

**NEW MEXICO
STATEMENT OF WORK
ONE STOP LMI
CORE PRODUCTS AND SERVICES
PY 2002**

New Mexico One Stop LMI and the Workforce Investment Act Annual Plan

The New Mexico Economic Research and Analysis Bureau has undertaken several new initiatives in support of the objectives of the Workforce Investment Act and the WIA Annual Plan. These initiatives are the result of extensive consultations with the WIA implementation staff of the New Mexico Department of Labor and with the WIA Board structure.

The ERA Bureau strategy for consulting on customer workforce information needs:

- 1.) ERA has designated staff to attend state and regional Workforce Development Board meetings and WDB planning committees and to support the statewide and local Workforce Development Boards in the state of New Mexico with local Labor Market Information.
- 2.) ERA Bureau participates in quarterly meetings with the business community, economic development professional, educational planners, state agency economists and academic economists under the auspices of the University of New Mexico FORUM economic forecasting service. The quality and types of Labor Market Information produced by the ERA Bureau are regularly discussed at this quarterly meeting.
- 3.) ERA Bureau participates actively in the State Data Center Network sponsored by the US Census Bureau. ERA Bureau staff, including the LMI director, participates in the annual New Mexico Data User's Meeting, which draws over two hundred participants from the private and public data user community. ERA Bureau staff makes presentations and interacts with data users.

The statewide employment statistics system supports the WIA/Wagner-Peyser Strategic Plan for state and local workforce development:

- 1.) ERA produces a set of two-year employment projections by industry and occupation for the state of New Mexico and each of its four Workforce Development Boards twice a year. The occupational projections allow the state and regional WIA boards to target appropriate occupations for training and education programs.
- 2.) ERA has adopted improved Geographic Information Systems software ("Mapinfo") in support of more localized Labor Market Information and the Areas of Substantial Unemployment and Labor Surplus Area designation projects. It is essential for the One Stops and state and local WDBs to have an accurate picture of where the employment is located on the ground.
- 3.) ERA is participating in the national planning process to implement a Job Vacancy Survey (JVS) by attending meetings of the national WIC-sponsored JVS Work Group and will conduct a pilot Job Vacancy Survey in New Mexico in Calendar Year 2003. The Job Vacancy Survey will complement the various supply side measures of the economy, such as the Bureau of Labor Statistics Current Employment Survey and the local Area Unemployment Statistics in that the JVS measures the demand side of the employment equation.
- 4.) LMI from the NM ERA Bureau has been incorporated with attribution into the publications of the Albuquerque Chamber of Commerce, the University of New Mexico Bureau of Business and Economic Research and the magazine 'Next', a career assistance publication of private firm Starlight Publishing. ERA produced workforce information is frequently reproduced in the new media. ERA produced Labor Market Information enables the private sector to more widely disseminate this content in profit-making publications.

The broad strategic approach for workforce information delivery to the system's three principal customer groups – the business community, individuals and the state workforce development system:

- 1.) ERA is participating in a regional consortium of seven states in the Mountain West called 'Market Dynamics from Administrative Records' to develop a system to use wage records and other administrative data to provide focused local labor market information on job tenure, turnover, labor commutation patterns and other demographic information demanded by private business industry associations such as the construction and hospital associations. This information is utilized by business in making plant location and expansion decisions. The availability of a stable work force is crucial to the success of a business location, as is accurate wage information. Turnover is a primary measure of workforce stability.
- 2.) ERA is participating actively in the process of disseminating information from the 2000 Census and the American Community Survey as a member of the State Data Center network. ERA has joined the Longitudinal Employment Household Dynamics (LEHD) project headed by Dr. Julia Lane in conjunction with the US Census Bureau. Business require in depth information on the characteristics labor force in deciding whether the quality of the work force is adequate to their requirements. The LEHD Quarterly Workforce Indicators will become available by June 2003 and will be used in a study on the wage structure of the work force between men and women by industry and occupation.
- 3.) ERA has acquired and utilized econometric software (Minnesota IMPLAN) to analyze the impact of positive and negative employment developments on the New Mexico economy utilizing an input-output model. The IMPLAN software has been used to estimate the impact of the K-Mart retail store closure and the closure of the Phelps Dodge copper smelter in New Mexico's' southwestern Hidalgo county. Retail businesses require information on the probable impact on their businesses of plant and mine closures.
- 4.) ERA has implemented a set of customer satisfaction surveys for its Internet site and LMI publications, which are being used in completing the state of New Mexico's WIA plan. The customer satisfaction survey allows the ERA Bureau to understand which of its products are most utilized by the public and how to improve such products.

