Annual Plan Narrative
Workforce Information Grant
South Dakota Department of Labor
PY2002

STATEWIDE EMPLOYMENT STATISTICS PROGRAM

The Labor Market Information Center (LMIC) of the South Dakota Department of Labor has been designated as the employment statistics agency in South Dakota. The LMIC attempts to involve workforce boards, workforce development professionals, the business community and individuals in the process of determining state workforce information needs and the development and implementation of a comprehensive employment statistics program.

LMIC staff seek input from the Statewide Workforce
Development Council and local boards by attending board
meetings, making labor market information presentations and
asking for input from the board members. LMIC staff have
one-on-one meetings with economic development staff, WIA
staff, STW staff, One-Stop Career Center staff, Tech Prep
staff, vocational education staff, adult education staff and
vocational rehabilitation staff to discuss workforce
information needs. In addition to these one-on-one meetings,
the LMIC conducts quarterly meetings of the SD Career
Council to gather input from the agencies on the Council.
LMIC staff also seek input from business groups, educators,
teachers, students and workforce development staff on
workforce information needs through questions raised at
group meetings with these customers.

The employment statistics system implemented by the LMIC supports the State of SD Consolidated Plan in several ways. In cooperation with the Departments of Education and Cultural Affairs, Human Services, Social Services, Governor's Office of Economic Development, and the Board of Regents, the SD Department of Labor developed a plan to gather follow-up information to evaluate the success of students and job training participants. The LMIC was given responsibility for the Follow-up Project, which includes gathering and reporting job placement success by program and institution for public post-secondary education, adult education and WIA training programs. The Follow-up Project placement data has been used to determine job placement and placement wage standards for WIA programs.

The LMIC also supports many of the Wagner-Peyser programs by providing products and services which help those programs meet the State Goals and Objectives. The following list gives an example of those products and services: (1)career information products and resources to STW staff to be used as part of their summer career exploration and basic skill development programs; (2) career information products and resources to One-Stop customers that show high quality jobs that are in demand; (3) provide assessment tools to One-Stop Career Center staff to be used with their customers; (4) provide training on the use of the career exploration and assessment tools; and (5) provide information on non-traditional jobs to One-Stop and vocational education staff

There are different strategies for delivering workforce information to each of the three principal customer groups. Information is delivered to businesses through mailing lists for each publication and through the LMIC web site. In addition, presentations to business groups are also used to provide workforce information to employers. Businesses also contact us with requests for information. Businesses and business groups make up about 46% of the requests for workforce (excluding career) information. Workforce information is delivered to individuals through the web site, mailing lists for products, and requests. LMIC professionals deliver workforce information through presentations at conferences, training sessions for staff, mailings of products, the web site and requests for information.

Workforce information is provided to One-Stop Career Center customers through the resource centers at the offices and through one-on-one meetings with customers.

CORE PRODUCTS AND SERVICES

1. ALMIS Database

Description of product or activity:

Populate the core tables of the ALMIS data base with statewide and sub-state data (when available). The State will upgrade the ALMIS data base structure to version 2.2.

Put 2002 licensing data in the data base. The following tables will be populated: license.dbf, licauth.dbf, and

lichist.dbf. Send the licensing data to the National Crosswalk Service Center (NCSC) for inclusion on the Americas Career Information Network (ACINet) site.

Principal customers:

The ALMIS data base is not directly used by any external customers. However, it is an important part of data storage for our web site and information delivery system. The primary user of this product will be the LMIC staff. When the ALMIS data base product is expanded to include the workforce information delivery system, the user audience expands to Workforce Development Boards, One-Stop Career Center system staff and customers, businesses, placement counselors, career counselors, teacher, students, and other individuals.

Focus of product or activity:

The focus of this activity is system development. The ALMIS data base is used to store data to be delivered to customers through Internet web sites.

Customer input on product or activity:

Very few people outside the LMI shop know how the ALMIS data base is used; so there is basically no customer input on this activity.

Support for WIA/Wagner-Peyser Goals:

The ALMIS data base is used for the Training Provider and Program Performance Application which provides information about WIA training providers and programs.

