

MAINE DEPARTMENT OF LABOR  
DIVISION OF LABOR MARKET INFORMATION SERVICES

**ANNUAL PERFORMANCE REPORT FOR  
PROGRAM YEAR 2003 COST REIMBURSABLE GRANT FOR  
ONE-STOP WORKFORCE INFORMATION**

**PRIORITY PRODUCTS AND SERVICES**

**(1) Continue to populate the ALMIS (America's Labor Market Information System) Database with State data.**

Maine's ALMIS Database has been updated to reflect version 2.2 of the database structure. The database was populated to the fullest extent possible beyond the core requirements in order to maximize usefulness for state/local information delivery. The database was updated continually in order to be as current as the state's most recent publications and data releases. Occupational licensing tables were updated to conform with requirements. Staff training was a priority to ensure the full utilization of this resource in meeting national, state, and local customer needs.

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

State-level long-term industry and occupational employment projections for the 2002 to 2012 period were developed in adherence to the methodological, software tools and guidelines provided by the Projections Consortium and Projections Managing Partnership. Six substate area long-term industrial and occupational projections for the same base year and projected year were completed.

**(3) Provide occupational and career information products for public use.**

Occupational and career information products were developed for job seekers, employers, and other CareerCenter customers using the latest occupational employment projections. The series of brochures and publications describing LMI products and career opportunities that were updated include *Hot Jobs in Maine*-brochure and poster, *Careers in Maine for College Graduates*, *Highest Paying Jobs in Maine*, and *Jobs with Limited Demand in Maine*. We also updated *Wicked Good Stuff for Job Seekers*.

A new series of small posters, entitled *Job Journeys*, captured occupations by industry clusters in a career ladder format. The brochure, *Today's Work Competencies*, was produced to identify what competencies employers look for and how a job seeker can self-evaluate for these. Improvements in form and content were made to two publications, *Occupational Profiles for Careers in Maine* (using O\*NET) and on *Occupations in*

MAINE DEPARTMENT OF LABOR  
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*Demand*, which identifies the best career opportunities for each county within the four Workforce Investment Areas.

The skills brochure, *Knowledge, Skills, and Abilities-An Introduction* was nearly completed, and an employees benefit survey was mailed out to Maine businesses this spring.

We expanded availability of these products, including enhancements to the *Maine Employment Info Guide*, via our web site.

**(4) Provide public electronic access to the ALMIS employer database.**

The ALMIS employer database was made available to the public through ALMIS database products. The database was networked to Maine's CareerCenters. The Employer Database was also incorporated into our full-service interactive LMI product, the Maine Employment Info Guide.

**(5) Provide information and support to state and local Workforce Investment Boards (WIBs) and provide other special demand information products and services.**

Close coordination between LMI personnel and state and local WIB staff continued throughout the program year. LMI staff provided information to state and local boards for national emergency grant applications. LMI staff also initiated the following activities in support of state and local planning, analysis, policy development and program operations: (a) quarterly state and local workforce indicators via implementation of the Local Employer-Household Dynamics System; (b) fringe benefit information; and (c) analysis of the condition of the state's workforce and economy.

**(6) Improve and deploy electronic state workforce information delivery systems**

The Maine Employment Info Guide (MEIG) was rebuilt to be compliant with version 2.2 of the ALMIS database. All necessary tables in the ALMIS database were updated to reflect the 2.2 structure. The Employer Database was updated, and all core tables were continually updated in line with printed publications of the data.

**(7) Support State workforce information training activities.**

The primary focus for PY2003 was to train CareerCenter staff in the use of Labor Market Information products and services. LMI staff provided training in the use of the Maine Employment Info Guide (MEIG) to CareerCenter staff in various locations throughout the state.

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**CONSULTATION AND CUSTOMER SATISFACTION ASSESSMENT**

LMI assessment of customer satisfaction with state Workforce Information products and services continues to be very positive from current feedback received. CareerCenter comments continue to support certain assumptions we have made about our most popular products. Questionnaire respondents replied in large numbers and were particularly pleased with the attractive presentation and useful outreach effort of the Job Journey posters.

LMI employed a number of methods to collect and interpret customer satisfaction information from a variety of users. An LMI Advisory Workgroup, made up of individuals representing One-Stop partners, constantly monitored and provided feedback concerning our products. LMI analysts, while conducting on-site visits throughout the state, consulted with WIBs and other customers to determine customers' LMI needs. Individuals indicated their satisfaction through use of a self-addressed customer service questionnaire contained within publications and provided comments to the LMI web site.

To add customer value where needs for improvement are indicated by these methods, LMI continued, or in some cases, undertook certain activities. LMI Workgroup feedback was incorporated into new product drafts, for both external and internal (Desk aids) customers. The Management Team reviewed, discussed, and made procedure changes based on the LMI analysts' information gathering in the field. Staff updated/improved products based on suggestions from the customer service questionnaires and from an internal suggestion file maintained by LMI colleagues. Staff also stepped up utilization of the publication logs to better serve the CareerCenters, as indicated by their comments. In addition, LMI continued to adapt its web site to increase access to more individuals as well as to provide more depth and breadth to the format and content.