How workforce information and services are delivered to customers through the state's One Stop service delivery system:

- 1.) ERA staff have been sponsoring training sessions featuring key ERA staff and prominent representatives of the ETA Dallas Regional office to train One Stop Career Room and WIA board staff on the use and dissemination of workforce information. These training sessions are held twice annually. ERA staff also visits Career Resource rooms in conjunction with visits to local Workforce boards. If WDC Career Room staff has a clear and accurate picture of the local economy and the character of the work force required by employers, they are better able to serve employers by making referrals of qualified job seekers.
- 2.) ERA staff frequently provides information and customized employment and economic analysis to the Employment Services Division and NMDOL secretary staff as well as to staff to the NM State Workforce Board. ERA staff also serves as a heavily used resource to other state agencies and for the New Mexico State legislature. NM ERA staff are currently working on a study for the NMDOL secretary on the economic impact of Indian tribes and pueblos and Indian gaming on the economy of the state of New Mexico.

3.) ERA staff will implement a new Internet interface for Labor Market Information by the end of the 2002 program year. This improvement to the NMDOL ERA Internet presence will make the LMI produced by the ERA Bureau available in a more user-friendly format on the Internet. New Mexico ERA staff is planning an interface along the line of the Florida, Montana and Washington LMI Internet presentation products.

Core Products and Services

1) ALMIS Database

A.) Description: New Mexico maintains an Internet graphical database, "New Mexico Works", developed by GeoSolutions, which is currently installed and in operation. Data populations include industry & occupation projections, employment, Info-USA employers, industry and occupational wages, population, and educational sites. During PY 2001, the New Mexico Economic Research and Analysis Bureau brought up the Electronic Delivery System developed by the state of North Carolina on the New Mexico Internet web site to provide all four of the state WIA regions with occupational wage and employment data. During PY02, the ALMIS databases will be publicized, expanded, maintained and enhanced. The state will continue to populate the URL table identifying state web linkages with resources of interest to customers. The state will also update and populate crosswalks to associated databases and to the Occupational Employment Statistics wage table developed by the ERA Webmaster. The maintenance contract with GeoSolutions will be continued. License information will be updated with new information on newly licensed occupations and changes to current license procedures as information becomes available. Major users: Employers, One-Stop career room staff, educational planners, regional Workforce Development boards, job seekers, students, employment / training officials, persons needing career guidance.

B.) Focus of ALMIS Data Base: The ALMIS Data Base is the foundation of national Internet presentation of workforce information by industry, occupation and wages for current and projected data.

C.) Internet Delivery system: NM Works uses this as its foundation for presenting workforce information.

D.) This product is specifically mentioned and required in the ETA LMI 2002 TEGL. The ALMIS data base is the foundation of all Internet LMI applications. All of the statistical information is tabulated, presented and formatted in the ALMIS. Information is necessary for all business and educational planning activities. Education and career planning through the Career Resource rooms and the educational counseling structure. As part of the WIA State Plan, the Workforce Development Board state and regional structure is required to perform an in-depth assessment of the New Mexico economy. The statistical information incorporated in the **ALMIS data base** is the foundation of the statistical system that enables the state WDB to produce the material required in Part III. **Assessment** of the Workforce Investment Act State Plan. The WDB plan is required to "identify the implications of these [economic] trends in terms of the overall availability of employment opportunities by occupation, and the job skills necessary in key occupations." The state labor market information system identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA's LMI grant such as industry and occupational projections.

E.) Measurable Customer Outcome: Internet data base. Update benchmark employment information with CES and LAUS data by March 2003 on the established benchmark cycle. ES 202 data from the Covered Employment and Wages program will be updated quarterly as each quarter's data becomes available. Update population information by April 2003. Update long term occupational projections information by January 2003. New section of the LMI Website for short term projections to be updated twice each year.

F.) Milestone: Update wage data from OES in January 2003 and BEA personal income in May 2003. Update employer address data from second generation vender in December and July.

G.) Cost: \$40,000.

