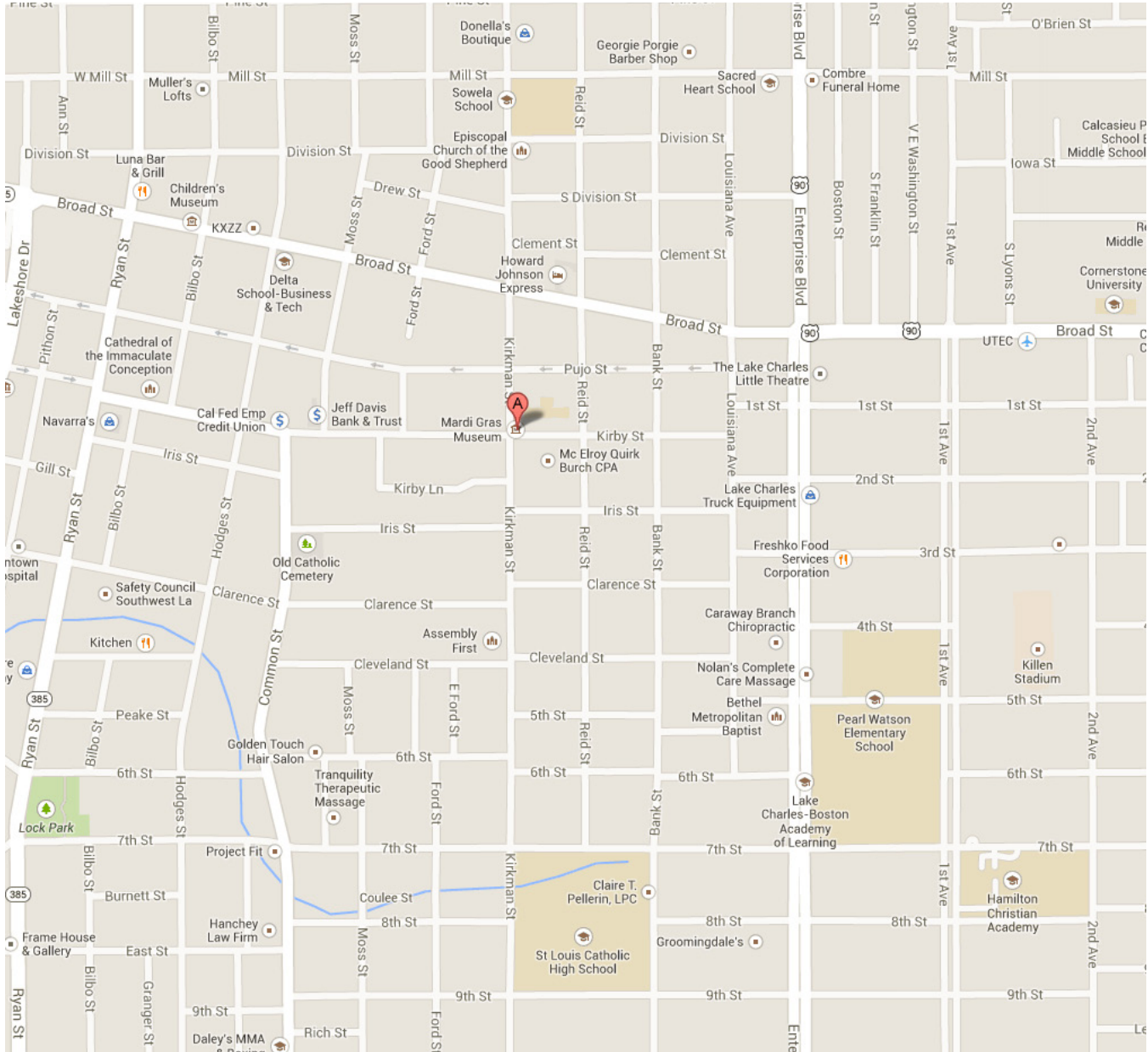
2424 3rd St.
Lake Charles, LA 70601
(337) 721-4010



