

**Workforce Information Grant Plan
Annual Performance Report
Program Year 2003
Georgia Department of Labor
Workforce Information & Analysis**

Accomplishments Compared to Plan

ALMIS Database

Planned customer outcomes and milestones

Product: *QuickStats!*

- Database maintenance, updates to database structure and population additions throughout PY 2003.
- Sharing of applications and database access with other states.
- Populate designated core tables in accordance with ALMIS Database Consortium guidelines.
- Maintenance and updating of occupational licensing data, populating the licauth.dbf and lichist.dbf database files.
- Continue with full utilization of version 2.2 of the ALMIS Database resource to meet national, state and local customer needs.

Achieved customer outcomes and milestones

- ALMIS Database structure operating with full utilization of version 2.2 and has been up and running with population additions to meet national state and local customer needs. Job seeker and employer sections of *QuickStats!* data have been loaded and tables populated. Additional features include custom region data, area profiles, occupational profiles, state-customizable data display screens and overall easier navigation and expanded labeling. Additional tables have been populated to provide employment services applicant data, unemployment insurance claimant data, property tax billing permit data, retail sales data and short-term employment projections data.
- Database access and applications are available for access by other states within the ALMIS system.
- Designated core tables were populated in accordance with ALMIS Database Consortium guidelines.

Aggregate expenditures: \$155,000

Long-term Projections

Product: Projections to be produced during PY 2003. Report to be published during PY 2003.

- Statewide and sub-State long-term industry and occupational employment projections for base year 2002 and projected year 2012.
- Dissemination and population of the ALMIS database with long-term projections data in accordance with the Projections Consortium and the Projections Managing Partnership.
- Focus on refining historical NAICS industry database to be used in the projections process.

Achieved customer outcomes and milestones

Product: Projections were produced during PY 2003. Report published during PY 2003.

- Statewide and sub-State long-term industry and occupational employment projections for base year 2002 and projected year 2012.
- Dissemination and population of the ALMIS database with long-term projections data in accordance with the Projections Consortium and the Projections Managing Partnership.
- Focus on refining historical NAICS industry database to be used in the projections process.

Aggregate expenditures: \$75,000

Short-term Projections

Product: Projections to be produced during PY 2003. Report to be published during PY 2003.

- State-level, short-term industry and occupational employment forecasts for base year 2003 and projected year 2005.
- Dissemination of population of the ALMIS database with short-term projections data in accordance with the Projections Consortium and the Projections Managing Partnership.
- Initiate production of area and local projections.

Achieved customer outcomes and milestones

Product: Projections were produced during PY 2003. Report was published during PY 2003.

- State-level, short-term industry and occupational employment forecasts for base year 2003 and projected year 2005.

- Dissemination of population of the ALMIS database with short-term projections data in accordance with the Projections Consortium and the Projections Managing Partnership.
- Initiate production of area and local projections.

Aggregate expenditures: \$75,000

Occupational and Career Information products

Products: Internet-based data dissemination. Internet wage and occupational demand database populated and updated twice during PY 2003. *Georgia Wage Survey* produced during first half PY 2003. *Georgia-Atlanta Metropolitan Economic Indicators* updated on a quarterly basis, with an annual update published as well. *Georgia Area Labor Profiles* updated three times during PY 2003. *Georgia Occupational Trends in Brief and Area Trends* (for 20 WIA Areas), the *Georgia Career Planner* and *Licensed and Certified Occupations in Georgia*, all biennial publications, were updated during PY 2002.

Achieved customer outcomes and milestones

Internet-based data dissemination. Internet wage and occupational demand database was populated and updated twice during PY 2003. *Georgia Wage Survey* was produced during first half PY 2003. *Georgia-Atlanta Metropolitan Economic Indicators* was updated on a quarterly basis, with an annual update published as well. *Georgia Area Labor Profiles* were updated three times during PY 2003. *Georgia Occupational Trends in Brief and Area Trends* (for 20 WIA Areas), the *Georgia Career Planner* and *Licensed and Certified Occupations in Georgia*, all biennial publications, were updated during PY 2002.

