

February 14, 2003

Mr. David S. Lipnicky
U. S. Department of Labor/ETA
525 Griffin St., Room 317
Dallas, TX. 75202

RE: OS/LMI Grant PY'02

Dear Mr. Lipnicky:

This package transmits information required by TEGL No.18-02 for Louisiana's OS/LMI Cost Reimbursable Grant for PY'02 covering the time period 07/01/02-06/30/04.

Included are:

Application for Federal Assistance (SF-424);
Annual Budget for Quarterly Funding Plan (SF-424A);
Summary Page Listing a Breakout of Grant by Deliverables PY'02;
Statement of Work; and
Listing of Louisiana Workforce Development Regional Information.

Total amount of federal funds requested in this grant is \$ 596,796.

If you have any questions, please do not hesitate to contact Raj Jindal, Assistant Secretary at (225) 342-3222.

Cordially,

Dawn Romero Watson
Secretary of Labor

DW:RJ:MD:/fjg

Enclosures

c. PDF-electronic-National Office

A. PY'02 STATEWIDE EMPLOYMENT STATISTICS SYSTEM:

The Governor of Louisiana designated Louisiana Department of Labor (LDOL) as the agency responsible for the management of the statewide employment statistics system. The Labor Market Information (LMI) core products are an integrated part of the statewide employment statistics system. The core products also provide support to the state's overall workforce investment plan.

- A standing agenda item at the bi-monthly Louisiana Workforce Commission meeting is an update by the LDOL Assistant Secretary of Labor on Louisiana Occupational Information System (LOIS) and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Act 1 of the 1997 Louisiana Legislature required Louisiana to develop an occupational forecasting system that forecasts new and replacement needs of occupations. All ongoing work efforts toward the long-term industry and occupational projections is done under the guidance of the Louisiana Occupational Forecasting Conference. LDOL has been designated as the agency responsible for the SCORECARD system that is being used to determine the selection of service providers to be included on the Eligible Training Provider list. The provider list is maintained by SCORECARD and available in all One-Stop Centers and on the Internet through LOIS. The system currently displays information on all training providers in the State including contact information, course offerings, tuition, and supportive services (such as childcare, transportation, financial aid, job placement, etc.). High quality employment statistical information using the ALMIS format is delivered through LOIS via the Internet.
- The long-range vision of the Louisiana WIA/Wagner-Peyser Strategic Plan is a streamlined service delivery system that is *customer focused, market driven, locally operated*, and that measures effectiveness through equitably applied *performance standards*. In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. The LMI Division has been an integral part of the implementation of this vision developed by the plan administrators. These activities will support the mandates stated in Sec. 491-2. LMI staff continue to develop and disseminate occupational analysis products that are in support of this vision.
- Louisiana's ALMIS database warehouse, LOIS, is designed as an electronic resource for storing and retrieving information in a single format. In addition to LOIS, LMI provides additional data in Excel format for updated North America Industry Classification System (NAICS) & Standard Occupational Classification (SOC) codes. The database is available 24/7 to all three principal customer groups: the business community, individuals and workforce development system. The LOIS delivery system is continually being updated and enhanced as new data become available. Questions regarding LMI products come directly to the LMI Unit and are responded to promptly.
- Another aspect of the statewide employment statistics system is the development and dissemination of customer-focused occupational and career information products. LDOL maintains its partnership with the Louisiana Department of Education, the Louisiana Community and Technical College System, and local workforce development systems made up of guidance counselors, administrators, teachers, workforce development managers, case workers, and Workforce Investment Board directors and staff. Complete integration of the LOIS data into the Louisiana Virtual One-Stop (LAVOS) site will enhance our products.

B. PY'02 PRIORITY PRODUCTS AND SERVICES:

1). **CONTINUE TO POPULATE THE ALMIS DATABASE WITH STATE DATA**

A. Description:

Louisiana's ALMIS database warehouse, award winning - Louisiana Occupational Information System (LOIS) is designed as an electronic resource for storing and retrieving information in a single format. The population of the ALMIS database is dynamic as data is updated monthly, quarterly, semi-annually, and annually. The LOIS delivery system is being enhanced as new data tables and/or products are introduced.

