

Delaware Annual Core Products Performance Report: PY 2004

A. Accomplishments Compared to Plan;

- Required Core Deliverables

1. *Continue to populate the ALMIS database with State data:*

We populated and updated all tables designated as core tables in accordance with guidelines issued by the ALMIS Database Consortium. The files are available in-house and external users for LMI research. We have been successful in implementing *ELMER* our WebSeras LMI delivery system. *ELMER* requires input from the ALMIS data base. The system is linked to our web site and data updates have been made on a routine basis.

Milestones

1. Implement and maintain ALMIS Database updates – On Target
2. Included in the ALMIS updates have been the addition of various revised historic data series.
3. Incorporated InfoUSA, Inc. employer database updates into ALMIS Employer database – Ongoing
4. Populated ALMIS database with Industry and Occupational Projections; completed on time.
5. Upgraded and implemented *Elmer* website; completed as planned

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

Delaware developed 2002-2012 long-term projections as planned. We also produced short-term projections for 2004-2006. The projections have been submitted to the projection consortium for use in ETA's website files. Industry and occupational projections have been used as a primary component in Delaware's *ELMER* System. Delaware used the projections as a basis for a major publication (*Delaware Industry and Occupational Projections, 2002-2012*). The updated projections were used extensively in the *Delaware Career Compass*. All major PowerPoint presentations have been revised to include the updated industry and occupational projections.

Milestones

1. Developed long-term industry and occupational projections (2002-2012).
2. Submit ETA file to Projections Consortium – Completed
3. Delaware developed short-term projections (2004-2006).
4. Populate ALMIS database with industry and occupational projections – completed as planned.
5. Produced and disseminated the publication *Delaware Industry and Occupational Projections, 2002 – 2012*.
6. Projections were used a major component of *ELMER*, our LMI delivery system.
7. We disseminated industry and occupational projections in numerous ways – at workshops, presentations and training programs, to the WIB. We provided extensive data to numerous major customers (general public, Delaware Economic Development Office, Delaware Technical and Community College, Chambers of Commerce, county government, and to the educational community)

3. *Provide occupational and career information for public use:*

We produced and disseminated in print and on our website a series of customer-focused occupational and career information products. These products were used by a wide range of data users and partners including: the WIB, economic development, One-stop staff, educators, teachers, counselors, and job seekers. We continued our close working relationship with the Delaware Advisory Council on Career and Vocational Education. We have received feedback to determine the needs of the One-stops in Delaware. We continued to develop power point presentations to present to all customers. Delaware continues to facilitate and provide training opportunities for educators, counselors, public and private agencies on “The Real Game Series”. This is a series of six experiential hands-on games from 3rd grade through adult. These games connect school experience to career choices. Emphasis was placed on developing interactive presentations for high school students. We introduced a new product, *Delaware Job Application Tool*. This is a pocket resume guide where jobseekers can carry essential personal job application information (work history, references, education). We produced an analysis of occupational clusters, which was used in our publications. Our office developed Career Video’s containing Delaware specific occupational information. These will be distributed in PY 2005. We provided Parent Guides/Brochures to the general public. These have been used to assist parents in helping children learn about financial aid, targeting their career interests, and making successful career decisions. We also did customized reports and analysis on such topics as high-demand occupations, the fastest-growing occupations and occupations within certain clusters (i.e. Healthcare, IT).

Milestones

1. *Delaware Career Compass and Teachers Guide* – published
2. *Delaware Monthly Labor Review* – published
3. *Delaware Wages* – published
4. *Delaware Job Application Tool* (pocket resume guide) – completed
5. *Products posted on the website* – completed
6. *LMI Bookmarks* – completed
7. *Parent Guide Brochures* – completed as planned
8. Customized reports requested by data users.
9. *Career Video’s* – Completed and will be distributed in PY ‘05

4. *Ensure that workforce information and support required by state and local workforce investment boards are provided.*

Delaware continued to provide numerous types of useful informational products to the Delaware Workforce Investment Board (DWIB), training providers, employers, and other agencies. Our staff has attended meetings with the DWIB’s Proposal Review and Certification Committee to advise them on the need for ITA programs in high-demand occupations. We utilize feedback from our One-stop partners in determining the need for new training programs. Our office worked very closely with the Delaware Economic Development Office in assisting the DWIB in completing a new Strategic Plan. We supported this effort by attending meetings and participating in a new initiative, *Skills Based Projections*. This was used extensively in the DWIB’s Strategic Plan along with our industry and occupational projections. We continued to enhance our publications to

make them more useful and appealing to our customers. We used feedback from our customers to ensure that the current publications and presentations are, in fact, responding to their needs. We continued to refine and review our existing list of publications to see what other products would be valuable to the DWIB and our other customers. All of our publications have been made available on our website and paper copies. Local Employment Dynamic (LED) data and analysis has been provided to Delaware customers. The DWIB has been very interested in the LED Program. In addition we will publish an analysis of benefits offered by Delaware Employers in PY 2005. We will continue to work with the DWIB in providing them with published and customized labor market information products.

