

Annual Performance Report
State of Louisiana
**Workforce Information Core Products and
Services Grant
PY 2004**

1.) **CONTINUE TO POPULATE THE ALMIS DATABASE WITH STATE DATA**

A. Accomplishments Compared to Plan.

Outcome(s) and system impact(s):

- Labor Market Information was provided to customers in a user-friendly format. Customers were able to obtain data 24/7. LMI users are now able to view and download the latest information by NAICS industry codes and SOC occupational codes structures.

Milestones:

- All LMI statistical databases continued to be updated in a timely manner in the LOIS delivery system. The LMI Unit continues collecting and processing data on training providers, program availability, and performance outcomes. Performance measures are in accordance with the requirements of the Workforce Investment Act. Primary ALMIS tables to be utilized are *Schools* and *Programs*, in addition to tables specifically designed for state use. Twenty ALMIS database tables, with another six nonstandard school and performance outcome tables, have been updated. The two licensing files have been updated.
- The two ALMIS database licensing files were sent to the National Crosswalk Service Center for inclusion on the America's Career InfoNet site.
- The conversion of the ALMIS database from version 2.1 to 2.2 has been completed and a merge of the LMI's LOIS Website with the WIA's Virtual One-Stop (LAVOS) for a seamless portal of quality labor market information was completed.
- Geographic Solutions, Inc has developed a prototype for the customer satisfaction survey for the ALMIS database. Final plans are under way for its installation.

Costs:

The cost of updating and maintaining the ALMIS database was \$128,277. The original estimate was \$141,505. This was less than the original estimate by \$13,228. This included leveraged funding from the Office of Workforce Development for the maintenance of the LOIS portal.

B. Customer Satisfaction Assessment.

Obtaining customer satisfaction information about the ALMIS database on the LOIS portal has been a work in progress. A one-page customer feedback/satisfaction survey form to be accessed through the LMI portal of the LDOL Website has been developed and is in the test phase. It will serve as an interactive customer satisfaction tool with access through the front page of the LOIS portal. The survey instrument is designed to measure customer satisfaction with the site and to offer suggestions on ways of improving the data and its delivery.

Currently LDOL has a customer satisfaction survey that is incorporated into the web application that populates the ALMIS tables SCHOOLS and PROGRAMS as well as some additional customized tables relating to school data. The survey is completed on a voluntary basis. The questions asked relate to strengths and weaknesses of the on-line application, and recommendations for improvements are requested. In general, individuals find the system easy to use. Complaints usually refer to the fact that an error message will only appear after the entire form is completed. LDOL staff reviews this customer satisfaction input on a monthly basis. Recommendations are evaluated and prioritized based on the benefits to many users, all cost, and ease of implementation.

B. Recommendations for Improvements or Changes to the Core Product.

Research is under way to further enhance the LOIS database. Ways to include additional data tables are currently being explored. The LMI staff has greater flexibility to refine the front page of the LOIS database and we are currently exploring possible improvements using our available resources.

2.) PRODUCE AND DISSEMINATE INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS

A. Accomplishments Compared to Plan.

Outcome(s) and system impact(s):

The 2002-2012 projections data are in the process of being reviewed regionally, as required by the state workforce board. Work is progressing on the short-term projections for 2004-2006, statewide industry forecast at the four-digit NAICS level have been completed. Work continues on substate forecast.

The impact of this data is widespread, as it is used in determining training needs and curriculum, allocations of training funds, economic development efforts, determining career paths and courses of study, and throughout the workforce development and educational arenas.

The ALMIS database was populated with the projection data for 2000-2010 and submitted for public dissemination electronically. Educators, career planners, and WIA will know what occupations for which to offer training, jobseekers will know what occupations for which to train, and businesses will know the staffing shortfalls they may face in certain occupations.

Milestones:

- Completed preliminary statewide long-term industry/occupational projections (2002-2012), transmitted to USDOL.
- Completed preliminary sub-state long-term industry/occupational projections.
- Finalizing state and sub-state long-term industry/occupational projections, contingent on regional review and approval from Louisiana Occupational Forecasting Conference.
- Work in progress on short-term industry forecast (2004 1 qtr – 2006 1 qtr).
- Work in progress on statewide short-term occupational forecast (2004 1 qtr – 2006 1 qtr).
- Posted statewide long-term industry and occupational projections in LAWORKS.net youth portal with the Career Cluster brochures.

The completion of the short-term industry forecast has been delayed due to software issues and the unavailability of historical employment data when needed. Consequently, the completion of the short-term occupational forecast has also been delayed.

Costs:

The estimated cost of updating and maintaining the Occupational Employment & Industry Projections was \$78,399. This is \$16,449 more than the original estimate of \$61,950. The cost was more than the original estimate because of the increased cost of operation by the agency for technical support and overhead.

B. Customer Satisfaction Assessment.

Geographic Solutions, Inc. has completed the development and is in the test phase of a web based customer satisfaction survey form to be accessed through the LMI portal of the LDOL Website. A one-page customer feedback/satisfaction survey is currently being built into this database. It will serve as an interactive customer satisfaction tool with access through the front portal of the LOIS site. It has been designed to measure

customer satisfaction with the site and to offer suggestions on ways of improving the data and its delivery.