All labor force data tables will be populated with statewide data, as well as regional data at the sub-state levels as sufficient information is made available. The 2000-2010 long-term industry and occupational projections will be included in the core data tables *OCCPROJ*, *INDPROJ*, *OCCPAT* and *STAFFPAT* and displayed through LOIS by the end of program year 2002.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The focus of this core product is maintaining a variety of statistical data produced in LMI and accessible on the LOIS Web site to provide a one-stop resource for all data users through this statewide statistical system.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services. LMI and WIA sections of LDOL are collaborating to integrate LOIS and Louisiana Virtual One-Stop (LAVOS).

D. State's WIA/Wagner-Peyser Plan:

In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. These activities will support the State's WIA/Wagner-Peyser Act Five-Year Strategic Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2. While the ALMIS Database is not specifically listed in the Five-year plan, it is the data infrastructure behind most of the electronic LMI products supported by LDOL supporting the State Workforce Investment Board.

E. Measurable Outcomes:

Labor Market Information will be provided to customers in a user-friendly format. Customer satisfaction strategies will be developed and implemented as provided in TEGl no. 18-02. Sixteen tables or 41% of

the 39 ALMIS database tables, with another 6 nonstandard school and performance outcome tables, will be updated by June 2003.

F. Significant Milestones/Timetable:

- LDOL will continue to work with Geographic Solutions Inc. (GeoSol), in order to implement enhancements necessary for displaying the information contained in the ALMIS database.
- All LMI statistical databases will continue to be updated in a timely manner in the LOIS delivery system. The LMI Division will continue collecting and processing data on training providers, programs availability, and performance outcomes. Performance measures will be in accordance with the requirements of the Workforce Investment Act. Primary ALMIS tables to be utilized are *Schools* and *Programs*, in addition to tables specifically designed for state use.
- The conversion of the ALMIS database from version 2.1 to 2.2 did not take place last program year because of problems beyond our control. It is anticipated that these problems will be resolved and the upgrade will occur during program year 2002. Our staff members responsible for maintaining the database will be attending the *Advanced ALMIS Training* where these problems will be addressed.

G. Estimated Cost:

The estimated cost of updating and maintaining the ALMIS database is **\$103,195**.

2). PRODUCE AND DISSEMINATE LONG-TERM, INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS

A. Description:

Work will continue on the development and dissemination of state and regional labor market area industry and occupational employment projections, with a base year of 2000 and projection year of 2010. Established collaborations with the Occupational Forecasting Conference, Louisiana Workforce Commission, and local workforce development partners will be maintained. The methodology and guidelines provided by BLS and ETA will be used to produce the *industry* projections by 3 digit Standard Industrial Classification (SIC) for the state, and by 2 digit SIC for the eight Regional Labor Market Areas.

The *occupational* employment projections will be developed for the state and the eight Regional Labor Market Areas utilizing the latest MicroMatrix software and the two year roll-up (1999 - 2000) from the Standard Occupational Classification (SOC) staffing patterns. Staff will work toward laying the foundation in preparation for the next round of projections, covering the 2002-2012 time period, based on NAICS industry codes. This will include assembling all available historical data. Existing challenges of meeting this core product are:

- Producing valid aggregated occupational projections despite problems with MicroMatrix and some of the national input files
- Reconciling sub-state to state projected figures
- Enhancing the graphic depictions of the data for publication in a user-friendly format that meets the needs of LDOL customers and partners

The ALMIS database will be populated with the industry and occupational projections and staffing patterns. Additionally, these data will be submitted for public dissemination in various formats, via hardcopy and electronically, following established procedures and BLS/ETA guidelines.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The primary focus of the PY'02 activities associated with the long-term projections core product is data analysis. An additional focus will be on the youth population as a targeted audience during this cycle, collaborating with resources available through Carl D. Perkins grant initiatives.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

All ongoing work efforts toward the long-term industry and occupational projections involve consultation and coordination with the Louisiana Occupational Forecasting Conference and Workforce Commission staff. Given current difficulties in producing valid aggregated occupational estimates, two-year roll-up survey data will be utilized, although the three-year survey data is available.

