SOUTH DAKOTA
PY 2004 Workforce Information Grant Plan

Workforce Information Boards and Councils
The Labor Market Information Center (LMIC) of the South Dakota Department of Labor was designated as the employment statistics agency in South Dakota. As the employment statistics agency, the LMIC will carry out the activities outline in section 309 of the Workforce Information Act.

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 will meet with the Statewide Workforce Development Council and review the core products and services to be produced and ask the Council members for input on an annual basis. As new products are developed, LMIC staff will attend the Statewide Workforce Development Council and local boards meetings to make presentations on the new products. These meetings provide excellent opportunities to gain insight into the needs of the state and local workforce investment system.

South Dakota Unified Plan for Workforce Investment
The workforce information grant plan will support South Dakota's Unified Plan for Workforce Investment in several ways. Training is a major focus of the Unified Plan. In the needs assessment portion, the plan states that "to meet the challenge of the demands of the 'new' economy requires a system that is grounded in specific skills, educational competencies and work experiences. This system will provide employers with a skilled educated workforce and provide workers with an opportunity for economic security and self-sufficiency."

The plan goes on the list general needs for employers and job seekers. Relevant labor market information is listed for both groups. However, relevant labor market information is not defined. The LMIC will use multiple sources of input to help determine the labor market information needs of those customer groups.

The needs assessment section also discusses several basic workforce development needs in South Dakota, based on an economic perspective.

Those needs include the following: (1)Jobs requiring a full range of skills need to be created in the two Metropolitan Statistical Areas and other large cities to fuel new job and population growth. (2)The state needs to develop job opportunities that will pay a living wage for rural residents. (3)An effort has to be made to attract experienced workers back to the state. (4)There is a need to create jobs for college and university graduates (and keep them in the state).

Three things have to happen for South Dakota to continue to have solid job growth. First, additional residents have to be attracted to the state. Second, demographic groups with historically low participation rates, such as disable residents and American Indians on reservations, must be better assimilated into the work force. In addition, workers in rural areas need to be retrained for different jobs so they can remain where they are.

Because attracting new workers and jobs to the state is very important part of workforce development, the LMIC produces several products and services designed to assist with economic development efforts for both community groups and individual businesses. Those products include economic indicators, community labor profiles, benefits information, and a monthly economic newsletter.

In the State and Local Governance-Certified Training Providers section, the Unified plan says that "WIA requires the SD WDC provide customers with an eligible training provider listing. This allows customers to make an informed decision from a listing of qualified training entities." The LMIC has been tasked with developing and maintaining the training provider and program performance application that is a key to the "informed decision-making of WIA training program participants and others making career choices.

Continuing to discuss training providers, the plan states that "the SD WDC will utilize Department of Labor employer verified information and also consider information supplied from the training provider making application for subsequent eligibility." The LMIC will provide the employer verified information from its SD Follow-up Project. The completer placement data is based on employer surveys, using Unemployment Insurance wage records. The SD Follow-up project produces placement results for WIA training program, ABE/GED program, vocational rehabilitation services program, and public post-secondary educational program completers.

The same section continues with "training supported with WIA funds will be directly connected to occupations as established by the SD WDC based upon current labor market information." The LMIC will provide long-term and short-term occupational worker projections, workers needed yearly, hiring preferences, job opportunities rating and an analysis of demand and supply, if requested.

The State and Local Governance section says the "SD WDC will ensure that the SD Career Centers provide current labor market information and trained staff to provide labor market analysis for job seekers." The LMIC will develop and distribute labor market information to the Career Centers and will train Career Center staff how to use the information.

The plan states that "programs of training services must be directly linked to the employment opportunities in the local area involved or in another area in which the adult or dislocated worker receiving such services is willing to relocate." The LMIC will produce long-term occupational worker projections, workers needed yearly, hiring preferences, and a job opportunities rating for sub-state areas that coincide with the sub-state wage areas in South Dakota.

In the Activities to Be Funded-Core Services section, the plan established that "labor market information, which provides accurate information relating to local, regional and national labor market areas and information relating to local occupations in demand and the earnings and skill requirements for such occupations" is a core service. The LMIC will develop and distribute occupational wage information by sub-state areas. In addition, on a request basis, LMIC staff will provide occupational wage information on a smaller, community basis.

In the School to Work section, the Unified Plan states that "STW utilizes DOL LMIC system extensively. Through LMIC data collection and projections, information can be produced as appropriate for youth and adults. With input from the SOICC, information comes to life in awareness and exploration formats at various reading levels." The LMIC will design, develop and distribute career magazines for five different educational levels, including adults.

Governor's Strategic Vision for SD

Governor Rounds has implemented the 2010 Initiative, which is his giant vision for South Dakota. The goals of the initiative include (1)Double visitor spending,(2)Increase GSP (Gross State Product) by $10 Billion, (3)Become a recognized leader in research and technology development, (4)Brand and develop South Dakota's quality of life as the Best in America, (5)Uphold our commitment to the 2010 Initiative as a work in progress. Goal four has several sub-goals, including retention of young people, stabilizing rural populations through community development, and improving cooperative efforts with the Native American Tribes.

