

**DELAWARE WORKFORCE INFORMATION GRANT  
ANNUAL PERFORMANCE REPORT  
FOR PROGRAM YEAR 2006**

**A. Accomplishments – Required Core Deliverables**

1. *Continue to populate the Workforce Information Database (formerly ALMIS) with Delaware Occupational and Labor Market Data.*

All of the designated core tables were populated and updated in accordance with established guidelines. The data is available in-house as well as to the public via the Internet and on ELMER, our WebSaras LMI delivery system. ELMER requires input from the Workforce Information Database with data updates being made on a routine basis. The following tables were regularly populated:

- CES
- Income
- INDPRJ
- Industry
- Labforce
- Lisauth
- License
- OCCPRJ
- OESWAGE
- Populatn

2. *Produce and disseminate industry and occupational employment projections.*

The Delaware Office of Occupational and Labor Market Information (OOLMI) produced short-term statewide industry and occupational projections for the 2006 to 2008 time period and long term sub-state (county) industry and occupational projections for the 2004 to 2014 time period. These projections were produced using the methodology, software tools and guidelines developed by the Projections Work Group and Projections Managing Partnership. The projections were completed ahead of the prescribed schedule.

Informational products disseminating industry and occupational employment projections were published, such as *Beyond Wages, Delaware 2014: Occupation and Industry Projection*, and *Delaware Career Compass 2006-2007*. *Delaware Career Compass* was published in its 14<sup>th</sup> annual edition and serves as the leading educational guide to thousands of Delaware students and job seekers. The *Delaware Career Compass* has proven to be a valuable resource to those in need of critical advice and information on planning their employment future. There were 44,972 copies of this publication requested by Delaware public, private and

parochial schools. The informational products are available in print through the Delaware Office of Occupational and Labor Market Information or online through a link provided on the Delaware Department of Labor's website.

3. ***Publish an annual economic analysis report for the governor and the Workforce Investment Board.***

A comprehensive report was submitted to the governor and the chairman of the Delaware Workforce Investment Board (DWIB) and subsequently put on OOLMI's website in June of 2007. The report outlines labor force participation rates and unemployment rates by detailed demographic group, provides a detailed look at the issues of gender and race in the state's economy, and analyzes recent employment and wage trends in every industry sector and many sub-sectors. The report also contains an analysis of the above stated factors by geographic area. Data sources used to compile the report include:

- The Current Population Survey
- The Occupation Employment Statistics Program
- The Quarterly Census of Employment and Wages
- The American Community Survey
- The Decennial Census
- The Local Employment Dynamics Program
- Personal income data from the Bureau of Economic Analysis

4. ***Post products, information and reports on the internet.***

The Delaware Office of Occupational and Labor Market Information provided many informational products as well as access to tools and reports on the Delaware Department of Labor's website. The website contains the following:

- Current occupation and industry projections
- Quick links to external sources of information
- Unemployment information
- Employment occupations
- Business Employment Dynamics
- Quarterly Census of Employment and Wages (QCEW)
- Local Area Employment Statistics (LAUS)
- Annual unemployment rate
- Annual labor force series (state and county)
- Current Employment Statistics(CES)

The following publications are available online:

- *Delaware Career Compass*
- *Delaware Annual Economic Report*
- *Delaware 2014: Occupation and Industry Projections*

- *Delaware Monthly Labor Review*
- *Delaware Wages 2006*
- *Beyond Wages*

**5. *Partner and consult on a continuing basis with workforce investment boards.***

The Delaware Office of Occupational and Labor Market Information continually consulted with the Delaware Workforce Investment Board (DWIB) for the following reasons:

- Recommended training programs in response to high demand occupations
- Provided 2004-2014 industry occupation projection files
- Attended DWIB meetings as needed
- Responded to DWIB requests for information and analysis
- Provided the DWIB with published and customized labor market information products

**6. *Conduct special studies and economic analyses.***

The Delaware Office of Occupational and Labor Market Information completed the following items during the program year:

