

One-Stop Labor Market Information Review

PA Department of Labor and Industry

Center for Workforce Information and Analysis

Program year July 1, 2003 – June 30, 2004

1) Annual Grant Plan

a) Core Products and Services

i) Status of implementation and delivery

(1) ALMIS Database:

Pennsylvania's ALMIS database and its Internet application PALMIDS is a full implementation of the ALMIS structure. The Center has and will continue to populate all designated core database tables and other tables not designated as core. The Center will include state data and where available, data for regions and counties.

The Center has awarded a contract to Geo Solutions, Inc. for an upgraded Internet application to access the new ALMIS 2.2 structure. The deployment of this integrated application has met with some technical delays and a new target date for deployment is Fall 2004.

(2) Long Term Industry and Occupational Projections:

Preliminary work on the 2002-2012 Industry Projections and Occupational projections has been completed. A working copy of the industry projections is currently being reviewed. As soon as this data is reviewed and approved the Occupational Projections will be available to the public. Anticipate release of the data in mid-October. All data will be delivered through the Center's website for workforce investment areas (WIAs), metropolitan statistical areas (MSAs), and statewide.

Short Term Industry and Occupational Forecasts:

Pennsylvania 2003-2005 industry and occupational forecasts have been completed and will be posted on the CWIA website.

(3) Occupational analysis products:

- **Demand Occupation:** The Center has produced and disseminated the Demand Occupations Lists 2004 for WIAs. The lists are available through the Center's website and accessible through the CareerLink website for one-stop staff and clients.
- **Career Clusters:** The Center collaborated with the Pennsylvania Department of Education and agreed to use common career cluster definitions. These common cluster definitions were used to present occupational information in the Pennsylvania Occupational Outlook Handbook.
- **Career Exploration Tool:** The Career Exploration Tool has not been completed due to information technology issues.
- **Career Guide:** The **Pennsylvania Career Guide 2004-05** and complementary **Resource Guide** have been completed. Hard copies of each publication will be available in October 2004. Both career publications will be posted to CWIA's website at this time.
- **Health Career Assessment:** The Health Career Assessment was completed. The Center has used this as a basis for its analytical work with the PA Center for Health Careers.
- **Occupational Analysis of Statewide Industry Clusters:** A template has been developed. The Center and the Keystone Research Center have entered into a partnership to help in this analysis and all are currently reviewing the template.
- **Occupational Brochures, Posters, Reports, and Publications:** The Center has produced a set of 5 posters that displays the fastest growing occupations by educational attainment. The Center also produced the Targeted Industry Cluster book.
- **Special Populations:** The Center has initiated a special packet that is provided to inmates of correctional facilities when they request information prior to their release.

(4) Employer name and address list for public access:

The employer file has been loaded into the ALMIS database.

(5) Provide information and support to WIBs:

Continued to provide the Regional Data Analysis Tool (RDAT) to assist local boards in their analysis of industry clusters. We also provide technical support in the use of the RDAT. We continue to provide support to the state WIB; 1) involvement in its five committees, 2) consultation with state WIB executive staff members, and 3) as the primary source of labor market information.

The Center has also completed the Job Vacancy survey pilot.

(6) State-based workforce information delivery system:

The Center has completed the upgrades in PALMIDS to ALMIS 2.2. Additionally the Center has been updating its website through the posting of new and updated files of the information our customers most need. We are preparing to launch a new delivery system to provide customers easier access to our data. That effort involves an assessment of customer needs, process development, updating file structures and a new website design. A new integrated Internet application should be ready for public use in early fall.

Work continues to be on going for the electronic library.

(7) State workforce information training activities:

- Continued to provide training to CareerLink front line staff. This training is offered to all CareerLinks as a service in order to educate front line staff and increase LMI awareness.
- Provided educators professional development workshops.
- Sent appropriate staff to state and national conferences.
- Center's Training Committee continues to provide Schoolhouse Learning sessions that focus on the Center's various technical programs.
- Developed WIB staff training.

(8) Other activities, products, services identified in grant:

LMI Marketing:

The Center continues to market the products produced in many different venues. Each month an email advertisement is 1) sent to all media contacts with the monthly press

releases and 2) printed on the back of the Pennsylvania Labor Force magazine announcing what new product or products are available and how to get them.

The Center also is outlining a marketing plan for 2004-05.

Customer Management System

The Center has realized that a comprehensive customer management system is critical in organizing and understanding who are customers are and what they need. The system will assist in evaluating and analyzing all aspects of customer requests and contact information. Upon outlining all of the needs for each program area in the Center, a vendor will be selected to acquire a single product that will meet each area's needs.

Customer Satisfaction

The Center has continued to address customer satisfaction in two parts. The first part was to talk to all of our customers to gain what they want and the second part is to outline a plan to measure customer satisfaction.

Part 1 -The Center solicits feedback from a wide variety of customers:

- Consult with Workforce Investment Boards (WIB)
- Participate in monthly WIB Directors meetings
- Host and attend conferences
- Work closely with CareerLink for jobseeker & employer needs

Part 2 - The Center has outlined a three-phase plan to measure customer satisfaction.

- Phase I – Publication specific survey (Complete)
- Phase II –Random sample surveys of existing mailing lists (Ongoing)
- Phase III – Full integrated of customer satisfaction methods and tools