The Tourism and State Development (TSD) Department has primary responsibility for implementation of the 2010 Initiatives. LMIC staff will meet with TSD staff to develop and provide the labor market information they need to fulfill their mission. This information is quite diverse and includes providing an economic impact analysis of new businesses applying for REDI funds, economic indicators for use on TSD's website, community labor profiles application to determine labor supply, research on industry clusters, and research on college graduates leaving the state.

Statewide Workforce Information Board Consultation with Local Boards and Stakeholders

The South Dakota Workforce Development Council meetings provide a forum for the discussion of local issues and provide a venue for businesses, government agencies and individuals to provide input on their needs. The Career Center managers are members of the local boards and relay customer needs to the state board through the WIA Administrator.

Also, LMIC staff will have one-on-one meetings with economic development staff, WIA staff, STW staff, 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 will 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.

Delivery of Workforce Information

There are basically three different strategies for delivering workforce information to each of the three principal customer groups. First, businesses contact us directly about publications that we produce. Those mailing lists are used to distribute publications to businesses. Most of the publications are also available on the LMIC website in either pdf format or html files. Economic indicators and trend information are found on the LMIC website from interactive databases or html files. In addition, presentations to business groups are used to provide workforce information to employers. Businesses contact us directly or through the Career Centers with requests for information. Businesses and business groups make up almost 50% of the requests for workforce information, excluding career information.

Workforce information is delivered to individuals through our website, mailing lists for products, and direct requests. Workforce information is also provided to SD Career Center customers through the resource centers at the offices and through one-on-one meetings with customers. LMIC professionals deliver workforce information through presentations at conferences, training sessions for staff, mailings of products, the web site and requests for information.

Customer Consultation and Satisfaction Assessment

We will employ several strategies to determine customer needs and satisfaction with the LMIC workforce information.

First, we will use a LMIC-developed 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.

Second, 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.

Third, 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.

Fourth, we will conduct customer satisfaction surveys for at least two workforce information products.

Customer Satisfaction Findings

The LMIC conducted a survey of subscribers to the *SD Workers and Pay Covered by Unemployment Insurance Publication* and the *South Dakota Labor Bulletin*. We asked the subscribers to rate different parts of the publication and to provide input on any changes. We used the same rating scale for all our customer satisfaction surveys, which allows us to compare results across products.

As a result of the survey findings, we now put the covered worker publication for review or downloading (pdf file) on our website. We also use email to notify subscribers when the new version of the publication is available. We hope to lower the number of hardcopies printed and reduce our publication costs.

In addition to the customer satisfaction survey, we get comments from groups and individuals as we work on information requests and answer questions during presentations. Based on that input, we made significant changes to our benefits publication. We wanted to make the benefits publication more business and executive friendly. Instead of multiple tables, the results are presented in an executive summary using bullet points. We have gotten many positive comments, and requests for copies are up significantly from two years ago. We will execute this same strategy for other publications. Our goal will be to publish data in an executive summary format and put the more technical version on our website for review and downloading.

Planned Milestones & Costs for Customer Satisfaction
Tabulate level of demand information for WIC   08/27/2004
Customer satisfaction survey sent to *Wage Publication*
     subscribers   11/19/2004
Wage Publication customer satisfaction survey results done
                                                01/31/2005
Survey sent to *Careerwise* publication subscribers 07/23/2005
Tabulate level of demand information for WIC   08/20/2005

Customer Satisfaction	$10,021

Matching and Leveraging of WIG Funds

The workforce information grant funds are leveraged in several ways. First, our state agency is the America's Career Resource Network (ACRN) agency in the state. The ACRN grant allows the LMIC to develop and distribute a wide range of career products that use the data tabulated by WIG and BLS grant activities, i.e. occupational projections, wages, job opportunities rating, supply, etc.

Second, the LMIC works very closely with WIA state staff on different projects, including the training provider and program performance system. We are able to use a combination of WIA and WIG funds for these joint projects.

Third, the SD Department of Labor is the agency responsible for the SD Follow-up Project. The SD Follow-up Project is funded by the agencies and educational facilities that cooperate on that activity. The LMIC uses the funds from these participants to pay for the collection of completer placement data on public training programs. The Follow-up data provides great information on starting wages for jobs that require post-secondary education, placement results for program and training providers, and a unit of analysis for the connection between training programs (CIPS codes) and occupations (O*NET/SOC codes). It also provides information tabulated by graduates who are residents of the state and those who are not. It allows us to determine which graduates have left the state and which ones have not. The data from this project is invaluable since it provides information that is not available any where else.

Fourth, we contract with other state agencies to conduct projects that use the specialized skills and knowledge of LMIC staff. In most cases, we also use the results of these projects to meet other needs of our customers.