D. State's WIA/Wagner-Peyser Plan:

The development and dissemination of the long-term industry and occupational projections addresses the goal of the State Plan to maintain a workforce development system that is *market driven*. Using the projections' data and criteria established by the Occupational Forecasting Conference, LMI will update the lists of the "top demand" occupations, statewide and regionally. These lists will be incorporated into the consumer reports system on the LDOL Web site for use in several workforce development programs:

- WIA - to provide relevant information to local WIBs and One-Stop Centers as to which training programs lead to demand occupations for determining eligibility to receive funding through Individual Training Accounts (ITAs)
- Incumbent Worker Training Program - to assist in the review of proposals for training contracts based on adopted policies and guidelines requiring proposals to be assessed, in part, according to whether the training leads to a "demand occupation."

E. Measurable Outcomes:

Industry projections for the state and sub-state areas will be available for approval by the Occupational Forecasting Conference at its June 2003 meeting.

Regional forums will be conducted in each labor market area to present the occupational projections data to the public/business community to obtain feedback. A summary of the feedback from the regional forums will be presented to the Occupational Forecasting Conference for their consideration prior to the release of the occupational projections.

F. *Significant Milestones/Timetable:

- September/October 2002 - Distribution of career publication, *Career Compass*, to high school guidance counselors
- February 2003 – Distribution of publication, *Career Paths*, to all high schools
- Mid March 2003 - Release of projections brochures, *Get Your Career in Gear*, updated with 2000 - 2010 projections data and newly-developed posters
- March 2003 - New industry projections released
- March 2003 - Release of industry analyses of healthcare and IT industries
- April 2003 - New statewide occupational projections released
- April/May 2003 - New regional occupational projections released
- May 2003 - Regional releases of wage analyses of the regional occupations
- June 2003 - Regional releases of educational analyses of regional occupations

***Dependent on correction to the MicroMatrix processing system and the national input files.**

G. Total Estimated Cost:

The estimated cost of updating and maintaining the Occupational Employment & Industry Projections is **\$46,482**.

3). PRODUCE AND DISSEMINATE SHORT-TERM, INDUSTRY AND OCCUPATIONAL EMPLOYMENT FORECASTS

A. Description:

Short-term industry and occupational employment projections at the state level will be produced in program year 2002, using the first quarter 2002 data projected to the first quarter 2004. Established collaboration with the Occupational Forecasting Conference, Louisiana Workforce Commission staff, and local workforce development partners will be maintained. The methodology and guidelines provided by BLS and ETA will be utilized.

The short-term industry projection software (STIP) will be used to generate the industry forecasts. The three-year roll-up (1999-2000-2001) of the SOC staffing patterns will be used to generate the short-term occupational forecasts using the MicroMatrix system. It is unlikely that LDOL will be able to produce the short-term forecasts for sub-state areas because staff efforts must be concentrated on completing the long-term projections. Work on the long-term forecasts has been hindered due to the delay in receiving the MicroMatrix and national files. In addition, both the WIA and the Incumbent Worker Training programs have identified data needs relative to the long-term projections which will require staff commitment and support.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The primary focus of the program year 2002 activities associated with the short-term projections core product is the analysis of the data and developing the statewide projections.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

D. State's WIA/Wagner-Peyser Plan:

In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. The activities of this core product will support the State's WIA/Wagner-Peyser Act Five-Year Strategic Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2.

Short-term projections data will be made available to local workforce investment boards and One-Stop Centers as a supplement to the long-term occupational projections to provide additional resources in evaluating potential demand occupations.