2.) Long Term Industry and Occupational Projections

A.) Description: New Mexico 2000 – 2010 industry employment projections for the state and the three MSAs have been developed and are published in coordination with BLS national projections. Statewide and Albuquerque, Santa Fe and Las Cruces MSAs ten year occupational and employment projections are published on the Internet site and in hard copy. This represents a permanent addition of two MSAs (Santa Fe and Las Cruces) to the Long Term Projection program. Industry and occupational projections provided on the Department Internet website and submitted for placement on the ALMIS state projection Internet website. There will be separate publications for the state and the three MSAs, for a total of four publications. ERA will use STIP, LTIP and Micromatrix to the extent feasible and work with the research consortia to resolve software issues. The ERA manager participates actively on the NASWA LMI Committee, which oversees the work of the newly created Micromatrix-Projections Managing Partnership. New Mexico will continue to produce short-term industry and occupational projections at least twice a year. The state will submit the forecasts for placement on the ALMIS State Projection Internet site and the ACI net site. Long term projections will be linked to O'Net products whenever possible. NM projections staff are participating actively in research activities sponsored by the Projections Managing Partnership. Projections products incorporate the national forecasts produced by Global Insight [formerly DRI-WEFA]. Used by employers, educational planners, One-Stop Career room staff, Regional Workforce Development Boards, persons needing career guidance, students, employment / training program officials.

B) Focus: Data analysis and forecasts

C.) More localized products requested. Labor Force participation projections by gender and age were requested and these have been incorporated into 2003 publication.

D.) Information is necessary for all business and educational planning activities. Education and career planning through the Career Resource rooms and the educational counseling structure. As part of the WIA State Plan, the Workforce Development Board state and regional structure is required to perform an in-depth assessment of the New Mexico economy. In conjunction with the other quantitative material incorporated in the ALMIS data base, the statistical information available in the **long term occupational projections** enables the state WDB to produce the material required in Part III. **Assessment** of the Workforce Investment Act State Plan. The WDB plan is required to 'identify the implications of these [economic] trends in terms of the overall availability of employment opportunities by occupation, and the job skills necessary in key occupations.' The state labor market information system identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA's LMI grant such as industry and occupational projections.

Statement of Work

The New Mexico WIA Plan Section III B. includes an extensive section in response to the question: What is the State's current capacity to deliver high quality employment statistics information to customers – both job seekers and employers – of the One Stop system. The long term occupational projections are specified as a key component of the New Mexico Employment Statistics system, with both paper and Internet publication specified as central to the Employment Statistics system.

E.) Measurable Customer Outcomes: Data files produced for long term occupational projections. The long-term projections publications will be produced on a two-year cycle.

F.) Milestones; Paper and Internet publication of all long term projections in January 2003.

G.) Cost: \$100,000.

3.) **Short Term Industry and Occupation Projections**

A.) Description: New Mexico short-term industry / occupational employment projections for the state and the four WIA regions have been developed and published in coordination with DRI-WEFA national projections. Statewide and WIA region two year occupational and employment projections are published on the Internet site and in hard copy. Industry and occupational projections provided on the Department Internet website and submitted for placement on the ALMIS state projection Internet website. ERA will use STIP, LTIP and Micromatrix software to the extent feasible and work with the research consortia to resolve outstanding software issues. The ERA manager participates actively on the NASWA LMI Committee, which oversees the work of the newly created Micromatrix-Projections Managing Partnership. New Mexico will continue to produce short-term industry and occupational projections at least twice a year. The state will submit the forecasts for placement on the ALMIS State Projection Internet site and the ACI net site. Users of this product include: employers, educational planners, One-Stop Career room staff, Regional Workforce Development Boards, persons needing career guidance, students, employment / training program officials.

B.) Focus: Data analysis and forecasts.

C.) ERA Bureau had several request for Internet presentation of short-term industry, occupational and wage projections on WIB web sites has been implemented at the request of the WDBs.

D.) Information is necessary for all business and educational planning activities. Education and career planning through the Career Resource rooms and the educational counseling structure. As part of the WIA State Plan, the Workforce Development Board state and regional structure is required to perform an in-depth assessment of the New Mexico economy. The statistical information incorporated in the **short-term occupational projections** enables the state WDB to produce material required in Part III. **Assessment** of the Workforce Investment Act State Plan. The WDB plan is required to 'identify the implications of these [economic] trends in terms of the overall availability of employment opportunities by occupation, and the job skills necessary in key occupations.' The state labor market information system identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA's LMI grant such as industry and occupational projections.