CORE PRODUCTS AND SERVICES
1. ALMIS Database
Description of product or activity:
Maintain the most current version of the ALMIS Database and populate the core tables designated by the ALMIS Database Workgroup. Data base tables will be updated each month and will be as current as the most recent publication or data release.

We will populate the following two licensing files: license.dbf andd licauth.dbf. Licensing data will be updated each year. We will send the licensing data to the National Crosswalk Service Center (NCSC) for inclusion on the Americas Career Information Network (ACINet) site. The licensing data will be coded in O*NET/SOC codes.

Customer Support for Product or Service:
Since the ALMIS Database is not used directly by customers, there are very few customers who know about or are interested in the ALMIS Database.

Support of WIA/Wagner-Peyser Strategic Plan:
The ALMIS data base is used for the Training Provider and
Program Performance Application which provides information
about WIA training providers and programs. As applications
are developed, the ALMIS database will be used for easy
comparisons of data across geographic borders.

Principal Customers:
The ALMIS data base is not directly used by any external
customers. The primary user of this product will be the
LMIC staff. When the ALMIS data base product is expanded to
include the information available on the LMIC web sites, 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.

Projected Outcomes and System Impact:
All planned milestones will be completed by the end of the
grant.

Very few people outside the LMI shop know how the ALMIS data
base is used; so there is little impact in that respect.
The greatest impact of the ALMIS database is the storage of
data to be used in information delivery systems.

Planned Milestones:
Convert ALMIS Database to version 2.3   10/31/2004
ALMIS Database 2.3 populated   12/31/2004
2004 licensing data sent to the NCSC   04/15/2005
2004 licensing data in ALMIS data base   05/05/2005

Estimated Cost:

ALMIS Database	$19,128

2. Industry and Occupational Employment Projections
Description of product or activity:
South Dakota staff will produce and disseminate state and
sub-state industry and occupational projections, using the
methodology, software tools, and guidelines developed by the
Projections Workgroup and the Projections Managing
Partnership.

We will be working on the sub-state long-term industry and
occupational projections for the 2002 to 2012 period. We
will work on the statewide short-term industry and
occupational forecasts for the 2004 to 2006 time period and
start work on the 2004-2014 long-term industry projections.

Of course, all of these plans are contingent on the Projections Workgroups delivering software that works and on time.

One of our goals is to forecast demand for workers to help determine short-term needs, in terms of job opportunities for graduates and completers of those programs that last less than two years. However, the net replacement rates used in the Micro-Matrix (to determine long-term new workers needed yearly) work best to produce data for educational program planners. They do not work as well to indicate job opportunities for graduates or completers, especially for short-term training programs. We will work with the Projections Workgroup to determine the best way to solve this problem. Hopefully, we will be able to use the Micro-Matrix application to project openings based on gross replacement rates.

The LMIC will produce and disseminate long-term sub-state level industry and occupational projections for statewide South Dakota, the Sioux Falls MSA and the Rapid City MSA. If we have time and resources, we will work on the three Balance of State areas.

We will populate the ALMIS Database with the statewide 2004-2006 short-term and 2002-2012 long-term projections data. We will also submit the data for public dissemination, following procedures established by the Projections Workgroup and the Projections Managing Partnership.

Customer Support for Product or Service:
The LMIC will use annual openings data from projections to determine occupational demand for workers and to determine high growth occupations. The demand numbers are requested by workforce development workgroup and by businesses. The occupational demand numbers and descriptors are widely used in our career magazines and brochures.

Support of WIA/Wagner-Peyser Strategic Plan:
The long-term occupational projections provide demand information that is needed to determine if additional training programs are needed or if training programs should be continued. This is very important part of the training goals of WIA and workforce development in SD. The demand information is used to provide career information to students and adults.

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

Principal customers:
The principal customers of long-term projections data are businesses, government agencies, placement staff, workforce development professionals, educational program planners, students, counselors, and other individuals.

The biggest direct users of the short-term forecasts will be LMIC staff, workforce development professionals, educational program planners and businesses. 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.

Projected Outcomes and System Impact:
Over 90% (14 out of 15) of the planned milestones will be completed by the end of the grant.

The long-term industry and occupational projections have a huge impact because they are a critical part of providing workforce development information. Since the long-term occupational projections indicate the number of new workers needed each year (although the statistic says openings, they are not), they are very important for determining future training needs for occupations that require post-secondary education or training.

In SD, there is not much demand for short-term industry and occupational forecasts. We need to change the way short-term occupational forecasts are made and used. Since the short-term occupational forecasts are calculated the same way as the long-term, the results produce two different sets of annual openings estimates within the same time period. This is very confusing for users. We need to change the short-term occupational projections methodology so they can be used to forecast short-term needs in terms of job openings and not just new workers needed.