Significant Milestones:

Input 2002 licensing data in ALMIS data base 05/05/2003 Send 2002 licensing data to the NCSC 05/30/2003 Update ALMIS data base to version 2.2 06/30/2003

Measurable Outcomes:

All significant milestones will be completed by the end of the grant.

2. Long-term Industry and Occupational Employment Projections

Description of product or activity:

We will delay work on the statewide long-term statewide occupational projections for two reasons. First, we have little faith in the Micro Matrix system until the software has been fully tested. Second, we will wait until we have 2001 OES data to do the occupational projections. That way, we will have three years of SOC-based occupational employment data. However, we plan to start work on statewide occupational projections in December, 2002 and complete work on occupational projections by the end of the grant.

We will use projections data to populate the ALMIS database and submit the data for public dissemination.

South Dakota staff will produce and disseminate state-level, long-term industry and occupational employment projections for calendar years 2000-2010, using the Micro Matrix system.

The LMIC will produce and disseminate long-term sub-state level industry and occupational projections for the Sioux Falls MSA, Rapid City MSA, the Northeast Area, the Southeast Area and the West Area.

The LMIC will use annual openings data from projections to determine occupational demand for workers and to determine high growth occupations.

After occupational projections are done, we will populate the ALMIS data base with the occupational projections, and submit the data for public dissemination following the procedures established by the Projections Managing Partnership.

Principal customers:

The principal customers of projections data are businesses, government agencies, and individuals.

Focus of product or activity:

The focus of this activity is on economic analysis, development of workforce development information and One-Stop service delivery. The industry projections are used by businesses to analyze business trends and help make decisions about expansions and plant locations. The occupational projections are used to determine occupational

staffing patterns, occupational trends and determine the annual demand for workers.

Customer input on product or activity:

Individual customers will provide input on which occupations should be included in the occupational projections.

Support for WIA/Wagner-Peyser Goals:

The occupational projections are needed to develop career information, which is an important part of WIA and Wagner-Peyser goals of customers choosing the right training and the right job.

Significant Milestones:

Statewide industry projections done	09/06/02
Create historical database for sub-state indu	ıstry
projections	09/13/02
SF MSA industry projections done	10/04/02
RC MSA industry projections done	10/25/02
NE Area industry projections done	11/08/02
SE Area industry projections done	11/22/02
West Area industry projections done	12/06/02
Finalize sub-state industry projections	12/27/02
Statewide occupational projections done	01/15/03
Put statewide projections in ALMIS data base	01/31/03
SF MSA occupational projections done	04/25/03
RC MSA occupational projections done	06/27/03
NE Area occupational projections done	08/08/03
SE Area occupational projections done	09/26/03
West Area occupational projections done	10/31/03
Finalize sub-state occupational projections	10/31/03
Put sub-state projections in ALMIS data base	11/30/03

Measurable Outcomes:

We will have 70 percent of scheduled milestones completed by June 30, 2003.

Long-term	Industry &	Occupational	Projections	\$15,733
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3. Short-term Industry and Occupational Employment Forecasts

Description of product or activity:

Produce and disseminate statewide short-term industry and occupational employment forecasts using the methodology, software tools, and guidelines developed by the Projections Managing Partnership. The short-term industry forecasts will be completed quarterly using the NAICS-based historical industry employment.

We will produce statewide occupational forecasts for specific occupations. We will submit the short-term forecasts data for public dissemination.

Principal Customers:

The biggest direct users of the short-term forecasts will be LMIC staff, state agencies and employers. However, there are a much larger number of indirect users.

The short-term occupational forecasts will be used to answer questions related to the need for short-term training and demand for workers in occupations that do not require post-secondary education or training. Workforce development boards and educational planners will be the primary users of the short-term forecasts.

Focus of product or activity:

The focus of this activity will be economic analysis. The short-term industry forecasts will provide data on the demand for workers by industry in the short term. The short-term occupational forecasts will provide information about the demand for certain types of workers on a seasonal or short-term basis.

Customer input on product or activity:

Businesses and government agencies will provide input on what types of occupations should be included in the forecasts.

Support for WIA/Wagner-Peyser Goals:

The short-term occupational forecasts can be used by workforce development boards, workforce development staff and educational planners to determine the types of training needed.