The New Mexico WIA Plan Section III B. includes an extensive section in response to the question: “What is the State’s current capacity to deliver high quality employment statistics information to customers – both job seekers and employers – of the One Stop system.” The **short-term occupational projections** are specified as a key component of the New Mexico Employment Statistics system, with both paper and Internet publication specified as central to the Employment Statistics system. In addition, all short term industry and occupational projections are produced twice each year for each of the WIA regions. NMDOL ERA short term industry projections are also published in the Arizona State University’s Blue Chip Economic Forecast

E.) Measurable Customer Outcomes: Data base files produced for short-term occupational projections. Update the EDS system occupational wage and employment projections data (August 2002 and March 2003).

F.) Milestones: Short term industry and occupational projections published on the Internet and on paper (July 2002 and March 2003).

G.) Cost: \$100,000.

4.) **Develop occupational analysis products**

A.) Description: Wide distribution of labor market information will continue and expand through printed reports and publications, video, and Internet media. Emphasis will be put on Internet website dissemination of LMI by expanding the amount of LMI available via the web and enhancing web-based LMI through improved graphics and user-friendly interfaces. Local LMI, including labor supply and demand information, short and long-term industry and occupational employment projections, and occupational wage and employment data through EDS, will be provided to the state Workforce Development Board and the four regional Workforce Development Boards designated under the Workforce Investment Act. Web sites will be maintained and updated for the state Workforce Development Board and the four regional Workforce Development boards. The publication of labor market Information under this heading is produced in close coordination with the New Mexico SOICC, which receives an annual grant of about \$120,000 from the New Mexico Department of Education under section 118 of the Perkins Act. Labor market information is made extensively available through contacts with the public school counseling community through ICDM workshops. O’Net and SOC are used in all NM occupational analysis products.

B.) Focus: filling data gaps for employers, educational planners, One-Stop Career room staff, Regional Workforce Development Boards, persons needing career guidance, students, employment / training program officials.

C.) Based on consultations with State Board and customers, publications are acceptable. These publications are enthusiastically received by the State Data Center network as well as by employment counselors in the Community college system.

D.) Publications are heavily used by the One Stop network career rooms and by the educational community. As part of the WIA State Plan, the Workforce Development Board state and regional structure is required to perform an in-depth assessment of the New Mexico economy. The statistical information incorporated in the **occupational analysis products** enables the state WDB to produce material required in Part III. **Assessment** of the Workforce Investment Act State Plan. The WDB plan is required to ‘identify the implications of these [economic] trends in terms of the overall availability of employment opportunities by occupation, and the job skills necessary in key occupations.’”

The state labor market information system identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA's LMI grant such as industry and occupational projections.

The New Mexico WIA Plan Section III B. includes an extensive section in response to the question: What is the State's current capacity to deliver high quality employment statistics information to customers – both job seekers and employers – of the One Stop system. The **occupational analysis products** are specified as a key component of the New Mexico Employment Statistics system, with both paper and Internet publication specified as central to the Employment Statistics system.

E.) Measurable Customer Outcomes: Internet website access will be accomplished within 30 days of hard copy availability for each publication. Detailed localized LMI products will be produced according to the mounting demands and requirements of the four local Workforce Development Boards. Localized information from the US 2000 Census will be provided to the local boards as part of the Economic Research Bureau's state data census affiliate role. Roughly 200,000 copies of these publications are publisher each year.

F.) Milestones: A wide variety of printed LMI reports and publications will be produced and published throughout the Program Year. The following is our publication schedule:

- 1) Internet Guide to Labor Market Information (July 2002);
- 2) New Mexico 2010 Employment Projections (March 2003);
- 3) New Mexico 2010 Employment Projections in Brief (June 2003);
- 4) Four Area Job Market brochures (August-September 2003);
- 5) Veteran's Guide (September 2002);
- 6) Tele-Services Wages and Employment (September 2002);
- 7) Job Hunter's Guide reprint (February 2003);
- 8) Publication for persons with disabilities (May 2003);
- 9) Annual Social and Economic Indicators (June 2003).
- 10) Albuquerque Benefit Survey (July 2003)

Publications produced in cooperation with the New Mexico SOICC:

- 1) Jobs for Graduates (March 2003)
- 2) Prospects (June 2003)
- 3) Parent's Guide (March 2003)

Publications produced in cooperation with the US Bureau of Labor Statistics:

- 1) New Mexico Occupational Wage Survey (January 2003)

Cost: \$40,000.