Planned Milestones:
Complete work on historical database for L-T industry
     projections for five sub-state areas   10/19/04
2002 SF MSA & RC MSA staffing patterns completed 11/06/04
Complete Sioux Falls MSA 2002-12 L-T industry projections
                                      11/09/04
Complete Rapid City MSA 2002-12 L-T industry projections
                                      11/16/04
Complete NE Area 2002-12 L-T industry projections 11/30/04
Complete SE Area 2002-12 L-T industry projections 12/07/04
Complete West Area 2002-12 L-T industry projections 12/14/04
All Sub-state areas 2002-12 L-T industry projections done
                                      12/31/04
2002-12 L-T SF MSA & RC MSA occupational projections done
                                      01/14/05
2002 BOS staff patterns completed   02/18/05
2002-12 L-T BOS occupational projections done   03/18/05
2002-12 All sub-state occupational projections finalized
                                      04/15/05
2004-06 S-T state industry forecasts completed 07/29/05
2004-06 S-T state occupational forecasts done   08/31/05
2014-14 L-T statewide industry projections done 11/15/05

Estimated Costs:

Long-term Industry & Occupational Projections	$26,544

3. Occupational and career information products
Description of product or activity:
Funds will be used to produce and disseminate occupational
and career information products, incorporating related
information such as occupational projections; demand
occupations and supply indicators by geographical area;
wages and benefits by occupations; career ladder information
and skills and education requirements.

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, and training requirements.

The O*NET data will be used to determine skills needed by
occupation. The skills data will be incorporated into a new
website application called *Career InSite*. This website will
be used by both students and adults as a source of career

information. Basically, the website is a combine WIG and ACRN project. Through the use of ACRN funds (total is $117,604), we can leverage the Workforce Information Grant funds to produce high quality occupational and career information.

Develop and disseminate career magazines and brochures for use by workforce development system staff, teachers, counselors and students. We will publish and distribute a career magazine for adults called *Careerwise*. The publication contains some of the information used with the Career Center's Job Search Assistance Program. Career Center managers and staff have indicated this publication is very useful with their customers since it contains pretty much everything needed for a productive job search. The *Careerways* magazine is designed for high school students and contains articles on the career development process and trend, wage and opportunity ratings for over 250 occupations. The *Career Spotlights* brochure highlights high demand and high wage occupations. The brochure lists groups of occupations based on their educational and training requirements. The *Careers Spotlights* and *Careerways* magazine will be published with funds from this grant and $12,000 funds from the ACRN grant. These three products are designed for use by and with high school students and adult career decision-makers.

We will publish a *Pocket Resume* for job-seekers to use. The *Pocket Resume* can be used to document information useful during a job interview or filling out an application. We will also produce a bookmark that contains career-related internet websites. The Bookmark is widely used and also distributed by Career Centers. The costs for these two products are split between WIG and ACRN grant funds.

Distribute the *SD 2004 Employee Benefits* brochure and answer benefits questions. The *Employee Benefits* brochure was recently changed to be more of an executive summary designed to appeal to executives and personnel managers. Benefits information is not available from other sources, and many employers need this type of information. We published a more comprehensive version of the 2004 benefits survey results on our website. (Our benefits data will be updated again in two years, with publication in 2006.) The benefits data includes both the frequency of different types of benefits and also benefits costs.

We are not able to tabulate benefits by occupation, because our survey does not allow for that detail. The Employee Benefits Consortium discussed that possibility occupational benefits data at great lengths, but decided that much detail was beyond a first attempt at a benefits survey. In addition, it would be much more costly because of the additional data requirements. (California was a member of the Consortium workgroup, and they might be the only state doing benefits by occupation for a large number of occupations.)

Publish and disseminate 2004 occupational wages. For the career magazines, the OES occupational wages will be aged to June 2004, using the national Employment Cost Index. We will publish a limited number of hard copy publications for businesses that want hard copies. We provide complimentary copies to employers who participate in the OES survey and to Career Center offices. Other customers will be charged for the hard copy publication.

The wage data will be published on our Internet website and will be updated (aged) quarterly, using the most recent national ECI. Career Center staff and customers will use the wage information to determine how their current pay matches the average for a specific occupation. BLS funds will be used to print and disseminate the hard copy publications.

We will provide statewide and localized occupational analysis and career information to customers on a request basis. We handle approximately 220 requests each year for occupational and career information, in addition to the thousands of requests going to our website. Because the easy requests go to the website, many of these direct requests are quite involved and take a lot of time and work. Many of these requests include an analysis of demand and supply levels and help determine if additional training programs are needed. This type of information is critical for the implementation of Workforce Investment Act 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 from both private and public post-secondary institutions and public post-secondary education placement results (from the Follow-up Project).

In cooperation with the Departments of Education, Human Services, Social Services, Tourism and State Development, and the Board of Regents, the SD Department of Labor developed a project to gather follow-up information to evaluate the success of students and job training participants. The LMIC was given responsibility for the SD Follow-up Project, which includes gathering and reporting job placement by program and institution for public post-secondary education, adult education and WIA training programs. Wage records are used to identify where graduates and completers have found work. SD employers are sent a survey and asked to provide a job title, a start date, starting pay, current pay, work location and benefits provided to the worker.