Milestones

1. Participated as a full partner in the U.S. Census Bureau's LED Program. Submitted quarterly data files. Delaware LED data are now available to the DWIB and public on the internet.
2. Participated in and made data available from the newly developed Skills Based Projections System.
3. Used LMI data and assisted the DWIB in developing an updated Strategic Plan.
4. Provided DWIB with numerous LMI products.

5. *Maintain and enhance electronic state workforce information delivery system:*

During the year we fully implemented the *ELMER* website, also known as WebSaras (the LMI/ALMIS delivery system). We explored the use of other LMI delivery systems, such as, *Workforce Informer* but decided to continue with the WebSaras system. Following implementation of *ELMER*, there has been considerable work in reviewing and updating the data. The latest round of industry and occupational projections was utilized. All historic data were replaced to include revised information. We assigned staff members to develop a training program especially for the DWIB, One-Stops, and the Division of Vocational Rehabilitation. The Delaware Economic Development Office (DEDO) has been working with us to suggest important changes that will greatly assist their needs. We will continue to assess customer satisfaction of the *ELMER* website. We will then make adjustments within the framework of the system to better serve our customers. Delaware has continued to provide statistical data and publications through our current website. We will continue to upgrade and enhance our website (www.oolmi.net). We have and will continue to support and maintain the *Consumer Reports* system for the WIB. We have worked on enhancements of the *Consumer Reports* system. Our office has taken the lead to maintain the ITA Training Providers List. This system is the web-based delivery system of available training providers and their programs.

Milestones

1. Upgrade and enhance the OOLMI website (provide data and new publications) - ongoing
2. Maintain and enhance *Consumer Reports* – continuous
3. Provide LED output – completed and updated quarterly
4. Upgrade and maintain *ELMER* System – completed

6. *Support State workforce information training activities:*

Delaware has continued to support the LMI Institute. We will continue to support training of LMI staff through the LMI Institute and other training opportunities. We have and will continue to support LMI-related training for outreach staff of both the Divisions of Employment and Training and Vocational Rehabilitation. As a joint project with our office, we will continue to support the marketing effort for those divisions. We have conducted extensive LMI training for the Division of Employment and training staff. We will continue to provide LMI-related training opportunities to DWIB. We will continue to attend the DWIB Board Meetings to make presentations and solicit feedback on the type of LMI products that would be most useful to Board members. Our office will partner with the DWIB and provide LMI training for WIA Training Providers. We have analyzed occupational trends and encouraged training providers to offer training for high demand/high wage occupations.

Milestones

1. Provided training support of LMI – Completed
2. LMI internal professional staff training and growth – completed
3. Training support for DET, DVR and WIB staff – Completed
4. Participated in training on Local Employment Dynamics (LED) and on the Quarterly Workforce Indicators (QWI's)
5. Conducted training sessions for users of LMI through seminars, workshops, and the internet.

B. Strategy for Customer Consultation and Assessment of Customer Satisfaction

- **Methods** – We used several methods and ways to collect and interpret customer satisfaction. Surveys have been conducted. Following presentations and workshops questionnaires were given to audience for feedback. Focus groups were conducted on various publications including the *Delaware Career Compass* and *Teachers Guide*. Recipients of the *Delaware Monthly Labor Review* were polled on their satisfaction with the products. On a routine basis we take into account comments and suggestions made by customers at meetings and over the phone and through email.
- **Satisfaction assessment** – Generally high satisfaction was noted by the customers. We have been responsive to suggestions from customers regarding presentations, publications and our web site. Appropriate changes have been made to improve products and services. The type and method of delivering services have changed. For example we have added the service of emailing publication to customers (Del. Monthly Labor Review). Customer assessment has been used to obtain feedback on major projects such as *ELMER*, our LMI delivery system. Extensive feedback from the Delaware Economic Development Office has been very helpful in providing suggestions on improving the system.
- **Future Activities** – We will continue to update and refine mailing lists; send notices of new publications; Schedule surveys and focus groups following release of all major publications; create new products as suggested by input from customers. An in-house marketing committee has been formed to help assess customer satisfaction. The committee will assist in designing new products and develop an LMI product training program.

C. Recommendations for Improvement or Changes to the Suite of Core Product

- Require marketing of LMI as a deliverable
- Emphasize furnishing LMI products for the purpose of serving difficult to serve populations (i.e. prison population, persons with disabilities).
- Emphasize the delivery of customized reports and services. This is usually a large portion of our workload. This helps provide customers exactly what they need.