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# *Annual Plan*

*(Statement of Work)*

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## **Labor Market Information (LMI) Workforce Information Grant PY 2002**



**Idaho Department of Labor**

Public Affairs Bureau - Research and Analysis Bureau

January 2003 ~ Ammended March 2003

**WORKFORCE INFORMATION GRANT (*ONE STOP – LMI*)  
STATEMENT OF WORK ~ NARRATIVE**

**Program Year 2002**

The Idaho Department of Labor will use grant resources to produce the following priority and secondary labor market information (LMI) products and services. Research and Analysis Bureau, Public Affairs Bureau, and Information Systems Bureau will be responsible for accomplishing these tasks.

Idaho’s key customer segments of its state workforce investment system include both individuals, such as a job seeker or an employer, and system intermediaries, such as technical schools. Both broad sets of customers can benefit from the system’s services, information, resources, and coordination. Individuals will be best served through the One-Stop system. Idaho’s One-Stop system includes staffed facilities, self-service kiosks, telephonic accessed information and services, publications and other media resources, and information and service access via the Internet. The One-Stop system is a workforce service environment in which customers can enter in a variety of ways.

Idaho WIA (Workforce Investment Act) system considers its specific primary customer segments as employers, community officials, and workforce development intermediaries; experienced worker job seekers, including dislocated workers; new and returning entrants to the workforce; youth, both in and out of school; and those who might fit into one of the broad customer segments but who have additional skill development or service needs. LMI products and services are designed to support the customers of the entire WIA system, not just the traditional data analyst, newsletter reader, business person, etc. who typically request LMI products and services.

Each person or organization within these key customer segments have diverse and dynamic service and skill development needs. The Idaho system has many organizations that provide a wide variety of services, and most types of workforce and skill development services are available statewide. Some examples of these needs and services, and associated LMI products and services, that can be addressed through WIA activities include:

**For Public Policy Decision Makers, Business and Employers, etc.**

Businesses and employers needing workers, labor market information (such as wage rates, job applicant availability), business stakeholder information.

Elected officials, community leaders, workforce intermediaries, and the media needing information on economic and workforce trends and needs.

**For Experienced Workers**

Job seekers, regardless of reason, seeking employment opportunities and labor market information (such as industry and occupational employment, employer listings).

Dislocated workers, especially those needing retraining, intensive job search assistance, or finding suitable jobs out of the local area via statewide and national job bank listings.

### **For New Entrants and Returning Workers**

New entrants to the labor market or those reentrants needing labor market information (such as occupational employment trends and training requirements), career guidance, or assistance in tailoring their job search.

Public assistance recipients needing job training, career guidance, case management services, transition assistance from welfare to work.

Older workers who often need retraining, skills enhancement, work experience and job search assistance.

### **For Youth**

Youth and others making career and school decisions that require understanding career possibilities and training requirements, basic work skills, making the transition from school to work, and youth needing part-time or summer employment.

Youth also need educational services that not only provide academic and social skills but also prepare students for the workforce. To this end, the Idaho educational system, including substantial support from foundations, has made large investments in multimedia technology for schools, embraced the School-to-Work program, developed multi-district vocational education centers and programs, created cooperative secondary-to-post-secondary technical education programs, sponsored special studies of how well the schools' curricula meet workforce needs, and refocused attention on those students who do not attend post-secondary schools. LMI is used in not only providing this information to students but also in planning the programs.

### **For Persons Needing Other Services**

Unemployment Insurance, Workers Compensation, and other program customers who are not necessarily changing jobs but need prompt and coordinated service during their participation.

Migrant and Seasonal Farm Workers needing job information, worker protection, or training.

Persons with disabilities needing specialized workforce training services, work place accommodation, and intensive job search assistance.

Economically disadvantaged persons needing comprehensive workforce training services including basic academic education, basic workplace skills, labor market information, and intensive job search assistance.

Persons with disabilities needing special workplace or training accommodations, exposure to and learning how to use technologies that mitigate their disabilities, and advocacy in obtaining employment.

Veterans needing job search assistance or supportive services for disabilities.

### **For Workforce Intermediaries**

Workforce intermediaries, such as labor exchange agents, schools, community-based organizations, career guidance counselors, and teachers are customers of Idaho's workforce investment system. Intermediaries need information and often system partners have that information. Intermediaries need to know how to refer customers to a specific service. Limited financial resources often can be extended through intermediary coordination and joint ventures. All intermediaries need labor market information.

### **Statewide Employment Statistics System**

Idaho has six Regional Labor Economists (RLE) stationed geographically throughout the state. Each RLE attends and contributes to their region's local Workforce Investment Board (WIB). During these formal meetings they work with the WIBs to develop strategies to serve the LMI needs of their regions and the customers they serve. Via this relationship with the WIBs and the community they serve the RLEs obtain a myriad of requests from employers, workforce intermediaries, such as labor exchange agents, schools, community-based organizations, career guidance counselors, and teachers. These requests are completed, categorized, and analyzed to be included in the Workforce Information annual strategic plans, as well as the WIA/WP Five Year Strategic Plan. In PY2002 a thorough and comprehensive evaluation component is being developed as part of this plan. This approach will allow more quantitative analysis of the PY2002 Workforce Information Grant products, as well as the impact they have on the communities they serve. Planned strategies in the PY2002 Workforce Information Grant fully support the WIA/WP Idaho Department of Labor Five Year Strategic Plan. The Labor Market Information section of the WIA/WP is virtually entirely served by the efforts and funding of this vital LMI proposal.