Aggregate expenditures: \$125,000

Electronic access to the ALMIS Employer Database

Product: ALMIS Employer database to be populated and updated.

- Integrate the ALMIS Employer Database with the ALMIS Database in accordance with the ALMIS Database Consortium guidelines.
- *QuickStats!* Internet application designated to allow customers access to database information for purposes of job search and job development.

Achieved customer outcomes and milestones

- ALMIS Employer database populated and updated through the Department's web site.
- Integrated the ALMIS Employer Database with the ALMIS Database in accordance with the ALMIS Database Consortium guidelines.

- *QuickStats!* Internet application designated to allow customers access to database information for purposes of job search and job development.

Aggregate expenditures: \$5,000

Information and support to Workforce Investment Boards

Products: Department publication updates, WIA Local Area CD packages, resource packages, resource package follow-ups and user manuals, training and assistance implementations and survey packages.

Achieved customer outcomes and milestones

Information and support provided to the Workforce Investment Boards include a wide range of products, publications and services. Georgia LMI has maintained approachability and availability to our LWIB's, State WIB and their staff. Requests for data compilations, special assistance, presentations, and special reports are processed upon request. Training and assistance on the use and/or the design of any of our products or data series are available upon request. Compilation data CDs, resource packages, standard publications and other special data projects are sent on a regular basis to the members of the State WIB and the LWIB Directors. Supplies of all materials produced are submitted to each LWIB for use with their customers. Multiple open training sessions are provided each year to accommodate the needs of the LWIB's, their staff and partners.

The staff at WI&A strives to improve skills and to be of the utmost resource to LWIB's. Staff may attend formal training conference to improve their skills, study independently using tutorials or attend web cast sessions.

Aggregate expenditures: \$75,000

Improve and deploy electronic state workforce information delivery system

Products: Promote electronic delivery of LMI publications. Information on electronic delivery updates provided to data users through e-mail notification. Internet version of *Georgia QuickStats!* updated. *Georgia-Atlanta Metropolitan Economic Indicators* are updated on a quarterly basis, with an annual update published. The *Georgia Area Labor Profiles*, profiling each of Georgia's 159 counties are updated three times annually, and the *Georgia Wage Survey* is updated on a bi-annual basis. The *Georgia Career Planner*, *Georgia Occupational Trends in Brief*, *Georgia Area Occupational Trends in Brief*, and *Licensed and Certified Occupations in Georgia* are updated on a biennial basis. Customized demand occupation & wages integrated into the Department web site.

Achieved customer outcomes and milestones

Internet version of *Georgia QuickStats!* has been updated. *Georgia - Atlanta Economic Indicators* are updated on a quarterly basis (most recent update being second quarter 2004), with an annual update published. The *Georgia Area Labor Profiles*, profiling each of Georgia's 159 counties, are updated three times annually (most recent update being spring 2004), and the *Georgia Wage Survey* is updated on an annual basis (has been produced for 2003). The *Georgia Occupational Trends in Brief* and the *Georgia Area Occupational Trends in Brief*, biennial publications, were produced in 2002. The *Georgia Career Planner* and the *Licensed and Certified Occupations in Georgia*, both biennial publications, were updated during first quarter 2003.

Aggregate expenditures: \$95,000

Support state workforce information training initiatives

Products: The LMI Forum, LMI division staff training, Career Center employer representatives training and support, development of training system to build and enhance customer knowledge of labor market information. Four training sessions scheduled with local economic development authorities.

Achieved customer outcomes and milestones

The development and growth of an educated data user requires a great deal of time and effort. Training opportunities given by WI&A staff are plentiful throughout the year. Training tends to center around three basic areas:

Advanced LMI for Economists
Utilizing LMI for Career Exploration
Basic LMI Data for Local Planning Needs

Several very popular presentations have been utilized over PY2003 to address these very different needs. Advanced economic related presentations are delivered by several different members of WI&A. These presentations look at the core BLS programs as a foundation for interpreting the economy around the user. Career planning presentations center on projections data and concentrate on using and understanding these data. Basic LMI presentations present the user with a wide overview of all the standard data series. In each case, for each type of training, our emphasis has been to help create a smart, well-educated data user. Dozens of presentations have been delivered to hundreds of participants during PY2003. The overall response from the sessions has been very favorable as results from the training evaluations illustrate.