Significant Milestones:

Install NAICS-based industry forecasting software 09/15/03

Create NAICS historical database for short-term	09/30/03
Statewide industry forecasts (1Q03-1Q05)	10/30/03
Statewide industry forecasts (2Q03-2Q05)	12/31/03
Test short-term occupation forecasting	12/31/03

Measurable Outcomes:

Start work on NAICS-based industry forecasts no later than 15 days after receiving new NAICS-based software.

Estimated Costs:

Industry and	Occupational Forecasts	\$8,522
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4. Occupational analysis products Description of product or activity:

A primary activity will be to use research and analysis to transform occupational data into useful occupational and career information. The LMIC will develop career and occupational resources, including products that improve the usefulness of occupational data by connecting occupations with occupational descriptions, work requirements, skills, educational requirements, demand, supply, occupational descriptors, wages and benefits. The O*NET data will be used to determine skills needed by occupation. Because we also have access to ACRN funds (\$112,538), we can produce quality occupational and career information with limited Workforce Information funds.

Develop and disseminate career magazines and brochures for use by workforce development system staff, teachers, counselors and students. The **Careers Spotlights** and **Careerways** magazine will be published with funds from this grant, STW funds and funds from the ACRN grant. (\$25,400 from ACRN & STW.) These two products are designed for high school students and adults. We will publish and distribute the 2002-2003 **Careerways** and **Careers Spotlights** about five months later than normal because of the delay in the occupational projections.

Provide career assessment tools and training on those tools to One-Stop staff. Contract with Bridges.com to provide training on the use of the CHOICES and the Career Aptitude Survey to selected One-Stop staff. Last year we purchased 17 CHOICES and CAS licenses for the One-Stop offices; the licenses are set-up on a regional basis and copies are

shared by the offices. Staff will use the software to help customers assess their interests and aptitudes and provide career information after assessment. The CAS software is also used to rank job applicants before referring them to jobs.

We will provide statewide and localized occupational analysis and career information to customers on a request basis. (Approximately \$1,000 in ACRN funds will also be used.)

Determine and publish high growth occupations by education level and other occupational trend information. Demand information is critical to the implementation of Workforce Investment Act and School to Work projects and activities.

Determining supply estimates has always been a big challenge. However, we have found that counts of new workers from wage records provide a good control number for supply. We can determine a supply number for occupations that require post-secondary education by using graduate numbers and post-secondary education placement results from the SD Follow-up project.

We will conduct a survey of private post-secondary institutions and collect graduates data by program. We will use the private PS graduate data and public PS graduate data from the SD Follow-up project to determine supply for occupations requiring post-secondary education. One-Stop Career Center system active applicant data will be used to determine the supply for occupations that do not require post-secondary education.

We will determine job opportunities by comparing occupational supply and demand. The supply numbers and demand numbers (annual openings from projections) are used to calculate a supply demand index. The index is used to determine occupational descriptors. We use occupational descriptors to rate job opportunities; these ratings help customers better understand job opportunities. (Most customers have difficulty using just annual openings to measure future job opportunities.) A job opportunities rating will be published in the Careerways magazine and on the Career InSite.

We will collect licensing information (for the year 2002), publish the licensing information in our career information products, and use with the Follow-up Project.

Publish and disseminate 2002 occupational wages. The 2001 OES wages will be aged to September 2002. We will publish a hard copy publication for employers and the One-Stop Career Center System offices. One-Stop staff and customers will use the wage information to determine how their current pay matches the average for a specific occupation. The published wages will also go on our web site.

Principal Customers:

Occupational and career information is used by a wide range of customers. Users will include One-Stop Career Center staff and customers, Workforce Development Boards, workforce development planners, job seekers, students, counselors, employers, and WIA training program participants.

Focus of product or activity:

The focus of this activity is to provide information for career choices, fill-in some data gaps and create products for One-Stop service delivery.

Customer input on product or activity:

The primary source of input on occupational and career information comes from the SD Career Council, which is composed of representatives from business groups, secondary school counselors, post-secondary school counselors, Tech Prep coordinators, School-to-Work administrators, One-Stop Career Center managers, vocational rehabilitation staff, economic development staff and placement staff. Input also comes from members of the Workforce Development Council, workforce development staff and other customers.