E. Measurable Outcomes:

Once the short-term industry projections have been developed, it is anticipated that a survey instrument will be implemented to measure the usefulness of the data and to obtain feedback from the local Workforce Investment Boards and One-Stop Centers.

F. Significant Milestones/Timetable:

- April 2003 - Statewide short-term industry projections complete
- April 2003 - Statewide short-term occupational projections complete, survey instrument developed
- April 2003 - Distribute survey to local WIBs and One-Stop Centers to obtain feedback
- May 2003 - Prepare executive summary to incorporate feedback into state short-term projections
- May 2003 - Populate ALMIS database with short-term statewide industry and occupational projections

G. Total Estimated Cost:

The estimated cost for developing and maintaining the short-term Occupational Employment Forecasts is \$46,482.

4). PROVIDE OCCUPATIONAL & CAREER INFORMATION PRODUCTS FOR PUBLIC USE

A. Description:

The development and dissemination of customer-focused occupational and career information products by the LDOL are a major focus of staff effort for Program Year 2002. LDOL maintains its partnership with the Louisiana Department of Education (LDE), the Louisiana Community and Technical College System (LCTCS), and local workforce development systems (i.e., guidance counselors, administrators, teachers, other educational professionals, workforce development managers, case workers, and Workforce Investment Board directors and staff) to ensure awareness of staff at every level. Customer service and a focus on consumer needs for user-friendly resources in the areas of skills assessment, career planning, post secondary training opportunities, and labor market information are the highest priority. Integration of LOIS data into the LAVOS Internet site is a current initiative. Presentations that highlight the range of products available through LOIS and the introduction of the customized O*NET

based skills assessment product, Louisiana Interactive Skills Assessment (LISA), will continue throughout the year. Work continues in the design and development of a new regional brochure providing career guidance to high school students, as well as a career exploration and educational planning guide. Customer feedback on the relevance and usefulness of the labor market products and services offered by LDOL are an integral part of all work processes.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The focus of LDOL staff in developing and promoting occupational analysis products in program year 2002 will be to enhance the inventory of LMI products and the manner in which they are presented to our customers, to provide regional data whenever possible, and to effect an overall improvement in service delivery.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

D. State's WIA/Wagner-Peyser Plan:

The long-range vision of the Louisiana WIA/Wagner-Peyser Strategic Plan is a streamlined service delivery system that is *customer focused, market driven, and locally operated*, and that measures effectiveness through equitably applied *performance standards*. LDOL staff efforts to develop and disseminate occupational analysis products are in total support of this vision.

The customized version of the Texas Workforce Commission's OSCAR was converted to a Louisiana product, LISA, to address a need confirmed by educational partners for self-directed skills assessment tools. The reporting of regional data is designed to further the ability of the workforce development system to meet local requisites for identifying occupations in demand, population and staffing trends, as well as local training and education needs. The consumer reports component of LOIS/LaVOS is designed to collect the data on training providers, training programs, and student-level data for tracking program performance. This, in turn, supports the Plan's vision for local performance-based funding decisions and a streamlined non-duplicative system for data collection and reporting.

E. Measurable Outcomes:

The customer's evaluation of the information presented at each LMI workshop or presentation will be satisfactory or higher in 80 percent of the responses.

The level of customer satisfaction with the information presented at each LMI workshop or presentation will be measured using a customer satisfaction survey of all participants. As LISA is introduced to educational and workforce development professionals throughout the state, LDOL staff will document the feedback on this product to enable future enhancements to fully address customer needs. A strong measure of the usefulness of the new publications, "Get Your Career in Gear" (regional career

guidance), and "Louisiana Career Paths" (career exploration and education planning guide) will be determined by the demand for the publications, once they have been formally introduced.