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LITERACY COUNCIL OF SOUTHWEST LOUISIANA LOCATION MAP



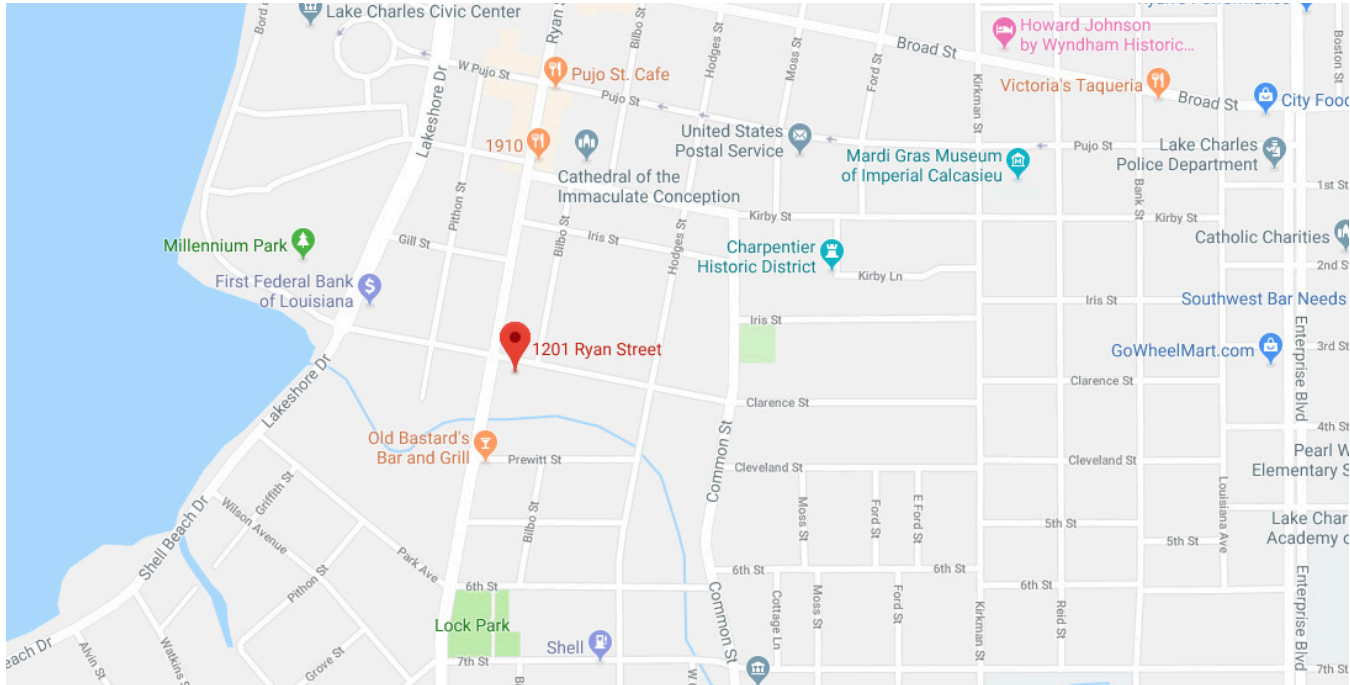
809 Kirby St., Suite 126
Lake Charles, LA 70601
(337) 494-7000



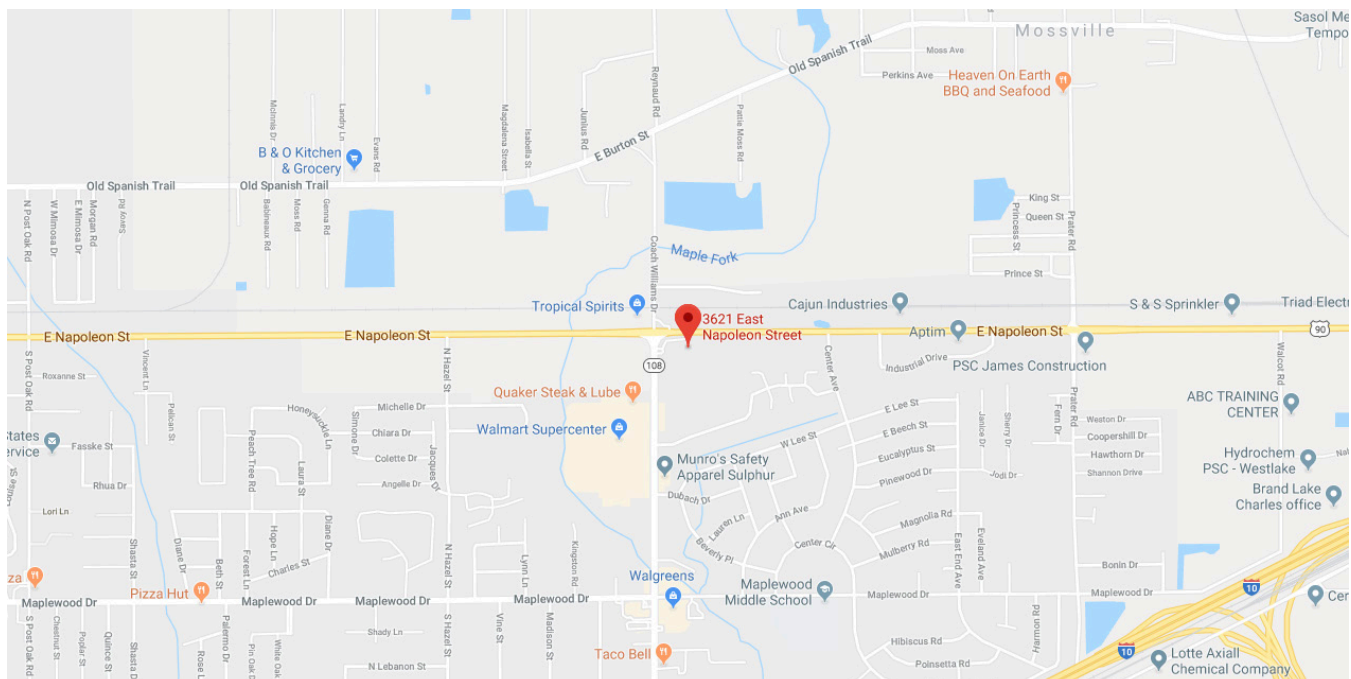
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SAFETY COUNCIL OF SOUTHWEST LOUISIANA LOCATION MAP