Support for WIA/Wagner-Peyser Goals:

Career products will provide information about occupations that will help customers make informed decisions about those occupations.

Significant Milestones:

Distributed CHOICES & CAS to One-Stops	09/13/2002
Provide training on use of CHOICES & CAS	11/13/2002
Private post-secondary graduate data collected	12/15/2002
Publish and disseminate wage publication	01/03/2003
Determine job outlook for published occupations	01/20/2003

Publish & disseminate 2002-2003 Careerways	01/27/2003
Publish & disseminate Careers Spotlights	01/29/2003
Collect & disseminate licensing data	04/15/2003
Provide occupational and career information	06/30/2003

Measurable Outcomes:

We will publish 20,000 copies of Careers Spotlights and 28,000 copies of Careerways.

We will answer approximately 1,000 requests for occupational and career information, in addition to thousands of "hits" on the LMIC Internet web site.

Estimated Costs:

Careerways & Career Spotlight	\$3,194
Choices and CAS	\$1,044
Occupational and career information requests	\$9,140
Job Opportunities Ratings by Occupation	\$2,969
Licensing by Occupation	\$3,852
Occupational Wages	\$4,654
Total	\$24,853

5. Employer Name and Address List Description of product or activity:

Provide access to the ALMIS Employer Database. The general public will be provided access through ACINet. The ALMIS Employer Database on ACINet provides information about all employers, but with no download capability.

We will provide access to the ALMIS Employer Database for One-Stop Career Center system staff and customers through a state government Intranet site. The application on the Intranet site will provide additional information about each employer and electronic file down load capability.

Principal customers:

There are many users of the ALMIS Employer Database; a primary user would be the LMIC staff. Other users will include Workforce Development Boards, One-Stop Career Center staff and customers, businesses, and job seekers.

Focus of product or activity:

Primary focus is economic and data analysis. Businesses use this information to help make business decisions. One-Stop Career Center staff use the data base for job development purposes.

Customer input on product or activity:

Since the decision to purchase the ALMIS Employer Database was a consortium decision, there was no customer input. However, customer input is received from One-Stop staff on the delivery of the product and also training needs.

Support for WIA/Wagner-Peyser Goals:

One-Stop staff will use the ALMIS Employer Database for career exploration, job development and job search purposes.

Significant Milestones:

Install updated version of software 09/15/2002
Install updated version of software 04/15/2003

Measurable Outcomes:

Updated version of ALMIS Employer database software will be installed within 30 days of receipt from vendor.

Estimated Cost:

ALMIS Employer Da	atabase	\$2,991
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6. Support Workforce Investment Boards Description of product or activity:

Provide information and support to the State Workforce Development Council and local WIBs by producing workforce information products and services for them, businesses and individuals.

Tabulate and publish localized labor force data by gender and race. Employers use the demographic and economic data for affirmative action needs; local and state agencies use the data for community grants and workforce development.

Publish the South Dakota Labor Bulletin each month. Many state and local workforce development agencies use the Labor Bulletin for data analysis and program planning purposes.

Conduct a benefits survey to collect fringe benefits information. Benefits information is not available from other sources, and many employers need this type of information. We will work with the benefits consortium to determine the types of benefits that should be part of a survey. We will publish the survey results and also put benefits data on the LMIC Internet web-site.

Provide Community Labor Profiles for economic development groups and businesses on a request basis. The profiles provide information about the available labor supply by community. We will attempt to move this application to a web based application.

Present information on projects and activities to the State Workforce Development Council. Answer requests for localized labor market information from workforce development boards and staff, businesses and individuals.

Conduct workforce development research. LMIC professional staff will conduct at least one research project during the year. Research topics will include: trends in ag-number of farms; job turnover; occupational wage trends; trends for teaching occupations; migration in SD; employed residents vs. workers and jobs; occupational trends to 2010; trends for engineering occupations; per capita personal income; summer jobs; employee benefits; economic impact of call centers; and dislocated workers.

Conduct wage record research to determine how wage records can be used to better explain the labor market and to fill a data gap. Labor turnover, job flows and stocks are an area of special interest since our state has low population growth and low unemployment. We will work with seven regional states on a joint project to determine quarterly exits, entries and continuous employment. All states will use the same methodology so the results will be comparable.