F. Significant Milestones/Timetable:

- September 1, 2002 - Delivery of production version of LISA to LDOL for integration into LDOL Web site
- February 2003 - Initial distribution of "Get Your Career in Gear" brochures to Louisiana high school guidance offices; additional copies provided on demand
- February 2003 - Initial distribution of "Louisiana Career Paths" publication to all Louisiana high schools; additional copies will be provided on demand
- July 2002 through June 2003 - Ongoing presentations and workshops on LISA, and all other LMI products and services
- LISA integration into LAVOS to be completed by end of program year

G. Estimated Cost:

The estimated cost for developing occupational analysis products is **\$26,288**. This does not include the dollars provided by the Carl D. Perkins grant.

5). PROVIDE AN EMPLOYER NAME AND ADDRESS LIST THAT CAN BE ACCESSED BY THE PUBLIC

A. Description:

Occupational Information Services (OIS) is continually maintaining and enhancing business information tracking systems to assist local areas and the general public. To facilitate job search processes and employer contacts we are continually improving an interagency based system to assist the local Job Centers. At the present time we are able to prepare a name and address file for each of the local office managers through the LDOL internal management reporting systems, detailing employers by parish. A detailed employer file by parish is used by the Business Service Representatives (BSRs) at each Job Center office across the state to contact employers and inform them of the services LDOL can provide.

For program year 2002, further efforts will be made to enhance the **InfoUSA Database** search engine for easier access of the employer database to the general public and business community. The employer database is updated in LOIS on a semi-annual basis.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The focus of this system is to provide an employer data bank that allows claimants to search by industry for employment. The business community can use the employer database as a search tool in developing supply lists as well as a customer base. Therefore, it is considered to fill a data gap and provide a One-Stop service delivery system.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LM. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

D. State's WIA/Wagner-Peyser Plan:

In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. The activities of this core product will support the State's WIA/Wagner-Peyser Act Five-Year Strategic Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2. Information about employers in local areas is a critical component of the LOIS–InfoUSA database to increase the employer outreach program and to supplement our services network to jobseekers.

E. Measurable Outcomes:

Will determine customer satisfaction using frequency of visitation to the LOIS Web site containing this information. Customer satisfaction strategies will be developed and implemented with the technical support provided by ETA in this grant. Our goal is to have the data available on our Web site for use within two weeks after receiving the CD from InfoUSA.

F. Significant Milestones/Timetable:

The Employer files are updated twice a year. Research enhancements for InfoUSA are designated as a continual process.

G. Estimated Cost:

The estimated cost of updating and maintaining the employer database is **\$54,931**.

6). PROVIDE INFORMATION AND SUPPORT TO WORKFORCE INVESTMENT BOARDS AND PRODUCE OTHER STATE INFORMATION PRODUCTS AND SERVICES

A. Description:

Our goal is to increase the outreach of Labor Market Information by means of the LDOL Web site and provide data to customers in Excel and PDF electronic format. LMI dissemination has been expanded due to the amount of data now available on the agency's Web site. Various LMI cooperative program data can be found under the Labor Market Information icon on the agency's home page at www.LAWORKS.net.

A listing of the available information in both electronic and hard copy are as follows:

- Quarterly Employment & Wages Reports
- Monthly Labor Market Information Bulletins
- Monthly press releases for the unemployment rates
- Frequently asked LMI questions
- Nonagricultural employment and wage data for 1998-2001 benchmarked for the state & MSAs
- Civilian labor force summary 1990-2001 the state, MSAs, & parishes
- Publication order form – interactive
- A list of acronyms
- Updated and expanded LOIS (ALMIS database) information system

An email tool to let users get answers to any question concerning the LMI site by clicking on “*Answer My Question*”

Expanded data added to the LMI Web site for 2002 – 2003 program will be:

- Employment & Wages annual publication for 2001
- Employment & Wages quarterly reports for first through the third quarters of 2002 (Excel)
- Consumer Confidence Index monthly press releases through December 2002
- Employment Projections 2000 – 2010 by industry and occupation (Excel)
- Louisiana Occupational Employment Wage Survey released June 2002 (Excel)
- Revised Career Compass
- Job Vacancy Survey results

A series of data users training sessions will be conducted around the state to inform data users on how to navigate and use the LMI Web site. Training session participants will include but will not be limited to: economic development groups, Chamber of Commerce staff, senior and in-house agency staff, employer representatives, in-house staff, and Workforce Development Boards.