5.) Provide an employer name and address list that can be accessed by the public.

A.) Description: A licensed copy of the ALMIS Employer Data Base was provided to New Mexico when the license agreement with InfoUSA was signed. There is now a second generation of the employer database. The ALMIS Employer Data Base was added to the Internet ALMIS database. ALMIS Employer Data Base will be updated twice a year. ERA is investigating the possibility of requesting geographic coding of the second generation of the employer database in order to produce maps of employment.

B.) Focus: this is a tool intended for the use of job seekers, students, employment / training officials, persons needing career guidance.

C.) Based on feedback from paper product and Internet customers, product is acceptable.

D.) Product is specifically mentioned and required by the TEGE. Product is used heavily in the One Stop Career resource rooms and on the ERA Internet site. Publications are heavily used by the One Stop network career rooms and by the educational community.

E.) Measurable Customer Outcomes: Data base file with an employer listing produced. ALMIS Employer database will be continually maintained and continue to be made available to the public.

F.) Milestones: ALMIS Data Base is scheduled be updated twice a year within 30 day of when the new CD data files become available.

Cost: \$10,000.

6.) **Provide information and support to Workforce Development Boards and produce other State information products and services.**

A.) Description: The Economic Research & Analysis Bureau maintains the New Mexico Department of Labor Internet site. The ERA maintains a separate Web site for the Workforce Development Board structure, which includes sections for the state Workforce Development Board and each of the four regional Workforce Development Boards. The ERA Web site has been and continues to be an integral part of the implementation of the Workforce Investment Act in the State of New Mexico through delivery of LMI and administrative documents. The ERA Bureau furnished large sections of narrative and tables for the original state WIA plan and for each update to the plan. ERA is continually called on to furnish special LMI products for the State and regional Workforce Development Boards, such as a ten page regional Economic and Demographic Profile for each Regional WIA board. The ERA Bureau also performs extensive research analysis on US Census and other data sources for the WIA implementation team in the NM Secretary of Labor's office, such as background data sets for WIA funding formulas and the criteria for qualification for Individual Training Accounts.

The ERA bureau also serves as staff support (especially on Internet and graphics design project) to the Job Training Division and the Secretary's WIA implementation team. ERA staff have been trained on GIS software and GIS software is being utilized to deepen our ability to provide more geographically detailed data. ERA has acquired the "Minnesota IMPLAN" econometric input-out model software and trained staff in its use to deepen ERA capacity to respond to requests for economic impact analysis. ERA personnel have been participating in the national WIC supported work group on Job Vacancy Surveys and are closely monitoring the ETA-supported BLS research into the feasibility of implementing such a survey. The New Mexico ERA Bureau has acquired SAS PC software to perform the sample selection process associated with the implementation of the Job Vacancy survey, ERA personnel are also involved in planning for research into often-demanded information for businesses and employers on job turnover, hires and separations, gender wage gap, and other information that can be obtained from UI wage records and other administrative data through data matches. NMDOL ERA is participating in joint research with Wyoming, South Dakota, Nebraska and other states that are pursuing administrative data research. NMDOL ERA has produced several articles reporting the results of the turnover research. New Mexico has applied and been included in the Longitudinal Employment Household Dynamics (LEHD) project with the US Census Bureau.

B.) Focus: LMI Internet presentation for NM Department of Labor Secretary staff, NMDOL WIA implementation team, NMDOL Job Training Division staff, State Workforce Development Board members, consultants and staff, and regional WDB members and staff.

C.) Customer satisfaction is aggressively monitored and records of this material are maintained by ERA in order to foster continuous quality improvement in LMI materials.

D.) Accurate and timely workforce information is crucial to all career and business planning. As part of the WIA State Plan, the Workforce Development Board state and regional structure is required to perform an in-depth assessment of the New Mexico economy. The statistical information provided on the **NMDOL Internet** site enables the state WDB to produce the material required in Part III. **Assessment** of the Workforce Investment Act State Plan. The WDB plan is required to ‘identify the implications of these [economic] trends in terms of the overall availability of employment opportunities by occupation, and the job skills necessary in key occupations.’ The Internet site provides state labor market information system and identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA’s LMI grant such as industry and occupational projections.