Develop strategy to use GIS to provide workforce development information.

Principal Customers:

The primary users will be the state and local workforce development boards and staff.

Focus of product or activity:

The products and activities described under this core product will have a wide ranging focus. The activities include comprehensive research designed to fill a data gap. Other activities include the distribution of data for economic analysis.

Customer input on product or activity:

Seek input from workforce investment boards and other stakeholders to determine unmet labor market information needs. We will also use the South Dakota Career Council (part of Career Resources Network state grant activities) to provide input on workforce development needs. Determine a strategy for meeting those needs and then implement a plan to produce products and services. Much of the unmet needs are for localized labor market information.

Significant Milestones:

Attend regional states turnover meeting	07/10/2002
Placement and Admissions conference presentation	08/13/2002
Attend wage records group and turnover meeting	11/17/2002
SD Tech Prep conference presentations	12/06/2002
Affirmative Action tables completed	01/15/2003
Attend seven states turnover meeting	02/13/2003
Human Services conference presentation	03/05/2003
Professional Business Women's conf. presentation	04/08/2003
Convert Community Labor Profiles to web app	06/27/2003
Research projects completed	06/30/2003
Wage records projects completed	06/30/2003
Publish and distribute Benefits data	10/31/2003

Measurable Outcomes:

Staff will conduct workforce development research and produce 12 articles to be published in the **SD Labor Bulletin**. Publish monthly SD Labor Bulletin by stated due date each month. Provide Community Labor Profiles within one week of request. Labor Profiles will be completed for approximately 50 different communities. Provide workforce development information to customers within one day, unless a different completion data has been agreed upon.

With the exception of occupational and career information, one-half of the information requests handled by the LMIC will be from workforce development system and business customers.

Affirmative A	Action	\$1,163

Benefits	\$6,012
Publish monthly Labor Bulletin	\$17,460
Provide workforce development information	\$48,171
Workforce development research	\$28,010
Community Labor Profiles	\$31,466
Wage records projects	\$23,442
Workforce development planning	\$82
GIS project	\$473
Total	\$156,279

7. State-based workforce information delivery systems

Description of product or activity:

Support the development and enhancement of electronic access to and dissemination of workforce information. Provide labor market information through electronic means and promote the use of common systems.

Since One-Stop Career Center system staff and customers need information on careers and workforce development, we will use these funds to complete Phase 2 of the development of a "virtual career development" web site called Career InSite. Career InSite is an INTERNET career information delivery system that will provide access to a very wide range of customers. (Approximately \$7,000 in ACRN funds will also be used for this project.)

Make enhancements to the South Dakota Training Provider and Program Performance system. The South Dakota Training Provider and Program Performance system was completed with last year's funds. Users have provided a list of enhancements, and those changes will be made this year. The system will exhibit program performance data for all WIA certified programs and other public post-secondary education programs. The program performance data will come from the SD Follow-up Project.

Enhance LMIC workforce information delivery systems that can be used by all customers, regardless of their experience using labor market information. Major changes will include nonfarm wage and salaried worker and covered worker data by NAICS industry detail. The web site will feature a new look and will have graphing capability and a download function. The system enhancements will allow program staff better control over the release of the published data.

Principal customers:

A wide range of customers will use the newly implemented or upgraded workforce information delivery systems. Users will include One-Stop Career Center staff and customers, WIA staff, Workforce Development Boards, WIA training providers, workforce development planners, job seekers, students, counselors, teachers, employers, and WIA training program participants.

Focus of product or activity:

The focus of this activity is the development of an electronic workforce information delivery system that surpasses the standards set by the Workforce Informer group.

Customer input on product or activity:

Customer input comes from users at presentations and training sessions, from users through e-mails or directly from the web site users through the contact names on the web sites.

Support for WIA/Wegner-Peyser Goals:

The web site is used by workforce development staff to provide career and occupational information to their customers. The Training Provider and Program Performance system web site meets several WIA needs, i.e. listing of certified providers and placement data on individual programs.