The “*Answer My Question*” email response system on the LMI portion of the agency’s Web site provides a direct link between data users and the LMI shop.

As part of a goal to create a suite of career oriented products that will be available to students, LMI is revising the *Career Compass* and will publish a second publication called *Career Paths*. The new publication will be available will be mailed to high school students around the state. The *Career Paths* publication will assist students in making career decisions by providing detailed information on growing occupations.

The results of the vacancy survey will be published by June 2003. Our goal is to provide a statewide analysis of the results, as well as an executive summary report on the four Metropolitan Statistical Areas (MSAs) that were surveyed.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The focus of these products is to provide statistical data in a user-friendly format for One-Stop Service Centers.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

D. State’s WIA/Wagner-Peyser Plan:

In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. The activities of this core product will support the State's WIA/Wagner-Peyser Act Five-Year Strategic Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2. These specific products support the Plan by various WIA/WP program activities listed in the Plan under section 2-Title I, subsection B including: Adult, Dislocated Worker and Youth Activities under WIA Title I; Job Service, Welfare-to-Work, Trade Adjustment, NAFTA Transitional Adjustment Assistance, Community Services Block Grant, and Unemployment Insurance.

E. Measurable Outcomes:

Products and services produced will meet the needs of the customers. Customer satisfaction strategies will be developed and implemented with the technical support provided by ETA in this grant.

Customers provide feedback at all workshops and presentations through a survey instrument. This feedback will help determine if the LMI products are meeting their needs, and also if other products and services are needed.

Electronic formats of the monthly Labor Market Bulletin will update the labor force and (CES) nonfarm tables on LOIS/LAVOS within four days of the release of the information by hardcopy publication release. Copies of the monthly bulletin will be produced and distributed internally, to the media, and to other data users by the 25th of each month. A mailing list is maintained and additional copies are printed by a state vendor and mailed within three weeks. Forty percent (40%) of the following milestones will be completed at the end of the first year of the grant June 2003; All will be completed by the grants end date June 2004.

F. Significant Milestones/Timetable:

- The feasibility of creating CDs for LMI products will be further explored in the coming year
- Monthly release of labor force and nonagricultural employment and wage data will continue in both a hard copy and electronic format
- Quarterly and annual covered employment and wage will be published electronically and in a hard copy format based on BLS timelines
- New occupational wage data will be submitted for publishing for this program year, but will not be available until August 2003
- Revised *Career Compass* publication and the new *Career Path* available February 2003
- The Affirmative Action publication is on target for May 2003

G. Estimated Cost:

The estimated cost of providing information and support to the Workforce Investment Boards and producing other state information products and services is **\$133,968**.

7). IMPROVE AND DEPLOY ELECTRONIC STATE WORKFORCE INFORMATION DELIVERY SYSTEMS

A. Description:

We have developed an additional LMI portal on our Web site to provide the labor market information delivery system with downloadable Excel formatted files. This site answered a demand by workforce professionals who wanted access to our data without having to key in data from PDF formatted files. All benchmarked and revised nonagricultural data, as well as historical labor force estimates, are maintained

on the site. State workforce areas have access to Excel files at the parish, MSA, Regional Labor Market Area (RLMA), and statewide level.

Expanded data added to the LMI Web site will be:

- Employment & Wages annual publication for 2001
- Employment & Wages quarterly reports for first through the third quarters of 2002 (Excel)
- Consumer Confidence Index monthly press releases through December 2002
- Employment Projections 2000 – 2010 by industry and occupation (Excel)
- Louisiana Occupational Employment Wage Survey released June 2002 (Excel)
- Revised Career Compass
- Job Vacancy Survey results
- Benchmarked nonagricultural employment and wage data for 2002 and 2001
- Benchmarked civilian labor force data for 2002, 2001, and 2000. Updated labor force tables for 1990-2002 (Excel)
- OSH data tables will be added under LMI

The private vendor is still addressing program problems with the upgrade of LOIS to the ALMIS 2.2 system. We have a date of April 12, 2003 to have these problems cleared up and the SOC and NAICS compatibility problems solved.