The New Mexico WIA Plan Section III B. includes an extensive section in response to the question: What is the State’s current capacity to deliver high quality employment statistics information to customers – both job seekers and employers – of the One Stop system. The products showcased on the NMDOL Internet site are specified as a key component of the New Mexico Employment Statistics system, with both paper and Internet publication specified as central to the Employment Statistics system.

E.) Measurable Customer Outcomes:

- 1) Provide interactive Web-based training provider registration forms for WIA implementation on a continual basis.
- 2) Improve and maintain state and regional Workforce Development Board home pages, which will be updated and enhanced on a continual basis.
- 3) Provide listings of fastest growing occupations and occupations with the most openings for WDB Internet sites.

F.) Milestones:

Ability to respond to requests for more LMI on more geographically focused areas will be enhanced with the use of GIS software MapInfo as scheduled Census data becomes available. IMPLAN software, staff participation in ETA-BLS sponsored national meetings job vacancy survey research, and administrative data and wage records research are three new ERA initiatives that will result in an improved ability to respond to requests for LMI different from traditional products. ERA responds to at least one request for an economic impact analysis per quarter, usually many more than that. The Sample Selection module of the Job Vacancy survey will be in place by May 2003, with the other modules to follow in the summer of 2003.

G.) Cost: \$45,000.

7) **Description: Support state-based workforce information delivery systems and maintain common systems/ Web Based systems support.**

A.) Description: The New Mexico Department of Labor Web site developed and maintained by the ERA Bureau is divided into two major sections, one for job seekers, and one for employers and researchers. ERA maintains a separate site for the state and the four regional Workforce Development boards. Job Links include America's Job Bank, as well as the New Mexico State personnel office web site. Economic links include labor force and employment statistics from the NM Department of Labor and New Mexico specific economic links. Labor Market Information includes the monthly Labor Market Review and NM WORKS (New Mexico Workforce Opportunity Research Knowledge System). NM WORKS contains information on occupational and industry projections, employers, schools, wages, demographics and occupational licenses. NM WORKS is the front end application showcasing the core tables in the ALMIS data bases. The ERA Bureau is a member of the State Data Center network sponsored by the US Census Bureau and will incorporate new data from the decennial census on our Internet site as it becomes available. In addition, ERA staff will be attending Census Bureau training on data use and interpretation, including training on the American Community Survey. The NM ERA Bureau has implemented the EDS system for the delivery of occupational wage and employment data. NMDOL is a member of the Workforce Informer consortium, but is unable for budget reasons to implement Workforce Informer on the NMDOL Internet site.

B.) Focus: This is an LMI tool intended for Jobs seekers, One-Stop Career Room staff, business market researchers, private and public sector economic forecasters, employers, and Workforce Investment Act implementation staff.

C.) Based on extensive consultation with customers, product is acceptable.

D.) This product is the core information delivery module between the NMDOL and the WIB structure. Accurate and timely workforce information is crucial to all career and business planning. As part of the WIA State Plan, the Workforce Development Board state and regional structure is required to perform an in-depth assessment of the New Mexico economy. The statistical information incorporated in the **NMDOL Internet** site enables the state WDB to produce the material required in Part III. **Assessment** of the Workforce Investment Act State Plan. The WDB plan is required to 'identify the implications of these [economic] trends in terms of the overall availability of employment opportunities by occupation, and the job skills necessary in key occupations.' The state labor market information system identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA's LMI grant such as industry and occupational projections.

E.) Measurable Customer Outcomes:

1) Web sites for WIA implementation have been augmented with extensive labor market information related to the four New Mexico local Workforce Development Boards by the end of PY 2001. The Estimates Delivery System is one of New Mexico's most heavily used Internet applications for LMI.

2) Data and publications for the ERA Bureau are continually updated and the Annual Social and Economic Indicators has been added to the Web site.

F.) Planned Milestones: Training schedule for NMDOL Web site for Workforce development boards: Workforce Development Board user workshops (tentative dates) – Albuquerque (September 2002), Taos (October 2002), Roswell (November 2002), Silver City (December 2002). Four ICDM training sessions will be held in PY2002: Farmington (Oct 2002), Carlsbad (Feb. 2003), and Las Vegas (November 2002), Albuquerque (April 2003). ERA economists will be in attendance at WDB state and regional planning committee and WDB state and regional board meetings as requested.