- A county level economic analysis for the Delaware Office of Management and Budget
- A statewide industry analysis for the Delaware Chamber of Commerce
- Provided data for use in the long-term demographic and economic report issued by the Office of the Delaware State Treasurer
- An economic overview of the Delaware economy for the annual bond issue from the Delaware Department of Finance
- Projections and analysis of the Delaware Unemployment Insurance Trust Fund
- Analysis of the construction industry in the state for publication in a trade magazine
- A study of tax policies and military retiree location decisions across multiple states for the Military Pay Exemption Committee
- Provided data and analysis as requested by constituents throughout the year

**7. *Expenditures for PY 2006.***

The aggregate expenditures for PY 2006 grant funds as of September 18, 2007 were \$59,859.00. OOLMI will be carrying-over 80.0% of the funding from PY 2006 into PY 2007. The primary reason for the delay in spending PY 2006 grant

funds was the priority given to spending carry-over PY 2005 grant funds. OOLMI's plan to accelerate spending of the PY 2006 grant funds is as follows:

- Partner with the DWIB on a Faith Based and Community Initiative to provide additional services, support and resources for those clients who are hardest to place in training and/or jobs.
- Partner with the DWIB on a Brownfields Job Training Program initiative that will provide additional support and services to those clients actively enrolled in this training program.
- Partner with the department's Division of Employment and Training to utilize the Mobile One Stop to increase the dissemination of labor market information products and to increase the level of outreach to customers needing these products. The Mobile One Stop is a mobile career center. It is a customized motor coach fitted with state-of-the-art equipment and technology, including computers with Internet access via satellite, and work stations for customers. The Mobile One Stop enables Delaware Department of Labor staff to go on-site to serve workers at their job location prior to a downsizing. The Mobile One Stop is also utilized by department staff to provide recruitment services for employers, conduct outreach to schools, facilitate prison-to-work activities, assist migrant and seasonal farm workers and to participate in job fairs. The Mobile One Stop goes to wherever there is customer demand or need, with emphasis on bringing department services to those customers who cannot easily access the department's "brick and mortar" offices.
- Partner with the department's informational technology team to develop a technology initiative to create website enhancements that allow customers greater access to informational products and services via the Internet. These website enhancements require additional wiring to create increased connectivity and security.

## **B. Strategy for Customer Consultation and Assessment of Customer Satisfaction**

- Methods – OOLMI used several methods to collect and interpret customer satisfaction information. For example, questionnaires were given to participants for feedback following presentations and work shops at the 9<sup>th</sup> Delaware Department of Labor Employer Conference. Also, special surveys were conducted on various publications including the *Delaware Career Compass* and *Teachers Guide*. The input from our customers is considered when making content changes to our key publications. Recipients of the *Delaware Monthly Labor Review* were polled on their satisfaction with the information provided in this monthly publication. OOLMI routinely takes into account comments and suggestions made by customers at meetings, in phone conversations and through email. Additionally, the website requests input from users by offering a link where users may go to leave

feedback and recommendations regarding improvements to the website.

- Satisfaction Assessment- Generally high satisfaction was noted by customers. OOLMI has been responsive to suggestions from customers regarding presentations, publications and the website. Continued enhancements have been made to improve publications and information services. Service delivery methods have been enhanced by making labor market and occupational information available to customers via various methods, e.g. Internet, email, and hard copy. Several quick links have also been added to the website that provide easy access to information on unemployment, employment, occupations, and business employment dynamics.
- Future Activities- Although generally high satisfaction ratings have been noted by customers, OOLMI will continue to update and refine mailing lists, send notices of new publications, and schedule surveys following the release of all major publications and create new products as suggested by input from customers. Additionally, OOLMI will continue to partner with divisions within the Delaware Department of Labor and other state agencies, such as the Delaware Office of Economic Development and the Delaware Department of Finance, to better serve Delaware citizens.

**C. Recommendations for Improvement or Changes to the Deliverables**

Delaware Office of Labor Market Information has no recommendations for improvement or change to the deliverables.