An interagency Web site is in the process of being activated and a LMI calendar of data releases will be posted. One-Stop and Job Centers will be notified when new data is being posted. The LMI Unit will be working with the Governor's Office, Division of Administration Web site staff to establish an email notification system to let customers know when data has been updated.

Currently, we are in the process of working with WIA staff to develop and implement a GIS based software program for developing LMI based regional specific profiles in a mapping format. A LMI representative will initiate inclusion on the Louisiana GIS Council. Research will begin on the use of geocoded files to deliver specific LMI and census data to users.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The focus of this site is to provide data in a self-help format available to users 24/7. The ability to copy and paste Excel formatted files without having to re-key data into spreadsheets is an added advantage to users such as: economic developers, One-Stop staff, legislative aids, news reporter, and employers.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

D. State's WIA/Wagner-Peyser Plan:

In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. The activities of this core product will support the State's WIA/Wagner-Peyser Act Five-Year Strategic Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2. These specific products support the Plan by various WIA/WP program activities listed in the Plan under section 2-Title I, subsection B including: Adult, Dislocated Worker and Youth Activities under WIA Title I; Job Service, Welfare-to-Work, Trade Adjustment, NAFTA Transitional Adjustment Assistance, Community Services Block Grant, and Unemployment Insurance.

E. Measurable Outcomes:

Products provided by means of the Web site will meet the needs of the customers. Customer satisfaction strategies will be developed and implemented with the technical support provided by ETA in this grant.

Evaluations by the participants are conducted at the end of each electronic data presentation. The survey instrument results are used to improve the Web site and information provided. Seventy percent (70%) of the data items listed above will be incorporated by June 2003; and 100% by December 2003. Seventy five percent (75%) of the milestone listed below will be completed by date June 2003; all will be updated by the end of the grant period 2004.

F. Significant Milestones/Timetable:

The following milestones will be met by the end of the program year:

- OSH data tables were added to the LMI portion of the agency's Web site
- An interagency Web site is in the process of being activated and a LMI calendar of data releases will be posted
- One-Stop and Job Centers will be notified via email notification system when new data has been posted
- Job Vacancy Survey results will be added to the LMI Web site

G. Estimated Cost:

The estimated cost of support development and deployment of state-based workforce information delivery is **\$128,925**.

8). SUPPORT STATE WORKFORCE INFORMATION TRAINING INITIATIVES

A. Description:

An annual LMI Users' Conference has been conducted in Baton Rouge, Louisiana for the last two years. This conference has served as a catalyst in bringing together workforce professionals from across the state to learn about the newest LMI products, and to orientate users to existing products. Our goal is to have statewide representation of One-Stop and WIB personnel.

A series of data users training sessions will be conducted around the state to introduce in-house staff, Chamber of Commerce users, and other data users to our Web site and LMI products.

The LMI Supervisor represents the LMI Division on the Web team committee, UI Profiling team, and the Office of Electronic Services. Future staff training will include the annual LMI Conference, ALMIS database training, and other training courses provided by the LMI Training Institute.

The principal customers will include, but would not be limited to: One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, job seekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

B. Focus:

The focus of this conference is to provide a user-friendly atmosphere where data users can network and learn the latest LMI tools available, as well as share their expertise with others.

C. Consultation Process/Result:

A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members are routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

D. State's WIA/Wagner-Peyser Plan:

In accordance with the WIA/Wagner-Peyser Five-Year Strategic Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the Internet. The activities of this core product will support the State's WIA/Wagner-Peyser Act Five-Year Strategic Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2. Information learned during this type of training helps state and local partners meet their performance goals supporting various aspects of the State plan.