Our broad strategic plan for workforce information delivery to our three principal customer groups – Local boards, business, and individuals will primarily consist of personal, internet, intranet, and hardcopy delivery. Idaho's RLEs are a vital component to the local fiber of economic development and information for their respective regions. Much of the dissemination of LMI is simply through their personal interaction with our customers such as local WIBs, business, students, and other primary stakeholders. This interface with the local communities also allow for the RLEs to be a primary conduit to disseminate our hardcopy products to our customers. Idaho has also used internet and intranet delivery as a primary resource for disseminating LMI. In fact PY2002 will facilitate an improvement in the delivery of LMI via the internet. Later this proposal will convey the exciting progress being made in the Idaho's internet delivery infrastructure. All three means of disseminating LMI are use for both the local boards as well as via Idaho's one-stop delivery system.

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These are the principal customers for almost all of the LMI products and services discussed in this work plan. If certain customers are deemed to be the primary users of a certain product or service, they will be noted.

Cost estimates and deliverables are provided in the narrative below for each activity. Costs charged to this grant reflect personnel and other costs incurred by One-Stop LMI staff assigned to

the activity. Workforce Information funds do not supplant alternative funding sources for each of the following deliverables, and are allowable costs pursuant to the PY2002 LMI Workforce Information grant.

## **Priority Products and Services \$358,100 Budgeted**

### Continue to Populate the ALMIS Database

Idaho has populated, revised, and maintained Version 2.2 of the ALMIS Database and will continue to add data to keep it current through 2003. All core tables are populated and ancillary tables are being updated as well. The Almis administrator will continue to update the licensing data in concert with the Crosswalk Data Center for inclusion in 2004 ACINet. This database will also drive *LMI Access* in the interim until full deployment of *Workforce Informer (iLMI – Idaho Labor Market Information)*. Idaho listings from the ALMIS Employer Database are currently being loaded into the ALMIS Database using version 2.2.

Idaho has completed the necessary preparation to convert all ALMIS Database tables from the original version to new version 2.2. The Database Administrator will continue to make changes to the occupational licensing table. Further work includes ensuring Idaho Code along with BLS disclosure requirements are in full compliance.

Idaho’s ALMIS program is vital to the successful internet delivery of LMI. The Almis product focus is broad in that it serves as the central nervous system for each component of Idaho’s LMI program. In fact in our transition to improve internet delivery the ALMIS product will serve as the primary LMI database in one-stop internet delivery. This effort will allow for a one source / multiple interface with our customers. The ALMIS database and the mechanism to deliver it is constantly shared with our customers, and that formal and informal feedback influences changes, updates, and enhancements to the ALMIS database and its periphery components. The ALMIS database again is the central nervous system for providing the necessary data responsible for fulfilling the LMI strategy within Idaho’s WIA/WP Five Year Strategic Plan. The final evaluation component will measure the success of the ALMIS database. Due to the requirements of the iLMI internet deliver system it will be required that data be updated to the ALMIS database within 48 hours of its internal program release. We are confident we can maintain this outcome at near 100%.

The LMI team works closely with the six Regional Labor Economists (RLE) stationed geographically throughout the state. These RLEs attend and contribute to their region’s local Workforce Investment Board (WIB). During these formal meetings they work with the WIBs to develop strategies to serve the LMI needs of their regions and the customers they serve. Via this relationship with the WIBs and the community they serve, the RLEs obtain a myriad of requests from employers, workforce intermediaries, such as labor exchange agents, schools, community-based organizations, career guidance counselors, and teachers. These requests are completed, categorized, and analyzed to be included in the Workforce Information annual strategic plan.

The LMI team works with the RLEs to determine if the current ALMIS variables serve the data demands of the state and local boards. Changes are then made pursuant to their requests.

- ✓ Stakeholders and Product Focus: Principle users include the Legislature, Workforce Investment Boards (WIB), schools, CIS, planners, and all other end users. The Almis

product focus is broad in that it serves as the central nervous system for each component of Idaho’s LMI program. In fact in our transition to improve internet delivery the ALMIS product will serve as the primary LMI database in one-stop internet delivery. This effort will allow for a one source / multiple interface with our customers.

- ✓ Milestones and Measurable Outcomes: Updating the ALMIS Database is a continuous and ongoing activity. Future milestones are adapting to any new versions of the database structure as they are released and updating existing data for revisions, such as the annual employment data benchmarking done by February 2003. Updates are now made immediate upon data release. Due to the requirements of the iLMI internet deliver system it will be required that data be updated to the ALMIS database within 48 hours of its internal program release. We are confident we can maintain this outcome at near 100%.
- ✓ Fiscal Status: An estimated **\$40,000** will be spent on ALMIS Database maintenance (staff /personnel - Almis One-Stop Analyst and Almis data providers).

#### Produce Long-term State-level Industry and Occupational Employment Projections, and Short-term State-level Industry and Occupational Employment Projections

##### ***Long-term Projections***

Idaho will begin preparing to use the ALMIS Long-Term Projections and Micro-Matrix Systems to produce industry and occupational employment projections to 2012 with 2002 as the base year. We will be developing the upfront work in order to publish and deliver the 2012 Projections in PY 2003. The results will then be published and provided to the Career Information System, placed on the Internet, and loaded into ***LMI Access/Workforce Informer/iLMI/ALMIS*** Database.

The ALMIS projections system was used to produce industry and occupational employment projections with a base year of 2000 and projection year of 2010 for at least four sub-state areas (North, Southwest, South Central, and Eastern Idaho), two MSAs (Boise City MSA and Pocatello MSA), and in counties where sufficient samples are available. Idaho will submit both state and sub-state projections to the ALMIS Long-Term Projections Consortium. Idaho will also develop and disseminate Long-term projections LMI to Idaho’s Job Services, One-Stop Offices, and other vital stakeholders. Long-term projections continue to be supported by several data-sets. In fact the Idaho ES-202 unit has developed a robust NAICS backcast. The projections unit will use both the Idaho backcast and BLS backcast to function as the cornerstone to the Long-term projections system. Completion of the Long-term projections fulfill a deliverable in the LMI portion of Idaho’s WIA/WP Five Year Strategic Plan.

