

**Annual Performance Report for One-Stop Workforce Information Grant
for South Carolina**
Period Ending June 30, 2004

Core Products and Services

1) ALMIS Database: The Palmetto Economic Analysis and Research System (PEARS) is currently running on a modified Version 1.1 of the ALMIS Database. To maintain consistency with the display capability of PEARS, a number of tables were added, deleted, or modified to Version 2.2 format. All core tables have been populated in Version 2.2, and the tables will be updated, as data are available. South Carolina's designated ALMIS Database administrator/website coordinator has been on active military duty during most of the program year. Therefore, intended progress in the enhancement of PEARS, as well as expanding uses of the ALMIS Database, has been limited. The analyst with back-up responsibility for the database has handled maintenance responsibility; to improve his overall skills, he attended training on the ALMIS Database in Raleigh, NC in June 2004. Occupational licensing data was updated, recoded and sent to NCSC in February 2004. South Carolina continued to participate as a member of the ALMIS Database Maintenance Consortium, and continued to coordinate national education and communication activities related to the database.

2) Long-Term Industry and Occupational Employment Projections: As part of a major reorganization of the Labor Market Information Department in late 2003, responsibility for industry and occupational projections was reassigned to new staff, with limited experience in this area. The two analysts attended training on short-term projections, long-term industry projections and the Micromatrix, as offered through the Projections Managing Partnership, in early 2004. However, in addition to the issues associated with the learning curves of the new staff, there were numerous problems with the historical employment file (maintained within our data processing department). Added problems occurred in the conversion of 1997-1999 employment data to NAICS, as required. An initial run of statewide industry projections in early June 2004 was not of the quality needed, due to the combination of historical data/conversion problems. Therefore, statewide projections could not be completed for transmission according to the required deadline of June 30, 2004. Efforts continue on all projections work, with a plan to have statewide and WIA area long-term and short-term projections completed by December 2004.

3) Occupational and Career Information Products: Projections brochures were not published for the 2000-2010 series; however handouts were produced containing information on "Hot Jobs" from this projections series. Brochures were not published in Spanish. We continued to publish wage survey information by workforce area, MSA and statewide. We also continued to publish Career Track brochures, Wage Conversion brochures (English/Spanish), and LMI for Business brochures.

4) **ALMIS Employer Database:** We are currently using the 2003 Employer Database, which is the latest version available under contract, in PEARS. South Carolina continued to participate as a member of the ALMIS Resource Center Consortium.

5) **Other Products/Services and Support to WIBs:** LMI made presentations at the following state or local workforce board or related meetings:

- Workforce Development Partnership Conference-October 2003
- S.C. Association of Regional Councils (councils of government)-March 2004
- State WIB Policy, Planning and Coordination Committee-April 2004
- State WIB-May 2004

Liaisons were maintained for all workforce centers in the state. Liaisons serve as a point of contact within LMI for the centers, and ensure the centers' LMI needs are met. We have worked extensively with our agency's Communications Department to develop the *Carolina Works* show, which will air on SCETV. This show will feature information about services available through South Carolina's Workforce Delivery System and will highlight Labor Market Information and WIA programs. The first show aired in July 2004.

LMI staff participated in 8 job fairs and did 5 exhibits/presentations.

The annual *Workforce Review* publication was discontinued. The information contained in that publication was instead distributed through other publications and the LMI web site. *Workforce Trends* was continued, with a distribution of approximately 2,500 each month. Plans were initiated with the Communications Department to expand distribution of this publication.

We've continued to work with the Business Solutions Centers which were established in Greenville and in Rock Hill, following up on their needs and supplying the offices with materials/brochures.

In early 2004, a new system was established to log customer requests. Since that time, we have responded to 272 customer requests, through the following means:

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|-----------------------------------|----|
| • Phone | 80 |
| • Email | 86 |
| • Mail | 51 |
| • Courier | 20 |
| • Fax | 13 |
| • Hand Delivery | 6 |
| • Walk-in | 1 |
| • Walked customer through website | 17 |

Over 55,000 brochures, pamphlets, and other LMI materials were distributed by LMI (this includes job fairs and presentations also). Over the course of the year we mailed approximately 28,000 copies of the *South Carolina Workforce Trends*. We continued to distribute the monthly nonfarm employment and labor force press releases via e-mail and by mail.

6) Electronic Workforce Information Delivery System: Information was maintained on the LMI web site and PEARS, with updates done as soon as data became available. As noted, this task was hindered by the loss of the responsible staffperson to military service. We averaged about 600 hits per week to the LMI web site.

7) Workforce Information Training Activities: We provided the following training:

- Dreher High School students (February 2004) – training for students on growing occupations, interviewing tips, education requirements for various occupations, job outlook for South Carolina over the next 10 years.
- Greenville Workforce Center staff (March 2004) – training for staff on potential uses for the newly-established Business Solutions Center designed to provide services to employers. We overviewed labor market information products and services that may be useful to employers
- SC Department of Social Services (June 2004) – training for a new state coordinator on general uses of labor market information.

Customer Consultation and Satisfaction Assessment

Customer satisfaction surveys were sent out randomly to customers to assess customer service provided by department staff and the usefulness of data. Survey results were logged into an electronic database, and periodically reviewed. LMI staff followed up on customer requests to ensure customers received information in a timely manner and to assess the usefulness of information for customer needs. This was done through e-mail, phone calls and mailed surveys. LMI staff were assigned to work with each WIA area. Consistent contact was made with the administrators and one-stop managers in the respective areas to ensure each office was supplied with current information and to address any other needs an area may have.

Responses to our customer satisfaction surveys were overwhelmingly positive. Specifically, responses were almost unanimously “good” or, in most cases, “excellent” in regard to support and cooperation received from LMI staff, timeliness/ promptness of staff service, usefulness of the information, and overall experience. Follow-up conversations with customers showed the consensus to be that we do a very good job in following up on requests and responding to customers in a timely manner.