The LMIC conducts the work and then provides a full set of reports to the participating agency or institution. The Tourism and State Development Department is also a participant in this project, providing funding. The TSD also receives summary reports to help them make decisions about funding training from their Futures Fund. The Follow-up Project placement data has been used to determine job placement and placement wage standards for WIA programs. The SD Follow-up Project is funded by the agencies and institutions participating in the project. About $4,500 in WIG funds are used to pay for the LMIC portion of the project expenses, since the LMIC gets essential data from the Project.

The Follow-up Project provides very useful information on the percentage of graduates finding jobs, including the type of job the graduate found, starting wage for many occupations, how long it took to find a job, the training-relatedness of the job to the education or training. The relationship between the placement occupations and the training program is critical when trying to determine supply by occupation.

We will conduct a survey of private post-secondary institutions to collect graduate data by program; this data is needed to estimate the number of post-secondary graduates. The SD Follow-up Project data will complete the picture for the public post-secondary institutions. We will use post-secondary graduate data to allocate the supply for occupations that require post-secondary education. One-Stop Career Center system active applicant data by occupation will be used to allocate the supply for occupations that do not require post-secondary education.

We will determine job opportunities by matching occupational supply and demand. The supply numbers and demand numbers (annual openings from projections) are used to calculate a supply demand index. The supply demand index is one of three indexes used to determine occupational descriptors. The other two ratings are percentage growth in SD and percentage growth in US. We use occupational descriptors to rate job opportunities; these ratings help customers better understand job opportunities. (Most customers have difficulty using percentage growth or annual openings to measure future job opportunities.) A job opportunities rating will be published in the career magazines and on the *Career InSite* web site application.

As part of the ACRN activities, the LMIC will work on career ladder information by developing career majors/paths. We will relate occupations to education requirements and show there are several different ways to get to a specific occupation. In addition, we will show that training programs may prepare the student for opportunities in more than one occupation.

We will collect 2004 licensing information from the 30+ boards and certifying agencies in South Dakota. Then, we will publish the licensing information in our career information products and use with the Follow-up Project.

The LMIC will work on incorporating O*NET skills into career information productions, focusing primarily on the *Career InSite* website application. We will attempt to link our data with the O*NET data so users can move back and forth from skills data to the SD career information.

Customer Support for Product or Service:
Demand for occupational and career products in tremendous; we plan to publish over 130,000 copies of these products. We publish and distribute these products on a request basis; publication levels are demand-driven. Support from the workforce development agencies, other state government agencies, schools, counselors, students and businesses has been excellent.

Support for WIA/Wagner-Peyser Strategic Plan:
Career products will provide information about occupations that will help customers make informed decisions about those occupations.

Principal Customers:
Occupational and career information is used by a wide range of workforce development professions, career decision-makers

and individuals. Users will include Career Center staff and customers, Workforce Development Boards, workforce development planners, job seekers, students, counselors, employers, and WIA training program participants.

Outcomes and System Impact:
We will publish and/or distribute 20,500 copies of *Careers Spotlights*, 1,775 copies of *Careerwise*, 28,000 copies of *Careerways*, 350 copies of the *SD wage publication*, 100 copies of the *Employees Benefits* brochure, 33,000 of the *Bookmarks*, and 3,500 copies of the *Pocket Resume*.

We will answer approximately 220 requests for occupational and career information, in addition to thousands of "hits" on the LMIC Internet web site.

The focus of this activity is to provide information for career choices, fill-in some data gaps and create products for workforce development activities.

Planned Milestones:
Complete distribution of career magazines, *Pocket Resumes* & *Bookmarks* to school counselors   09/30/2004
Distribute 2004-2005 *Careerways* to Career Centers 10/08/2004
Distribute new *Career Spotlights* to Career Centers 10/20/2004
Distribute occupational wage publication to Career Centers
                                                     01/16/2005
2004 private post-secondary completer data tabulated
                                                     03/19/2005
O*NET skills data in *Career InSite*   03/25/2005
Collect & disseminate licensing data   04/15/2005
Supply calculated & job opportunities rating done 05/14/2005
Begin work on 2006 Careerwise   06/01/2005
Start Benefits Survey   08/01/2005
Publish & disseminate 2004 *Careers Spotlights*   08/31/2005
Publish & disseminate 2005-2006 *Careerways*   08/31/2005
Provide occupational and career information   07/31/2005

Estimated Costs:

Careerwise	$7,659
Benefits survey	$10,635
Occupational and career information requests	$33,072
Job Opportunities Ratings by Occupation	$6,168
Licensing by Occupation	$4,699
O*NET Skills	$5,242
Total	$67,475

4. Support Workforce Investment Boards
Description of product or activity:
Conduct activities which are consistent with the strategic vision of the SD Workforce Development Council and the needs of local boards, including planning, analysis, policy development and program operations. Based on input from the boards, the primary focus of the LMIC activities will be in the areas of planning, analysis and program operations.