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The input gained for the RLEs/State and Local Boards have prompted the LMI team to focus on the development of *local* change factor and replacement rate algorithms to produce more sub-state data. The local algorithms will go a long way to ensure the sub-state data is robust and valid. The LMI team will continue to work with state and local boards in the development of our LMI products.

- ✓ Stakeholders and Product Focus: Principle users include the Legislature, WIBs, schools, CIS, planners, and all other end users. Idaho will be focusing on developing a relationship with local and state associations in order to develop local change factors and replacement rate Algorithms rather than the national algorithms. The local algorithms will ensure these change and replacement rate factors will be more indicative of the demographics and state economy of Idaho.
- ✓ Milestones and Measurable outcomes: An electronic version of industry projections will be published via the Internet in January of 2003 with a hardcopy and poster versions disseminated in February of 2003. Sub-state industry as well as the statewide and sub-state occupational findings will be published and disseminated in February of 2003. As part of the evaluation component discussed later Idaho will be conducting need and impact assessments with our customers via evaluation and survey material.
- ✓ Fiscal Status: An estimated **\$17,000** (\$13,000 personnel, and \$4,000 publication and dissemination costs) will be expended on long-term projections (continuous through June 2003).

### ***Short-term Industry and Occupational Employment Forecasts***

Idaho received the short-term forecasting system produced by the ALMIS Consortium and attended the training on the system. Idaho produce two-year industry employment estimates at the two-digit level. This vital LMI is provided to the Idaho State Legislature and the Governor's Office. Since the Governor's Office is the official source of Executive Agency employment forecasts, there will not be wide dissemination of those produced by the Idaho Department of Labor. It is planned, however, to provide the forecasts to local office staff for their use in advising job applicants, students, employers, and other stakeholders on short-term labor demand estimates. The 2001/2003 Projections were successfully published and provided to the revenue projection committee staff in December of 2002. These and the 2002/2004 data will be populated in the ALMIS upon completion.

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Regarding short-term projections the input gained for the RLEs/State and Local Boards have prompted the LMI team to focus on the integration of short-term with long-term projections.

Currently the short-term projections team uses it's own statistical methodology and software in the development of short-term projections. Due to feedback the LMI team will be making the transition to producing short-term projections along side long-term projections in order to maintain consistency between the two endeavors and their ultimate outputs. Coalescing these two efforts will substantially enhance the data produced in subsequent years.

- ✓ Stakeholders and Product Focus: Principle users include the Legislature, WIBs, schools, CIS, planners and all other end users. The products are delivered pursuant to the Idaho WIA/WP Five Year Strategic Plan. They are developed to fulfill the demand for short-term projections data inherent to the need in the business and employment community for making immediate and dynamic business decisions.
- ✓ Milestones and Measurable Outcomes: The statewide short-term industry projections will use 1<sup>st</sup> and 2<sup>nd</sup> quarter CY 2002 baseline data for 2003 and 2004 labor force and industry projections to be produced by November 2002. The statewide short-term occupational projections will be produced by July 2003. Idaho will also use 1<sup>st</sup> and 2<sup>nd</sup> quarter CY 2002 baseline data for 2003 and 2004 projections of population and labor force by county. The releasable Sub-state projections will be published for both industry and occupation in July of 2003. This data will be published in the *Idaho Demographic Profile* used primarily by the WIBs and other program planners. These will be provided to the legislative revenue projection committee staff by December 2002 with formal presentation to the full committee in January 2003. Again, as part of the Evaluation Component need and impact assessments will be conducted for all deliverables.
- ✓ Fiscal Status: Completing all the planned short-term projections activities will cost an estimated **\$16,000** (\$15,000 personnel, and \$1,000 publication and dissemination costs ~ continuous and finalized by January 2003).

#### Develop Occupational and Industry Analysis Products

The Governor, via Executive Order, has designated the Idaho State Occupational Information Coordinating Committee (SOICC) as the lead state agency for disseminating occupational information. This is done primarily through the Career Information System (CIS) available in almost all secondary schools, local Job Service/One-Stop centers, Vocational Rehabilitation offices, and post-secondary schools. The Department of Labor provides SOICC with occupational employment data from the OES/Wage program and projections system, Job Service ES data, and employer listings. CIS is updated every September and January.

Idaho will also develop various instructional media such as internal training and external brochures to cultivate a better understanding of the new NAICS (North American Industry Classification) structure. It is paramount that Idaho work closely with its business partners in the training to assist the conversion from the former SIC (Standard Industry Classification) system to the new NAICS system.

The Department of Labor also disseminates much of this information, but generally it is in data tables that are published in hardcopy, on the Internet, and are included in *LMI Access/Workforce Informer/iLMI (Idaho Internet Labor Market Information)*. Additional products include occupational wage rates by sub-state areas and those determined by the Area Labor Market



Analysts through special surveys and data analysis of UI claimants, ES job orders, and the newly developed customer satisfaction surveys.

Following the full deployment of *Workforce Informer/iLMI*, there will be more national and time-series data on the Idaho site. Currently some time-series employment data and occupational projections are housed and displayed there. The monthly employment newsletter and other publications are on the Internet. Idaho data is also accessed through other Internet points, such as ALMIS, AJB, Utah's occupational employment projections pages, along with other various links and portals.

LMI on the internet is not solely the responsibility of the Idaho Department of Labor. An interagency One-Stop LMI committee was created several years ago and this group determined that the representative agencies should expedite placing LMI and other relevant information on the Internet. Agencies such as the Idaho Department of Commerce, Division of Financial Management (Governor's Office), and Vocational Education have Internet pages and this network, along with links to other regional and national data sources, form a comprehensive LMI distribution system on the Internet. The Idaho Department of Labor's has links to ACINet and the new O\*NET web site of America's Workforce Network. The work in developing and delivering Occupational and Industry Analysis Products to our customers is a direct and vital component of Idaho's WIA/WP Five year Strategic Plan.