G.) Cost: \$40,000

8.) State workforce information training initiatives

A.) Description: New Mexico ERA staff will continue to be sent for training to the LMI Institute frequently for such classes as economic analyst training, survey design, WIA structure and background information, and marketing LMI. Staff will attend a LMI Institute sponsored training on populating the ALMIS data base. Staff will also be trained in potential uses for the Longitudinal Data Base, GIS systems, input-output modeling, job vacancy survey methodology, and administrative data research in order to provide answers to frequently asked questions from administrators, employers, educational planners, academic researchers, and WIA boards. NMDOL ERA-produced LMI will be systematically marketed to potential users through various seminars and training sessions such as the ICDM high school counselor meetings held several times each year. The New Mexico Workforce Investment Act local boards each have an ERA liaison person to identify LMI needs and provide knowledge of current regional LMI. The ERA Bureau plans to have a high level economist representative at meetings of all four Workforce Development Board's Planning Committee and at quarterly meetings of each regional Workforce Development Board to market LMI, provide information on new projects, and solicit input on needed LMI. The progress of new products under research programs such as the longitudinal data base project, input-output modeling, job vacancy surveys, and administrative records research will be conveyed to primary LMI users through the NM Labor Market Review and the NMDOL Internet site. Localized LMI will be produced for the Workforce Development Boards. Ongoing training of new primary LMI users will occur in Workforce Development Board informational workshops and technical assistance on site or in the field.

B) Focus: System development – staff development for LMI staff, school counselors, and teachers. Workforce Development Board members and staff will be a primary audience for LMI training in the coming program year.

C) According to discussions with customers, this is acceptable in that our staff are helpful and reliable in their dealing with customers. The ERA Bureau maintains complete files of training evaluations.

D.) Develops capacity in the One Stop and in the ERA Bureau. Accurate and timely workforce information is crucial to all career and business planning. The **staff must be well trained** to perform their role as in producing quality work force information. The state labor market information system identifies economic and employment trends using both Bureau of Labor Statistics data such as employment and unemployment and wage data and data produced under the ETA's LMI grant such as industry and occupational projections. Milestones: At least four Workforce Development Board user workshops conducted in tandem with ICDM training sessions will be held in PY2002:

E.) Measurable performance outcomes: Staff will be sent to ALMIS classes and seminars as time and funding permit. ERA Bureau secretarial staff will maintain a complete file of travel reports from all participants. NM ERA Bureau staff participate in the NASWA LMI Committee, the NASWA LMI directors conference, the LMI Forum and all new employees are sent to the Basic and Intermediate Analyst training classes. Three ERA employees were sent to the LMI Forum in Hershey Penna. The NM LMI director made three presentations on current activities in NM regarding administrative data records research.

F.) Milestones: At least one staff member will be sent to ALMIS Institute Basic analyst training and at least one analyst will be sent to the planned wage record research symposium.

G.) Cost: \$38,924.

9) Customer Satisfaction Activities

A) New Mexico ERA staff industriously gather customer evaluations of all staff presentations and products by requesting that customers complete feedback and evaluation of forms at the various LMI presentations that ERA carries out. The evaluation forms are closely monitored to ensure that customer needs and expectations are met and are consistent with the stated objectives of the presentation. An up coming presentation features an opportunity to conduct focus group discussions to evaluate the content and availability of some ERA products that are used within the educational community.

B) The NM ERA LMI Internet site will implement a pop down survey in tandem with customer satisfaction activities on the NMDOL Internet site.

C) ERA has instituted a periodic customer satisfaction survey on our flagship publication, the NM Labor Market Report. In response to comments generated by the survey, changes have been made to the appearance of the Review. The most recent survey of the Review readers indicated that cost-saving measures had degraded the overall appearance of the publication. Several hundred responses were received back from this survey. The NM Labor Market Report was revamped based on this survey.

D) Additionally, ERA has an ongoing satisfaction survey that monitors customer approval of our products. ERA customers who request LMI material by mail are offered an opportunity to provide feedback with each of our mailings. Accompanying each set of mailed material is a form that checks to see if the material requested was processed in a timely fashion, was understandable, was helpful, and met their needs. The NMDOL web site, which is managed by the ERA Bureau, has an online survey for customers to evaluate our on-line presentation and content. In a typical week, we receive 5 to 7 evaluations of our material from one of these sources.

E) ERA is maintaining an archive of all customer satisfaction materials received from customers and will be acting to implement changes in our publications and Internet applications based on customer feedback.