With regard to planning, the LMIC will provide the workforce boards with information on general economic trends. During the writing of the SD Unified Plan, the LMIC provided an assessment of workforce development from the economic viewpoint. That assessment became part of the Needs Assessment section of the Unified Plan. We will continue to provide the workforce boards information on economic trends that they can use in their planning process.

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. The affirmative action data will be moved to a web-based application.

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

In addition to the usual economic trend information produced in most states, the LMIC will conduct workforce development research, providing additional information to the workforce boards about the characteristics of the workforce, turnover by type of business, age breakout of workers, commuting, work experience and job tenure, etc.

Each LMIC professional staff will conduct a minimum of one individual research project during the year. In addition to topics already mentioned, research topics will focus on industry clusters, seasonality of industries, high tech industries, teacher occupations, mass layoff and outsourcing, summer jobs, and many others.

Some of these research projects will include the use of wage records. These records provide an important source of localized information on the labor supply and trends. 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 regional states on these research projects, since those states use the same methodology; thus the results will be comparable.

We will also be investigating the use of LED to provide workforce indicators. We will be sending a staff person to the LED training. We prefer to wait to fully implement LED until a charter for this activity has been established.

Since a focus of the PY2004 grant is to provide localized workforce information for the workforce boards, we will conduct several activities using GIS software. The idea will be to provide workforce information needed for planning and analysis purposes in a more visual format. The GIS software will allow us to do that.

We will complete three projects using GIS data. The three projects will use mapping software to locate where the greatest distribution of job seekers, job openings, financial sector workers and manufacturing sector workers occur in the state.

The LMIC will also provide supply demand analysis for health care occupations to a joint Labor-Education-Health Department taskforce. We will provide information that will be useful by taskforce members making decisions about new or expanded training programs in the health care area. In addition, the LMIC will work with the Board of Regents staff to determine what health care program changes need to be made at the public post-secondary institutions in the state. The LMIC will develop tools to help task force members and educational program planners make decisions about training programs. Since we are familiar with Minnesota's Gap Analysis tool, we might use that as a template, although we won't have job vacancy data as one of the factors.

As mentioned earlier during the review of the SD Unified Plan, a great deal of attention is given to the area of training and training provider certification. We will provide information and support to the State Workforce Development Council and local WIBs by producing workforce information products and services for them, for businesses and for individuals.

The LMIC will continue to work with WIA staff on the training provider and program performance system. The training provider and program performance application is the

most comprehensive source of training programs in the state. Educational institutions and training providers go into the application and add, delete or maintain information about themselves and their programs. The onus is on them to keep the data current. Each new or changed provider and/or program is reviewed by LMIC staff before it is approved for publication on the site.

The information on the site includes training provider name, program name, location, program length, program costs, tuition costs, percent of graduates finding jobs, and placement wages. WIA certified providers and programs are indicated. A majority of the program performance data will come from the SD Follow-up Project.

The training provider and program performance application has three purposes. The first purpose meets a program operations need and the third meets an analysis need of the workforce development system.

The primary purpose of the training provider and program performance system is to provide a procedure for the certification of WIA training providers. The second is to provide a comprehensive list of training providers and programs to students and adults making decisions about educational and training programs. The third purpose is to provide information about both public and private training providers. This comprehensive list of training providers is also very important for analyzing the need for new or additional training programs in the state.

We will continue to make enhancements to the South Dakota Training Provider and Program Performance system. Users and WIA staff have provided a list of enhancements, and those changes will be made this year.

Another activity conducted in support of the workforce development system relates to program operations. We will provide access to the ALMIS Employer Database through three different means. The general public will be provided access through the Employer Locator on the Career InfoNet website. The Career InfoNet website provides information about all employers, but with no download capability.

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

We also have the ALMIS Employer Database on a LMIC staff person's computer hard drive. This allows the analyst to download bigger files, conduct more intensive searches, and meet the special request needs of Career Center staff.

Another program operations activity will be to tabulate and disseminate information on job applicants and job openings. We maintain a database with that information. The data is extracted from the Career Center's management and operations system called SDWORKS. We provide the job applicant and job openings data to Career Center staff. The data is also used in the Community Labor Profiles application.

In addition to providing support to the workforce boards, we also provide a wide range of statewide and localized economic trends information to workforce development professionals, government agencies, businesses and individuals.

As mentioned during the review of the Governor's strategic plan, economic development is a large part of workforce development in South Dakota. Businesses need to know there will be adequate labor to staff new and expanding companies. To meet the need for labor supply information, we will provide Community Labor Profiles for economic development groups and businesses on a request basis. Customers can either use the website application or by requesting a CLP from LMIC staff. The profiles provide information about the available labor supply by community. The web-based application makes this activity more efficient and timely. In addition, the website application has reduced costs by about 70% while maintaining the same level of customer service.