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Feedback from state and local boards continue to espouse the need for dynamic *electronic* occupational and industry analytical products. The LMI team has made a concerted effort to utilize the *W(i)* technology to fulfill this need at the local community level. Before this effort customers had to leave and enter a variety of internet portals to obtain diverse yet related economic data. Idaho has made great strides in this area, and continues to explore and capitalize upon the synergy obtained from this one-stop electronic data warehouse concept.

- ✓ Stakeholders and Product Focus: Principle users include the Legislature, WIBs, schools, CIS, planners, employers, job seekers, and all other pertinent stakeholders. This product ensures the data hits the street in a timely and effective manner. Historically the data flow internally was slow and cumbersome. The *W(i)* tool allows the data provider the technology to ensure their data can be released in a much more timely manner. Also the data provider has the ability to ensure the data released is valid and can make corrections or enhancements 'on the fly.'
- ✓ Milestones Measurable Outcomes: Internal training to all RLE's is being conducted to all for their involvement in the release of regional data via easy to interface regional pages. The RLE's will then be able to develop and manage their own regional pages. Training is

being conducted statewide in training personnel from each local one-stop. A needs and impact assessment is being developed as part of the PY2002 Evaluation Component.

- ✓ Fiscal Status: Costs are estimated to be **\$8,000** for additional occupational and industry analysis products (\$6,000 personnel related, and \$2,000 publication and dissemination costs ~ continuous and finalized by July 2003).

#### Provide an Employer Name and Address List for Public Access

Idaho employers from the ALMIS Employer Database initially have been loaded into **LMI Access**. Once the **Workforce Informer/iLMI** product is unveiled it will be used to disseminate the ALMIS Employer Database.

#### ***Industry Verification Supplement (Refile Initiative)***

The Department's LMI pages currently include a more limited listing of covered employers who provided written disclosure agreements. The Idaho Department of Labor is collaborating with the Idaho Department of Commerce, Idaho Career Information System, University of Idaho, and Boise State University in developing and maintaining the **Idaho Business Directory** (IBD). The Research and Analysis Bureau with BLS approval has included a letter within the annual refile survey requesting disclosure releases from businesses in Idaho similar to the IBR-1 (Idaho State Business Registration form) disclosure clause (bottom of IBR-1).

The **IBD** was initially developed and implemented in 1995 with a comprehensive mail-out to all businesses in Idaho. Participation in the directory also greatly improves the ability of the Research and Analysis and Public Affairs bureaus in producing timely and accurate labor market information in Idaho. While the **IBD** originally was derived from the 1995 mail-out, it continues to be augmented by the disclosure signature from the IBR-1 form for all new businesses. However, subsequent to the original mail-out in 1995 the participation rates have fallen to levels that jeopardize the efficacy of the **IBD**. The Refile Mail-out endeavor has significantly enhanced the **IBD**. The first augmented Refile mail-out has resulted in increasing disclosable businesses by 7.5% or 1,312 business. Initially there were concerns that the Refile Effort might lower respondent rates for the actual Refile for which the mail-out is intended. Early returns indicate the augmented Refile with the attractive disclosure forms *may have* encouraged higher respondent rates than the original Refile Mail-out. The **IBD** listing is now updated and enhanced by the annual Refile Mail-out endeavor on an annual basis. The Idaho Department of Labor works closely with the Career Information System in developing, maintaining and disseminating the **IBD**.

#### ***IBR-1 Initiative***

In addition to the annual Refile Mail-out, Idaho Department of Labor is evaluating the success of following up IBR's with non-disclosables. Again the protocol follows up on new accounts who initially decline to sign the Idaho Business Registration Form (IBR-1). A publication request is offered at the bottom of the IBR-1 form when the new business is opened but it is very limited as to what the **IBD** is and what it offers. While publishable accounts have increased through the last four years following up those that do not sign the release with a description of how their business can benefit should significantly improve respondent rates. For example in the past four years only

around 30% of the new businesses have signed the release for disclosure. By augmenting the IBR-1 along with the Refile Mail-out disclosable rates could rise by as much as 50% in only two or three years. The work in developing a current and effective employer database for our customers is a direct and vital component of Idaho’s WIA/WP Five year Strategic Plan.

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While working with our state and local boards, business, individuals, and our partners in state government we have identified the need for developing a product to augment *InfoUSA*. We have acted on this and continue to improve upon are coverage. By augmenting the IBR-1 along with the Refile Mail-out disclosable rates could rise by as much as 50% in only two or three years. The work in developing a current and effective employer database for our customers is a direct and vital component of Idaho’s WIA/WP Five year Strategic Plan.

- ✓ Stakeholders and Product Focus: Principal users of employer listings are CIS, job seekers, and employers. Other frequent users are the media interested in “largest employers,” economic development specialists, and students engaged in career exploration. The product is focused on improving upon and augmenting the *InfoUSA* product.
- ✓ Milestones and Measurable Outcomes: The Refile mail-out will occur in October of 2002. The IBR Endeavor will begin in February of 2003. Electronic copies of the updated **IBD** will be published and disseminated via the Idaho Department of Labor’s LMI website in February, June, and December of 2003. The **IBD** on the CIS site is also updated annually. In the past four years only around 30% of the new businesses have signed the release for disclosure. By augmenting the IBR-1 along with the Refile Mail-out disclosable rates could rise by as much as 50% in only two or three years. A needs and impact assessment is being developed as part of the PY2002 Evaluation Component.
- ✓ Fiscal Status: The costs of updating the covered employment listings, acquiring new versions of the ALMIS Employer Database, Refile (October 2003) and IBR-1 Augmentation Initiatives (February 2003), and updating the Internet and ALMIS Database files are estimated to be **\$30,500** (\$25,000 personnel, \$3,000 supplies, and \$2,500 mailing and dissemination costs ~ continuous through June 2003).