Other training initiatives that are demand driven are based upon the immediate need of the user. The deadline for these deliverables may be as long as six months

or as short as six days. The WI&A staff that deliver presentations and training work diligently to never turn away a request.

Aggregate expenditures: \$95,000

Additional Activities

LMI Publications

Product: Printing and dissemination of all LMI products for PY 2003.

Aggregate expenditures: \$70,000

AS&T Charges

Product: Total AS&T and indirect charges accessed against the total project grant during PY 2003.

Aggregate expenditures: \$95,000

Grand total aggregate expenditures for PY 2002: \$860,000

Customer Satisfaction Assessment

Based on previous customer feedback and high marks in training evaluations, members of the WI&A staff were asked to make repeat appearances at numerous conferences across the state. These sessions include presentations at several statewide conferences associated with the Department of Education both statewide and local events, Technical and Adult Education Conference and the Annual “Tech-Prep” State Conference.

In the event of training classes for the sole purpose of delivering LMI data, resources and training on their use independent training evaluations are distributed in addition to a standard customer satisfaction survey given at the beginning of the training class. In addition to providing satisfaction levels for those individuals who have been currently using LMI products, this survey provides critical information to the trainer to help them meet the needs of the training participant. All training evaluations provide the participant space to provide comments, suggestions and express their wishes for future products and/or training.

The results from the Customer Satisfaction Training Surveys indicated that 57 percent of training participants are currently using WI&A products in their jobs. 51 percent of them use the website and 43 percent have contacted our office directly for assistance. 55 percent of all participants list their product satisfaction level as “Satisfied”. While no participant listed their level as unsatisfied, the remaining 45 percent did not list a satisfaction level as a result of not using the products originally. In the comments from the survey many participants said they hoped to implement the products in the future as a result of the training they attended.

The results from the Training Evaluations gave very high marks to the sessions individuals attended. The “Overall Training” score, using a scale of “A, B, C, D, or F”, resulted in 87 percent of participants rating the session as an “A” or “B”. A score of “C” or “D” was given by 9 percent of the participants. The remaining participants did not rate the overall training. 85 percent of participants would recommend the training to others. The general comments provided on the survey forms were overwhelmingly positive.

Recommendations for Improvements or Changes to Core Products

As stated in the Workforce Information Grant Plan for program year 2003, the initiative of Georgia's Labor Market Information division was to provide specific data products, information and services targeted to enhance and maintain the department's existing comprehensive system of labor market information.

For the most part, accomplishments compare quite favorably when measured up to plan. Several LMI products were expanded upon and diversified, providing a better overall product, from both a broad and a local perspective. As a whole, customer satisfaction depicts positive feedback regarding LMI products and services. Publications and data made available through the workforce information delivery system, particularly those providing data in the area of employment; occupation, industry and wage data, were most popular among data users.

Through the use of instruments designed to provide a means for consulting with customers; informal and group discussions, publication and presentation surveys and voluntary feedback from data users, Georgia's Labor Market Division was able to identify areas where change may be necessary to improve the overall product and services provided. More localized data incorporated with service delivery and continued expansion and diversification in order to provide LMI products to principal customers, including employers, job seekers, the business community, workforce development professionals and State and Local Workforce Investment Boards, will continue to be the primary goals of the division.