Customer Support for Product or Service:
The activities performed support the planning, analysis and program operations needs of the SD Workforce Development Council and the local workforce boards.

Support for WIA/Wagner-Peyser Strategic Plan:
This activity will include products and services that will provide information to the Workforce Development Council and to the local workforce investment boards. The products will help with economic development efforts to create jobs that match the skills of the SD workforce. It will also support efforts to develop a workforce with skills that match future job needs.

The products and services provided enable workforce
development staff to perform their duties and enhance the
program operations of the workforce development system. For
example, Career Center staff use the ALMIS Employer Database
for career exploration, job development and job search
purposes.

Principal Customers:
The primary users will be the state and local workforce
development boards and staff. In addition, businesses,
workforce development professionals, economic development
groups, LMIC staff, job seekers, counselors, teachers,
students and other individuals making decisions about
training possibilities are all users of this products and
services.

Outcomes and System Impact:
The primary focus of this core product and service is to
meet the needs of the SD Workforce Development Council and
local workforce boards. Those boards make important
decisions about workforce development, especially in the
training program and economic development areas. In
addition, other local groups such as economic development
groups need the product and service. Also, individual
businesses request a wide range of economic indicator and
trend information. In most cases, we are the only source of
this information and/or the best source of this information.

Staff will conduct workforce development research and
produce 12 articles to be published in the **SD Labor
Bulletin**. We will publish the monthly SD Labor Bulletin by
stated due date each month. Community Labor Profiles will be
completed for approximately 50 different communities. The
LMIC will 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.

LMIC staff will provide information to the local workforce
investment boards on a request basis. In many communities,
the local boards are not called workforce investment boards,
they may function through an existing Chamber of Commerce,
economic development or human resources group. We will
provide information to at least five of these local groups
during the year.

We will 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 ACRN state grant activities) to provide
input on workforce development needs. We will develop 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.

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

Planned Milestones:

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Information system updated with PY2004 applicants and
     openings data                                07/18/2004
Information system updated with PY2004 applicants and
     openings data                                07/18/2004
2003 SD Follow-up Project placement results in the training
     provider and program performance system      09/20/2004
Presentation to Huron Personnel Association done  10/06/2004
Newest version of Employer DB installed           11/15/2004
Location of Job Seekers Mapping Completed (GIS)   01/31/2005
Location of Job Openings Mapping Completed (GIS)  03/31/2005
Newest version of Employer DB installed           04/15/2005
Counts of New Workers in 2004 Tabulated from Wage Records
                                                  04/15/2005
Location of Financial & Manufacturing Sector Workers Mapping
         Completed (GIS)                           04/30/2005
Collect input from SD WDC for WIG                  06/15/2005
13 Research Projects completed                     06/30/2005
Information system updated with PY2004 applicants and
     openings data                                07/15/2005
Information system updated with PY2004 applicants and
     openings data                                07/18/2005
2004 SD Follow-up Project placement results in the training
     provider and program performance system      08/30/2005
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Estimated Costs:

Training Provider & Program Performance System	$15,965
GIS applications	$4,336
Publish monthly Labor Bulletin	$21,338
Provide workforce development information	$51,718
Workforce development research	$23,478
Community Labor Profiles	$3,404
Wage records projects	$11,759
Workforce development planning	$724
ALMIS Employer Database	$3,496

Total	$136,218

5. State workforce information delivery systems
Description of product or activity:
Support the continued improvement and deployment of publicly accessible state workforce information delivery systems. Develop applications that facilitate customer access to information across multiple states and for interstate labor market areas.

Since Career Center system staff, WIA training program participants, Career Center customers and adult career decision-makers need information on careers and workforce development, we will use these funds to continue work on the Career InSite website. Career InSite is a career information delivery system that will provide access to a very wide range of customers. (Approximately $2,250 in ACRN funds will also be used for this project.)

A connection to the O*NET data, including skills, will become part of the Career InSite website. Depending upon the availability of funds, there will be additional enhancements made to the Career Insite application late in 2005. We want to build a connection to the training provider and program performance database, because of the wealth of information available there.

We just finished a major project to make the LMIC website more useful, incorporating data mining, sorting, and downloading capabilities. The new website gets high marks because it allows LMIC staff better control over the release of the published data. It also minimizes the amount of maintenance that has to be done by BIT (information technology) staff. One of the drawbacks of many of the private-vendor systems is their need for high level computer staff to maintain them. Not a very cost-effective option. We want the website to be useful to all customers, regardless of their experience using labor market information.

The SD Department of Labor recently revamped their home page. Because of that change, the LMIC website will have to be changed to match the new DOL design and system.

We will populate the website with additional workforce information and perform maintenance work on the LMIC workforce information delivery systems. A lot of the work in this area is related to putting new data on the website as it come available.

Customer Support for Product or Service:
The LMIC website and Career InSite provide workforce development information, career information, current economic measures and economic trend information to a wide range of customers. The website applications allow customers access to commonly-requested data when they need or want the information.