Provide Information and Support to State and Local Workforce Investment Boards and Produce Other State Information Products and Services

***Support of Rural Economic Recovery***

The rural areas of Idaho (36 of the states 44 counties are defined as cities with 20,000 or more population within it) are having severe economic problems. The decline of natural resource industries, particularly logging, sawmills, hard metal mines, and food processing, compounded by the adverse effect of other industries that support these primary ones and the communities in which they exist is causing higher levels of unemployment in Idaho’s rural regions. The Governor has directed state agencies to focus their resources and services on rural economic development and well-being.

The department’s labor market information staff is intrinsically involved in many efforts to support these objectives. Many of the state’s LMI products are packaged as rural area analyses. Staff is supporting the Governor’s Idaho Rural Idaho Initiative via customized data products, including local area labor supply/demand analyses. A portion of this grant will be used to produce LMI that will enhance employment opportunities for residents of the state’s rural areas.

***WIB Support***

The State and Area Workforce Investment Boards and their staff will be the primary customers for the following services and products. However, since these boards are representative of business, education, elected officials, and program delivery staff, these services will have a much larger customer base.

State and local LMI staff have met regularly with these boards and partner agencies. Much of what they would like to have already exists, given the constraints placed upon a sparsely populated state, disclosure requirements, and statistical validity. Most board members and staff have a general understanding of LMI concepts and measurement procedures, but Regional Labor Economists meet regularly with them to explain the data and how to obtain additional information.

The boards want to know local wage rates, labor supply and demand, training needs, and workforce trends. Between the Idaho Department of Labor (Internet, *Idaho Works*, and *LMI Access*) and SOICC’s Career Information System, most of this data is available except at the very local level, but that is where the experience of the local analyst helps to fill in the gaps. The Regional Labor Economists are the primary LMI contacts for the local boards. Some basic LMI training has been provided but a more formal approach was developed in 2001. This training or consultation will focus on what LMI products are available and their content. It also will be shown that area data can often be used as an accurate approximation of very local data if the local economic structure is known (county-level industry employment data is readily available). To accomplish this objective, the Department of Labor and Department of Commerce have produced county profiles. These are updated frequently. The *Idaho Employment* newsletter is published monthly. Each issue contains an analysis of local labor market developments and accompanying data. Wage rate data for the state and sub-state area is provided to the boards. The boards and staff also are referred to available data on the Internet from such sources as BLS, BEA, Census, etc.

The state’s LMI staff frequently conducts ad-hoc research projects at the request of the WIBs and other partners. The majority of the requests will be directed to the Central Office staff. However, these efforts may be devolved to the local Regional Labor Economist if the request is specific and indigenous to their area.

Also, the Idaho Department of Labor collaborates with Idaho’s Department of Financial Management in evaluating trends in our BLS data along with data obtained from other agencies. These collaborative meetings with other state partners are vital in discovering hidden trends, new trends, and in some cases aberrations in our Labor Market information before final publication and dissemination.

The short-term and long-term employment projections will be the primary sources of labor demand data although job order/demand data will continue to be collected and is available upon request. It is frequently published in the monthly newsletter.

Labor supply data always has been more problematic although it has been collected and disseminated, primarily through the Career Information System (CIS). This will continue. However, this information should be improved by converting to Standard Occupational Codes

SOC (Standard Occupation Classification) codes in both labor supply and demand data systems. LMI staff will use One-Stop LMI Grant funds to support this conversion and staff training in the new classification systems. This conversion has been integrated into all LMI occupational data products since June 2001.

These boards and staff have been provided many maps showing employment conditions, basic LMI trends, and industry comparative data. The work in developing and delivering Occupational and Industry Analysis Products to our customers is a direct and vital component of Idaho’s WIA/WP Five year Strategic Plan.

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Naturally, in our efforts to provide continual, periodic, and ad-hoc data to the state and local boards, we have gained immense feedback from the continual, periodic, and ad-hoc data and findings provided by the LMI Unit. This pseudo symbiotic relationship allows for immediate, ‘on the fly’ responses to data and research. The LMI Unit will continue to immediately respond to these requests. Within the Evaluation Component the LMI Unit will determine the subsequent demand and continue to include high impact requests in subsequent plans.

- ✓ Stakeholders and Product Focus: As stated in the narrative above the State and Area Workforce Investment Boards and their staff will be the primary customers for the following services and products. Since these boards are representative of business, education, elected officials, and program delivery staff, these services will have a much

larger customer base that incorporate the entire population. This effort allows the LMI unit to identify the needs for local data that will best serve the needs of localities throughout the state.

- ✓ Milestones and Measurable Outcomes: These on-going and ad-hoc projects are continuous through June 2003 and occur on an as needed basis. Most of these findings are also published in the Department’s monthly newsletter. Both internet (*iLMI*) survey instruments and hardcopy survey instruments will be part of the needs and impact assessment being developed as part of the PY2002 Evaluation Component. These trainings are conducted and scheduled on a quarterly basis, but they also occur on an ad-hoc as needed basis that tend to occur more frequently.
- ✓ Fiscal Status: An estimated **\$103,000** (\$98,000 of personnel/RLE’s (Regional Labor Economists), and \$5,000 of materials, mailing, and other dissemination costs) will be spent on these on-going activities (continuous through June 2003).