Significant Milestones:

Enhanced nonfarm worker web site	01/24/2003
Trng. Provider & Prog. Performance enhancements	01/31/2003
Enhanced labor force web site	02/28/2003
Enhanced covered workers & pay web site	03/31/2003
Career InSite (second phase) completed	04/31/2003
Placement outcomes input into TP &PP system	06/30/2003

Measurable Outcomes:

New Career Insite will have 70% functionality by end of grant period.

Career Insite	\$22,228
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Training Provider & Program Performance system	\$23,151
LMIC web site	\$39,143
Total	\$84,522

8. Workforce information training Description of product or activity:

LMIC staff will attend training to improve their skills and knowledge, to learn best state practices, and to learn about program changes related to workforce information development. Staff will attend educational programs and training to enhance their ability to analyze and explain economic trends, make labor market presentations, conduct workforce information training workshops, and distribute quality workforce information products.

New staff will attend the beginning level training and experienced staff will attend experienced analyst training to learn specialized skills and to interact with other LMI professionals.

Make presentations to One-Stop Career Center staff, training providers, state agency staff, customers and other interested in workforce development.

Conduct training on how to find and use career information resources with an emphasis on Internet sources of career information.

Work with WIA staff to incorporate an LMI track in the statewide WIA conference. Make presentations at the WIA conference.

Plan, develop and and deliver CDF training to One-Stop staff, teachers, counselors and other education staff. A total of 70 participants will be trained, including about 10 One-Stop staff. We will use the NCDA CDF training curriculum. (Approximately \$21,000 in ACRN and \$5,000 in Tech Prep funds will also be used for the CDF training.)

Principal customers:

The primary users will be LMIC staff and state and local workforce development boards and staff.

Focus of product or activity:

The focus is the professional development of workforce development system staff and labor market information staff.

Customer input on product or activity.

Labor market information staff will provide input on what training they would like to attend. Input on training for workforce development system staff is sought during meetings and training sessions. We will work with the SD Department of Labor staff to determine training needs of One-Stop staff. We will jointly implement the needed training.

Support for WIA/Wagner-Peyser Goals:

Since most workforce development system staff are not certified career counselors, we will offer Career Development Facilitator training to One-Stop staff. This training should provide staff with the skills to better help customers.

Significant Milestones:

Attend ALMIS Basic Analyst training	08/14/2002
NASWA LMI Directors Conference	08/29/2002
WIA Conference with LMI track presentations	10/02/2002
ALMIS LMI Forum	10/09/2002
ALMIS LMI EDS training	10/16/2002
Fall session of CDF training completed	12/31/2002
ALMIS Advanced Marketing for LMI satellite trng.	01/07/2003
BOP "Off the Hook" customer service training	01/15/2003
Attend Census training	05/31/2003
Summer session of CDF training completed	06/30/2003
Conduct Career Insite training of Career Council	
Members	06/30/2003

Measurable Outcomes:

Staff will attend a minimum of five professional-level training sessions, including at least two ALMIS analyst training sessions.

Staff will conduct a minimum of five presentations and training sessions for workforce development system staff and business groups.

Training on Career Insite will start within 90 days of system completion.

(One-Stop	staff	&	LMI	professional	staff	training	\$29,757	'
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CUSTOMER SATISFACTION

We will employ several strategies to determine customer satisfaction with state produced workforce information. First, we will implement a system to collect information on each information request handled by LMIC staff. Each request will be coded by type of user and subject; so we will be able to determine what types of users are asking for which types of information.

We will implement a system to collect information on use of the LMIC web site. We want to be able to determine users by type of information viewed.

Second, we will request input from users when we provide training and make presentations. We have found this strategy to be most helpful, because we can gain more insight than through a survey.

Third, we will conduct customer satisfaction surveys of selected workforce information products and services, including the SD Labor Bulletin and information requests from businesses. We will attempt to get a 50% response on the customer satisfaction surveys.

Fourth, we will collect and review customer satisfaction scores for LMIC presenters and trainers at conferences and other meetings.

Significant Milestones:

Send survey to	Labor Bulletin subscribers	03/10/2003
Send survey to	LMI business requesters	05/10/2003
Tabulate surve	y results	06/30/2003

Measurable Outcomes:

LMIC trainers and presenters will receive scores that are on average higher than other trainers and presenter at the same meeting or conference.

Customer Satisfaction	\$4,346
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