Support for WIA/Wegner-Peyser Strategic Plan:
The web site is used by workforce development staff to provide career and occupational information to their customers. In addition, the website allows 24/7 access to a wide variety of workforce development and economic trend information.

Principal customers:
A wide range of customers will use the newly implemented or upgraded workforce information delivery systems. Users will include 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.

Outcomes and System Impact:
The LMIC website will have 100% functionality by end of grant period and will meet or exceed standards for private-vendor career information software. It will be available for customer use 24/7.

Career Insite will have 75% functionality by end of grant period and will meet or exceed standards for private-vendor career information software.

Current economic measures will be available the same day they are released to the public in other format.

Planned Milestones:
Work on assessment module of Career InSite is done08/31/2004
Start work on revamping website to match new DOL design and
     system   11/01/2004
Updated Career InSite implemented on LMIC website 11/30/2004
Enhanced Career InSite implemented on website   12/15/2005

Estimated Costs:

Career Insite	$41,351
LMIC web site	$17,388
Total	$58,739

6. State workforce information training
Description of product or activity:

The LMIC will provide two levels of training for workforce development staff. The first level of training will consist of presentations by LMIC staff to Career Center staff and other workforce development professionals. The training will emphasize how to use labor market information and career information and attempt to help workforce development professionals better understand labor market trends. We plan to conduct formal presentations at the annual Statewide WIA/Workforce Development Conference, Career Center Manager's meetings and other workforce development system meetings. (Last year, we did three presentations at the WIA conference.)

However, a majority of the training sessions and presentations are on a request basis. We will contact each Career Center and ask them to schedule a time and a date for LMIC staff to conduct a presentation at their location. The meetings will include a short presentation to all staff and then small group meetings with Career Center staff needing more guidance.

The second level of training will be professional development training in the area of career development facilitation. These training sessions will be conducted in conjunction with professional development training for school counselors and teachers. Again, ACRN funds will be used to leverage WIG training funds.

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 higher level analyst training to learn specialized skills and to interact with other LMI professionals.

In addition, LMIC staff will conduct presentations on labor market and career information to businesses and workforce professional staff at conferences, noon luncheons, Chamber of Commerce meeting, local Human Resources group meeting, etc. on a request basis.

Customer Support for Product or Service:
A majority of the training for workforce development professions are on a request basis. Many of the Career Centers are developing business outreach strategies. Since labor market information is an important core product, the Career Center staff will need to be knowledgeable about labor and career information. We will attempt to tailor the training to the unique needs of the specific audience.

Support for WIA/Wagner-Peyser Strategic Plan:
We will work with SD Department of Labor managers to determine training needs of Career Center staff. We will jointly implement the needed training.

We will attempt to provide training to Career Center staff on all new products. We will also present workforce development information at WIA staff, Career Center, and partner agency conferences and meetings. This training should provide the skills to better serve their customers to professional workforce development staff.

In order to implement training in support of the strategic plan, LMIC staff will need the skills and knowledge to provide the training. So, LMIC staff will attend training sessions to learn specific skills and gain specific knowledge.

Principal customers:
The primary users of training conducted by LMIC staff will be state and local workforce development boards and staff and Career Center staff.

Since LMIC staff will also attend professional development training, they are also important customers of this product and service.

Outcomes and system impact:
Training is a critical product and service. Since the world is changing and since the way labor market information has to be delivered is changing, training staff is a critical step.

LMIC Staff will attend a minimum of five professional-level training sessions, including at least two ALMIS analyst training sessions. With the uncertainty about the LMI Institute, determining what types of training will be available is difficult. The LMIC plans to subscribe to the

LMI Institute training group, if and when that possibility exists.

LMIC Staff will conduct a minimum of 15 presentations and training sessions for workforce development system staff and business groups. The presentations will include on-site training for Career Center staff on LMIC applications and resources. The exact locations and date are yet to be determined. Training will occur in at least 40 percent of the Career Center offices.

Professional development training will be provided to Career Center staff. Recent national articles are directing the public to Career Centers for career information and guidance (as an alternative to paying private firms hundreds of dollars for the same service). It is important that Career Center staff have the skills and knowledge to provide that service to their customers. The LMIC will implement professional development training for Career Center staff, using the career development facilitator curriculum and the Real Games to guide the training.

Planned Milestones:
NASWA LMI Directors Conference attended   07/23/2004
Introduction to LED Measures training attended   09/03/2004
Presentation at WIA/Workforce Development Conference done
                                                  09/30/2004
Introduction to ArcGIS for LMI training attended 09/30/2004
Presentation to Huron Career Center staff given   10/06/2004
LMI Forum in Portland attended   10/27/2004
Real Games Training Academy held   10/31/2004
SD Tech Prep conference presentation   12/31/2004
Conduct career development facilitator training   04/30/2005
Conduct Career Center staff training at seven offices
                                                  06/30/2005
Estimated Costs:

One-Stop staff & LMI professional staff training	$28,027