#### Support State-based Workforce Information Delivery Systems and Maintain Common/Web-Based Systems Support

The original concept behind *Idaho Works* was to have a comprehensive workforce information system. *Idaho Works* has been deployed via the One-Stop Implementation Grant. Currently, the State of Idaho is reviewing its Internet presence, content, and usability. Each state agency has been asked to do the same. Included in this review is consideration of web pages management and support. The customer segments for these services are identical to those of the WIA/Wagner Peyser five year strategic plan. Updating these services is an ongoing full-time activity. Costs of this activity are essentially included in all projects involving electronic service delivery. Grant funds will be used to fund system enhancements ordered by the Consortium as well as for initial development and deployment of the full internet version (*Workforce Informer/iLMI*).

#### ***Workforce Informer (Wi) ~ Idaho Labor Market Information (iLMI)***

Idaho along with the 22 member *Workforce Informer (Wi)* Consortium is moving to a web-based LMI delivery system. Idaho and 10 other states will be piloting this product in PY 2003. National Systems & Research Company (NSR) was selected to develop *Workforce Informer* through a highly competitive request for proposal process. It is purported to have the capability to link local, state and national occupational, industry, employment and wage information to job opportunities and career services such as occupational exploration and training information. It will use state-of-the-art Web application servers and data management technologies to provide a system that will meet current and future Consortium needs. The *Workforce Informer* Application will make timely and accurate state, regional, and local labor market information readily available and easily accessible to internal and external users. Simple search engines and Website links are included to facilitate rapid, user-friendly browsing of numerous LMI sources. The Idaho Department of Labor has established a LMI Internet Directions Committee to oversee and guide in the development and deployment of the *Workforce Informer* product to ensure the product serves the needs purported by the Concept of Operations and Work Plan of NSR. The *Workforce Informer* product assists in fulfilling the LMI component of Idaho’s WIA/WP Five year Strategic Plan.

The LMI team works closely with the six Regional Labor Economists (RLE) stationed geographically throughout the state. These RLEs attend and contribute to their region's local Workforce Investment Board (WIB). During these formal meetings they work with the WIBs to develop strategies to serve the LMI needs of their regions and the customers they serve. Via this relationship with the WIBs and the community they serve, the RLEs obtain a myriad of requests from employers, workforce intermediaries, such as labor exchange agents, schools, community-based organizations, career guidance counselors, and teachers. These requests are completed, categorized, and analyzed to be included in the Workforce Information annual strategic plan.

As mentioned earlier, feedback from the state and local boards continue to espouse the need for dynamic *electronic* and analytical products. The LMI Unit will continue to utilize the *W(i)* technology to fulfill this need that exists throughout the state. Idaho continues to aggressively pursue the use of electronic and digital media to more efficiently and effectively publish and disseminate LMI.

- ✓ Stakeholders and Product Focus: Due to the ubiquity of this technology user parameters are limitless. They are WIBs, the Legislature, schools, CIS, planners, employers, job seekers, and all other end users. This new internet delivery product allows Idaho data providers to play a more important and vital role in the dissemination of LMI. The data can now be delivered much more timely while reducing the risk of releasing skewed or invalid data (see above narrative).
- ✓ Milestones and Measurable Outcomes: Idaho along with the 22 member *Workforce Informer (Wi) Consortium* is moving to a web-based LMI delivery system. Idaho and five other states are expected to fully deploy by the end of PY 2002. Idaho will be utilizing web usage analysis products to analyze internet traffic to be integrated within the Evaluation Component. The web site traffic analysis will be integrated with the needs and impact assessment being developed as part of the PY2002 Evaluation Component.
- ✓ Fiscal Status: An estimated **\$77,000** will be used for final deployment costs (\$50,000 of personnel, \$25,000 Data Management System, and \$2,000 of materials) Idaho has chosen deployment option I of the three options offered by NSR.

#### Fund State Workforce Information Training Initiatives

State and local workforce development system staff will be a major customer of various staff training activities that will occur through-out the year.

One-Stop LMI Grant funds will be used to send staff to the LMI Forum, LMI Analyst Training, WIA LMI Conference, and other ALMIS related training. In PY1999, all local Job Service staff received Career Development Facilitator training and LMI was a one-day component of this training. It is anticipated that additional CDF/LMI training will be provided in 2002 for new staff and/or as a follow-up to the initial presentations.

The use and application of GIS publishing has become more popular in displaying employment data. However, more LMI staff should be trained in this procedure. The two research analysts designated to support the demand for GIS products have left the Department creating the need to train new analysts in the use of GIS software. The training is available from both private vendors

and colleges and universities. This type of publishing and associated staff training will be an ongoing activity.

LMI training will be provided to the One-stop partners. The training will include a basic understanding of the use of LMI, *Workforce Informer/iLMI*, and overview of SOC/NAICS changes. Once *Workforce Informer/iLMI* is installed within the state, user training will be conducted. This will include all local office staff, other agency staff, and other users, such as librarians and school counselors. This training is being planned for the Summer of 2003.

LMI staff also is instrumental in providing agency staff with tips on using the Internet for job search, LMI, and other appropriate purposes. These tips are published on the agency's intranet in public folders.

### *Analytical Software Enhancements*

The Research and Analysis Bureau along with the Public Affairs Bureau is pursuing the use of enhanced sequel server based Online Analytical Processing (OLAP) tools. This product provides analysts and colleagues with the functionality needed to analyze critical data and build business views. It is expected that this product will significantly reduce the time required for decision-makers to understand key metrics driving LMI and it's economic impact. It is necessary that the product be able to function and reside in the Microsoft Office environment. This software enhancement will significantly improve the department's ability to cull, analyze, and disseminate data and findings in real time in today's dynamic economy.