1201 Ryan St.
Lake Charles, LA 70601
(337) 436-3354



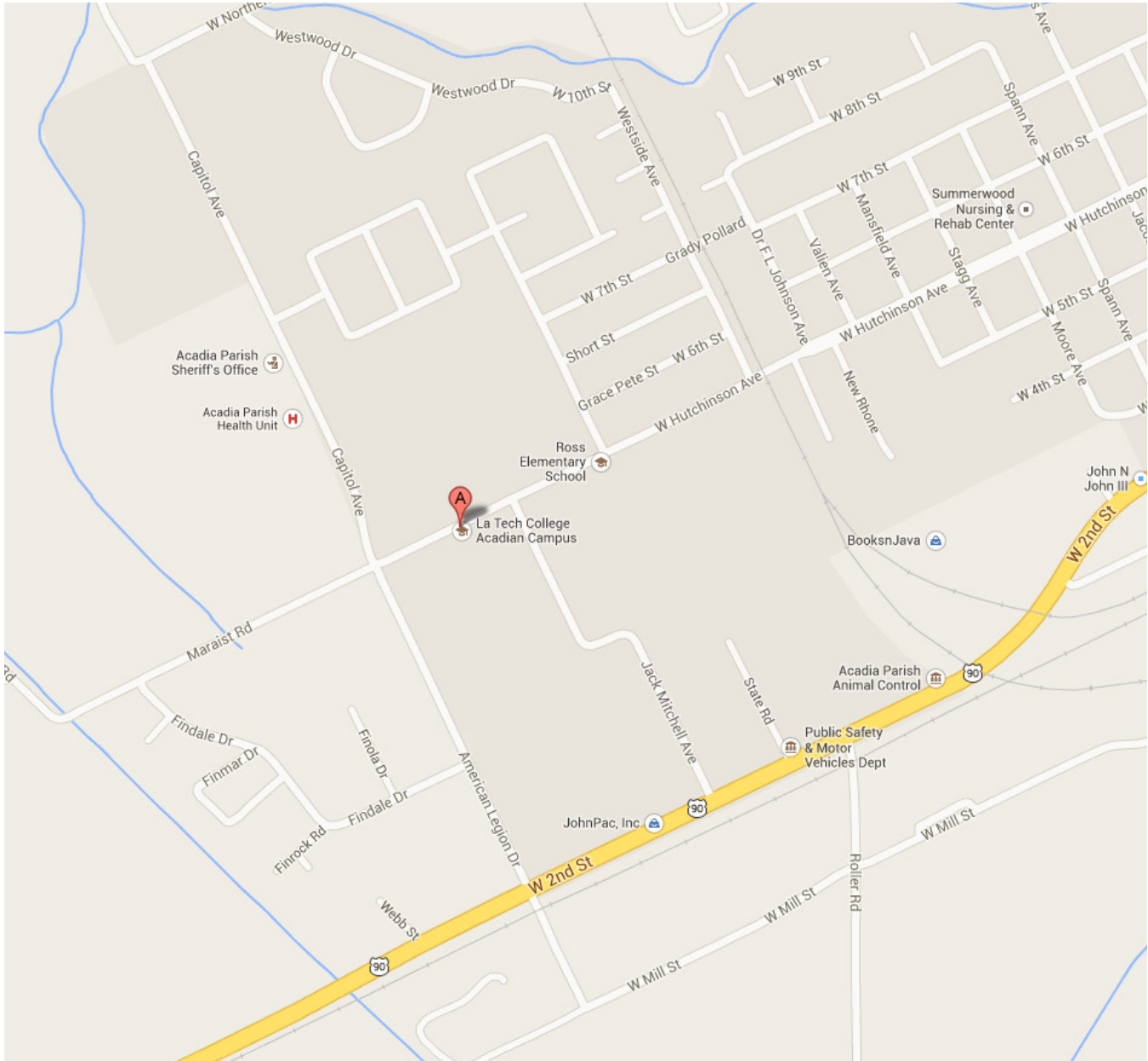
3621 East Napoleon St.
Sulphur, LA 70663



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SOUTH LOUISIANA COMMUNITY COLLEGE (SLCC) - ACADIAN LOCATION MAP



1933 West Hutchinson Avenue
Crowley, LA 70526
(337) 788-7521



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CONTACTS

NAME

ADDRESS

PHONE

EMAIL

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