Level of Demand for Labor Market Information Products and Services, January-June 2004									
Publications and Products									
Publication or Product Name	Target Groups						Product Format and Volume		
	A	B	C	D	E	F	Print	Electronic	Total
	Job Seekers, Job Counselors	Businesses, Business Service Representatives	Researchers, Economists, Economic Developers	WIA Administrators, Planners, Policy Makers	Students, Teachers, Counselors	Other (please specify)= WIA Partners, Media, Other Govt. Users	Number of printed copies distributed	Number of downloads	Total
Affirmative Action		X					768	1,196	1,964
Area Labor Profiles	X	X	X	X	X	X	768	1,288	2,056
Career Planner	X				X	X	4,790	7,185	11,975
Civilian Labor Force Estimates	X	X	X	X	X	X	7,766	11,649	19,415
Dimensions	X	X	X	X	X	X	6,600	9,900	16,500
Georgia Area Occupational Wages	X	X	X	X	X	X	3,740	5,610	9,350
Georgia-Atlanta Economic Indicators		X	X	X		X	2,900	4,350	7,250
Georgia Employment & Wages	X	X	X	X	X	X	850	1,275	2,125
Georgia Regional Trends in Brief	X	X	X	X	X	X	7,540	11,310	18,850
Georgia Trends in Brief	X	X	X	X	X	X	4,925	7,388	12,313
Georgia Wage Survey	X	X	X	X	X	X	925	1,388	2,313
Governors Report		X	X	X		X	220	0	220
Licensed & Certified Occupations	X	X	X	X	X	X	3,500	5,250	8,750
Pocket Card		X	X	X		X	6,840	0	6,840
QuickSource/Website	X	X	X	X	X	X	0	0	0
QuickStats!	X	X	X	X	X	X	0	0	0
Statistical Digest		X	X			X	900	0	900
UI Stats - Monthly Claims			X	X		X	1,500	2,250	3,750
WI&A Directory	X	X	X	X	X	X	300	450	750
Totals							54,832	70,489	125,321

Level of Demand for Labor Market Information Products and Services, January-June 2004								
Training Activities								
Name of Training	Target Groups						Level of Activity	
	A	B	C	D	E	F	1	2
	Job Seekers, Job Counselors	Businesses, Business Service Repre- sentatives	Researchers, Economists, Economic Developers	WIA Administrators, Planners, Policy Makers	Students, Teachers, Counselors	Other (please specify)= WIA Partners, Media, Other Govt. Users	Number of Sessions	Number of Participants
Clayton State University, Georgia Tomorrow	X				X		1	100
Department of Defense: Resources for Retirees, Returnees & Spouses				X	X	X	1	20
DOL Managers, Economic Outlook						X	1	75
Economic Development Authority		X	X	X		X	1	50
Economic Update: IAWP Conference		X	X	X		X	1	300
Education Rocks! (Kell HS)	X				X	X	3	300
Education Rocks! (McIntosh HS)	X				X	X	3	100
Basics		X	X	X		X	1	60
Georgia Alliance of Workforce Development: LMI in Grant Writing		X	X	X		X	1	50
Training	X		X	X	X	X	1	100
Greater Satilla Employer Committee Meeting: The What, When, Where & Why of LMI for Workforce		X	X	X	X	X	1	30
Job Loss Presentation				X		X	1	60
LaGrange Tech-Prep: The What, When, Why & Where of LMI	X				X	X	2	150
Macon Economy for GoodWorks	X	X	X	X	X	X	1	35
Macon GoodWorks, Macon Economy		X				X	1	30
State Tech-Prep Conference: The What, When, Why & Where of LMI	X				X	X	2	300
State Workforce Board, LMI Projects				X			1	50
WIA Local Board Presentation - Cobb		X	X	X		X	1	30
Totals							24	1,840

Level of Demand for Labor Market Information Products and Services, January-June 2004								
Other Activities								
Name of Activity	Target Groups						Level of Activity	
	A	B	C	D	E	F	Number of Sessions or Events	Number of Participants
	Job Seekers, Job Counselors	Businesses, Business Service Representatives	Researchers, Economists, Economic Developers	WIA Administrators, Planners, Policy Makers	Students, Teachers, Counselors	Other (please specify)= WIA Partners, Media, Other Govt. Users		
Job/Career Fairs	X	X			X		43	11,740
e-mail alerts		X	X	X	X	X	1,158	1,158
LMI Requests received by phone, e-mail, fax	X	X	X	X	X	X	2,819	2,819
Workforce Investment Board presentations				X			2	80
Conference exhibits, presentations, workshops	X	X	X	X	X	X	17	1,285
Rapid Response events							128	7,706
Phone call assistance given to employer requests for form completion and survey collection questions (202		X					750	750
IGR Sponsored Workshops	X	X			X	X	17	4,160
Special Data Requests	X	X	X	X	X	X	10	
Totals							4,944	29,698