- ✓ Stakeholders and Product Focus: While the principle users are intra and interdepartmental personnel and colleagues, they ultimately include all final end users such as the Legislature, schools, CIS, planners, employers, job seekers, and ultimately all other end users. These products essentially focus on improving the technology to develop and disseminate LMI more effectively (see narrative above).
- ✓ Milestones and Measurable Outcomes: SQL Cube building will occur on an as needed priority basis to facilitate the use of the OLAP tool. Licenses have been purchased and cubes continue to be developed. Also *Workforce Informer* user and development training will begin in the Spring of 2002 and continue throughout the PY 2002. Other trainings will occur on a priority and as needed basis. Formal evaluation assessments are not conducted on this deliverable.
- ✓ Fiscal Status: **\$19,000** for database and cube development (\$16,000 for personnel, and \$3,000 for training, travel, and materials) will occur throughout PY 2002.

### Collaborate with the U.S. Census Bureau in the Longitudinal Employer – Household Dynamics (LEHD) Program

Idaho has been very fortunate to have been selected to participate in this collaboration with the U.S. Census Bureau. Idaho expects to receive three key products from the U.S. Census Bureau: (1) quarterly workforce indicators about the state economy at detailed industry and geography, (2) enhanced UI wage records, and (3) information about successor/predecessor firms. Idaho's population is small and largely rural, but our labor market information needs are great. As a



result, we have many other public and private organizations interested in the outcomes of the LEHD program. Idaho received nineteen letters of support from our business partners and other stakeholders throughout the state in support of this endeavor.

This opportunity to improve the local focus of LMI data to better assist our immediate and local data needs will prove invaluable to our Regional Labor Economists and their customers. Historically the pursuit of localized data often involved individual, focused, and costly surveys that targeted specific needs. The LEHD program makes it possible to accomplish many of these data needs with an umbrella approach that simply uses data already collected. This powerful combination of IDOL and Census data creates a synergy in developing localized data that can successfully impact localized rural and urban communities. The **LEHD** product assists in fulfilling the LMI component of Idaho’s WIA/WP Five year Strategic Plan, especially in regard to delivering timely local data to our regional customers.

The LMI team works closely with the six Regional Labor Economists (RLE) stationed geographically throughout the state. These RLEs attend and contribute to their region’s local Workforce Investment Board (WIB). During these formal meetings they work with the WIBs to develop strategies to serve the LMI needs of their regions and the customers they serve. Via this relationship with the WIBs and the community they serve, the RLEs obtain a myriad of requests from employers, workforce intermediaries, such as labor exchange agents, schools, community-based organizations, career guidance counselors, and teachers. These requests are completed, categorized, and analyzed to be included in the Workforce Information annual strategic plan.

The LEHD component is an excellent example of Idaho responding to the needs of the state and local boards. The LMI Unit will be utilizing the LEHD program to respond to the need for labor, economic, and demographic data at the community level. Never before have we been able to measure, correlate, and analyze these related data sets. Idaho is extremely proud to be able to undergo this research effort to bridge the analytical divide we have historically encountered at the community level.

- ✓ Stakeholders and product Focus: This endeavor will benefit business, the Legislature, schools, CIS, planners, employers, job seekers, and ultimately all other end users. The product will focus on developing state and local data that has comprehensive demographic and regional data associations. Previous to **LEHD**, Idaho has a very limited availability to produce and disseminate data with these powerful data associations. (see narrative above).
- ✓ Milestones and Measurable Outcomes: A team will assess the data needs in December of 2002. The data will be compiled and formatted for the Census Bureau. Two individuals will receive LEHD training in January of 2003. While Idaho will attempt to produce a needs and impact assessment within the evaluation component, due to the infancy of this program Idaho will likely not produce evaluation findings until PY2003.
- ✓ Fiscal Status: **\$33,600** will support the preparation to participate in the LEHD program. Personnel costs of \$30,000 will go to file preparation, program training, and other various personnel needs. Also two individuals will be traveling for LEHD training at \$1,800 each. These tasks will begin in December of 2002 and continue through June of 2003

## Secondary Activities and Products \$30,691 Budgeted

### *Consortium Membership*

Idaho currently belongs to the *Workforce Informer (Wi), and Long-term Projections* (non-traveling member) consortia. This participation will continue on an ongoing basis. The Workforce Informer and Long-term Projections consortia are fully paid for with Workforce Information LMI grant. Idaho will also host a consortium and training meeting in Boise in the Summer of 2002.

- ✓ Stakeholders Product Focus: The primary users mostly include the collaborative states, pertinent colleagues, and subsequently all other end users and stakeholders. Idaho’s efforts to contribute to the *Wi* and *Long-term Projections* consortia allow for Idaho to be able to contribute to front-end decision making, while also representing the sentiments and needs of a small state.
- ✓ Milestones and Measurable Outcomes: Idaho will continue to serve in the *Wi* consortium. Idaho will contribute to all *Wi* teleconference and travel meetings to ensure the successful deployment of **iLMI**. These teleconferences and meetings occur on an as needed basis throughout the PY 2002. While formal evaluation assessments are not conducted on this deliverable we continue to informally assess our contributions to these consortia and the impact they have on the products Idaho produces for its customers.
- ✓ Fiscal status: Travel and staff costs for consortia participation is budgeted at **\$10,000**. Meetings are scheduled on a priority and as needed basis. It is planned that Idaho will send two individuals to two consortium/training meetings at a cost of \$6,000 (Four at \$1,500 per travel). Idaho will spend \$2,000 in personnel and \$2,000 in membership fees and staff to prepare for the **Wi** training in Boise, as well as personnel for travel to other consortium meetings outside the state. This will also be charged to the contributions towards the Micro-matrix and Long-term projections conference calls, and their related products.