E. Measurable Outcomes:

The LMI Users' Conference and other training initiatives conducted by LMI staff will receive a satisfactory or better evaluation from 95% of the respondents.

Evaluations are collected at the end of each workshop to provide feedback on improving products, the usefulness of the LMI Conference training, and the delivery of LMI products.

F. Significant Milestones/Timetable:

The following milestones will be met by the end of the program year:

- A spring 2003 date will be set aside for the third annual LMI Users' Conference. Once again, we will coordinate with our LDOL Workforce Developments offices, One-Stop Center personnel and the ETA/Dallas Regional Specialist to assist with this initiative
- Coordinate training on LMI products and Web site navigation will be conducted throughout the grant year upon request by customers

- The LMI Unit will implement the new employee workshop. The workshop will offer a short course on a variety of topics of special interest to local One-Stop Centers, WIBs, and Job Center staff
- The LMI unit will send staff members to appropriate program training courses and conferences to stay current with their changing program initiatives.

G. Estimated Cost:

The estimated cost to support state workforce information training initiatives is **\$56,525**.

C. Customer Satisfaction Assessment

To date, participants' evaluation forms completed after workshops and presentations have measured customer satisfaction. The satisfaction rate has always ranged between satisfactory and excellent, with most of the participants rating the events as excellent. However, we realize this procedure does not address feedback from our online data users or our hard copy publications. Our focus this year will be to develop a customer satisfaction strategy that will ensure that we meet our customer needs.

Current measures in place are as follows:

A. Business Community:

The LMI Unit has been a participant at the annual IAPES Employer Institute for the last several years. This is a statewide employer initiative geared to bringing employers and the Employment Security Agency together. The goals of the Institute are to update employers with the latest LMI materials and inform them of agency changes that affect their workforce. LMI professionals have participated by conducting a presentation during the convention and disseminating LMI products. Information packets were handed out and evaluations by the attending employers were collected. This year's IAPES Employer Institute is scheduled for October 2002, and the LMI Unit will once again conduct a presentation on new and existing products.

Additional employer workshops will be presented around the state upon request. All of those attending the workshops will be asked to fill out customer evaluations.

The electronic deployment of information to this customer group is of great concern to our state. We currently have limited means of obtaining use patterns or identification of customers. Therefore, we are looking to ETA for guidance, best practices and technical assistance in this matter.

B. Job Seeker:

Identifying customer satisfaction of job seekers using the electronic deployment of information is also of concern to our state. We are currently limited on the access information of our customers to our Web site. We are also unable to determine their satisfaction level with the information that is provided. We would like to develop a means of determining the number of visits to the publications and Excel format files by job seekers and the general public to identify the type of information they most often access.

C. Workforce System:

The LDOL enjoys a close working relationship with the Louisiana Workforce Commission. Interaction between these two agencies provides a vehicle for customer feedback from the Commission. Staff from the SCORECARD Unit routinely conducts workshops around the state to the local Workforce Investment Boards. The participants' evaluations are used to gauge satisfaction and as a means of encouraging input for the improvement of LMI products.

In all, the LMI Division will be looking forward to the technical assistance provided by ETA staff to assist in developing our customer service satisfaction strategies that will enable us to develop more efficient customer satisfaction measurement tools. This assistance may include but will not be limited to training, best practices workshops, consultant's assistance, or information technology assistance.

**SUMMARY PAGE
ONE STOP LABOR MARKET INFORMATION GRANT
PY'02**

ALMIS DATABASE	\$ 103,195
LONG-TERM PROJECTIONS	\$ 46,482
SHORT-TERM PROJECTIONS	\$ 46,482
OCCUPATIONAL ANALYSIS PRODUCTS	\$ 26,288
EMPLOYER NAME & ADDRESS	\$ 54,931
WORKFORCE INVESTMENT BOARDS	\$ 133,968
WORKFORCE INFORMATION DELIVERY	\$ 128,925
WORKFORCE INFORMATION TRAINING	\$ 56,525
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TOTAL CORE PRODUCTS =	\$ 596,796