### Ad-hoc Research

The One-Stop LMI staff within the Public Affairs Bureau (including the out-stationed Regional Labor Economists) is directly involved in ad-hoc information requests on numerous topics, including economic development data needs. These activities will continue. The majority of the requests will be directed to the Central Office staff, however, these efforts may be devolved to the local Labor Market Analyst if the request is specific and indigenous to their area. On many occasions ad-hoc LMI research is required to support LMI endeavors that assist local, state, and federal partners such as the Idaho Legislature. The end users are dependant upon the scope and focus of the particular research endeavor. Only those ad-hoc projects that fulfill the scope of the LMI Workforce Information grant and fall under the WIA/Wagner Peyser Five Year Strategic plan will be charged to this funding source. These ad-hoc projects tend to be more dynamic and fulfill an urgent LMI need, thus making it a vital component to this proposal.

- ✓ Stakeholders and Product Focus: Again, on many occasions ad-hoc LMI research is required to support LMI endeavors that assist local, state, and federal partners such as the Idaho Legislature. The end users are dependant upon the scope and focus of the particular research endeavor. These products focus on the immediate, dynamic, and ad-hoc project requests.
- ✓ Milestones and Measurable Outcomes: These projects are ad-hoc and solely determined on the research priority. Upon completion of these products a needs and impact assessment will be conducted pursuant to the Evaluation Component.
- ✓ Fiscal Status: This ad-hoc research will cost an estimated **\$20,691** (\$17,000 of personnel, and \$3,691 publication and dissemination costs ~ continuous through June 2002).

Develop a Comprehensive **Evaluation Component** to Measure the Effectiveness of Idaho’s LMI Products and LMI Delivery Systems

Idaho will put together a small team to develop a comprehensive **Evaluation Component** to include qualitative and quantitative approaches to measure the effectiveness and impact of Idaho’s LMI products and delivery systems. Idaho will not only utilize the experience of the LMI pundits within the development team, but also will use the “*Workforce Information Customer Satisfaction Assessment: A primer for State and Local Planning,*” prepared by the John J. Heldrich Center for Workforce Development at Rutgers. This excellent report sponsored by the U.S. Department of Labor gives fruitful insight on what is already being done and how these methods can be improved upon in the future. The survey and feedback mechanisms, for the most part, will be voluntary thus limiting the burden on our LMI customers. Most of the burden will be on our own IDOL staff in developing and implementing the Evaluation Component. However, as in the case of most evaluation efforts, it is expected the information gained in this endeavor will improve our products and delivery systems, making the return on our investment well worth it.

Since **iLMI** will be our most frequent interface with our customer, it is our preliminary expectation to leverage the **iLMI** internet technology to gain feedback from our partners and customers. This will be accomplished including a survey questionnaire within the **iLMI** system. We will also develop a small voluntary questionnaire with each hardcopy published and mailed. We have already used this approach to lower mailing costs and to better target our markets for some of our other LMI products. This evaluation component will be fully implemented by the end of PY 2002 and data from this effort will be a major portion of the Annual Evaluation of the PY 2002 LMI Workforce Information Grant.

The LMI Unit will also aggressively target formal feedback from the state and local boards in the form of surveys and questionnaires. We will also catalogue and winnow the current data and research requests we receive from WIBs and their customers in order to ensure our products target the greatest need for economic research and data.

- ✓ Stakeholders and Product Focus: Directly the Idaho Dept of Labor LMI program, and indirectly to all end users and stakeholders. This will be the cornerstone to future plans and strategies for developing and disseminating LMI.

- ✓ Milestones Measurable Outcomes: Idaho will develop an LMI Evaluation Component by the end of February 2003, to be implemented by the close of the PY 2002. Again this component is being developed in order to develop and more formal and comprehensive protocol for evaluating the need, impact, and effectiveness of all LMI products within this proposal. The findings and research will also be developed to produce outcomes that clearly defined the needs of each customer segment: the business community, Job Seekers, and the Workforce System as a whole.
  
- ✓ Fiscal Status: An estimated \$14,000 (\$10,000 of personnel, along with \$4,000 of materials and dissemination costs) will be used to evaluate the LMI products and their delivery system.

## LMI Workforce Information PY 2002 Budget

<b>ALMIS Database</b>	Pers.	\$	40,000
	Nonpers.		na
<b>LT Projections (product)</b>	Pers.	\$	13,000
	Nonpers.	\$	4,000
<b>ST Projections</b>	Pers.	\$	15,000
	Nonpers.	\$	1,000
<b>Occupation and Industry Analysis Prod.</b>	Pers.	\$	6,000
	Nonpers.	\$	2,000
<b>Employer Databases</b>	Pers.	\$	25,000
	Nonper.s	\$	5,500
<b>WIB Support</b>	Pers.	\$	98,000
	Nonpers.	\$	5,000
<b>Workforce Informer (Wi)</b>	Pers.	\$	50,000
	CD~DM	\$	25,000
	Mkting	\$	2,000
<b>Evaluation Component</b>	Pers.	\$	10,000
	Nonpers.	\$	4,000
<b>Analytical Software and Data Dev.</b>	Pers.	\$	16,000
	Travel	\$	3,000
<b>LEHD</b>	Pers.	\$	30,000
	Travel	\$	3,600
	Nonpers.		na
	pers.	\$	328,000
	other.	\$	30,100
<b>Priority/Core Deliverables</b>		<b>\$</b>	<b>358,100</b>
<b>Wi Cons. Membership and Related Travel</b>	Pers.	\$	4,000
	Travel/Mem.	\$	6,000
<b>Ad-hoc Research and Projects</b>	Pers.	\$	17,000
	Nonpers.	\$	3,691
	Pers.	\$	21,000
	other.	\$	9,691
<b>Secondary Products and Services</b>		<b>\$</b>	<b>30,691</b>
	Pers.	\$	349,000
	other.	\$	39,791
<b>Total PY 2002 Expenditures</b>		<b>\$</b>	<b>388,791</b>