The Occupational Forecasting Conference, which is staffed by the Governor's Office of the Workforce Commission, and LDOL, conducted regional reviews of both the industry and occupational projections. As part of this review, stakeholders were asked to provide comment and make suggestions on the available labor market information. All comments/suggestions were carefully considered by the Conference members and staff, prior to finalizing the projections for each of the eight regions of the state.

C. Recommendations for Improvements or Changes to the Core Product.

None.

3.) PROVIDE OCCUPATIONAL AND CAREER INFORMATION PRODUCTS FOR PUBLIC USE

A. Accomplishments Compared to Plan.

Outcome(s) and system impact(s):

This product supports the state legislation that requires local level school guidance counselors to provide 8th through 12th graders resources for career plans and goals. One major outcome is that students are better prepared to make informed career decisions through this occupational and career information.

Milestones:

- WIA partners career publication for in-school youth and out-of-school youth and adults was published and used in LMI training workshops.
- Partnered with the Louisiana Department of Education and developed training tools geared toward youth using the latest projections and wages to help meet future workforce needs in the format of the Youth Portal.
- Produced the "Top Occupations in Demand" at the state and sub-state level based on occupational projections and criteria established by the Occupational Forecasting Conference.
- Worked collaboratively with the staff of the Louisiana Board of Regents and the Louisiana Department of Education to develop brochures that highlighted each of the career clusters and the LMI data relative to occupations in the cluster (including the 2002-2012 occupational and industry projections and the latest wages). Target audiences are middle and high school students.

Costs:

The cost for developing occupational & career information products was \$77,873. This was \$16,444 over the estimated amount of \$61,429. The cost was more than

the original estimate because of the increased cost of operation by the agency for technical support and overhead. Leveraged funding for the delivery of information in hard copy format was obtained from Carl D. Perkins Vocational and Technical Education Act and WIA incentive grant money to print career publications not funded by this grant.

B. Customer Satisfaction Assessment.

The level of customer satisfaction with the information presented at each LMI workshop or presentation was measured using a customer satisfaction survey of all participants. These evaluations were satisfactory or higher in 80 percent of the responses. Attendees were encouraged to provide comments as well as specific suggestions for improving our workshops and career products.

A strong measure of the usefulness of the new publications, "Get Your Career in Gear" (regional career guidance), and "Louisiana Career Paths" (career exploration and education planning guide) was determined by the demand for the publications, which was 20,000 printed items delivered to requesters. The number of printed copies has decreased because of increased marketing strategies of putting the publications on CDs and creating flyers to show users how to retrieve the data on their own.

C. Recommendations for Improvements or Changes to the Core Product.

The LMI Unit had to limit the number of copies of the career products that a school could receive because of available printing dollars. The Research & Statistics Division is in the process of leveraging funds to secure copies needed by the local Job Center Offices and WIBs. The career products were added to the LMI portal with links from the LOIS database. A tutorial flyer was developed with detailed instructions for finding these publications on the LDOL Website.

**4.) ENSURE THAT WORKFORCE INFORMATION AND SUPPORT
REQUIRED BY STATE AND LOCAL WORKFORCE INVESTMENT
BOARDS ARE PROVIDED**

A. Accomplishments Compared to Plan.

Outcome(s) and system impact(s)

The expected outcome of the ongoing emphasis by LDOL to provide training products to the WIBs are an increase in productivity and improvements in customer services to their clientele. In addition, R&S staff provided customized training to address frontline staff needs for those that work primarily with businesses and/or the jobseeker.

Milestones:

- Provided LMI training to all WIBs, One- Stops, and Job Center staff earmarked by customer survey for training.
- Updated current career publications and training materials with the 2000-2010 occupational and industry projections and incorporated the latest wage data.
- Partnered with the Department of Education, Louisiana Community and Technical College System, Board of Regents, Department of Social Services, Department of Economic Development, and WIBs to develop training tools using the latest projections to help meet future workforce needs.
- Prepared profile reports for each WIB office.
- Started providing LMI publications upon users request on CDs whenever the print shop was late with printed copies.

Costs:

The cost of updating and initiating new deliverables that support the Workforce Investment Boards and producing other state demand information products and services was \$124,711. This was \$26,321 over the original estimate of \$98,390 for this product. The cost was more than the original estimate because of the increased cost of operation by the agency for technical support and overhead.

B. Customer Satisfaction Assessment.

Focus groups with local WIBS were conducted to better tailor LMI products to the local needs of the customer. The top responses to customer selections were used to help determine the LMI deliverables after the users were informed of the currently available products and services. This effort will be continued, as new products become available to LMI.

C. Recommendations for Improvements or Changes to the Core Product.

Additional funding would provide for a designated staff position to prepare and continuously update specialized reports at the WIB level. Funding issues that have restricted staffing have limited LMI to data currently available by publication or web; often this data is not available below the RLMA or MSA level. Additional staff would be trained to acquire the needed expertise for utilizing BLS enhancements to provide data at the city level or for smaller clusters of parishes (counties) to meet WIB needs.

5.) MAINTAIN AND ENHANCE ELECTRONIC STATE WORKFORCE INFORMATION DELIVERY SYSTEMS

A. Accomplishments Compared to Plan.

Our goal is to increase the outreach of Labor Market Information by means of the LDOL Web site and by providing data to customers in Excel and PDF electronic format. LMI dissemination was expanded due to the amount of data now available on the agency's Web site. Various LMI cooperative program data can be found under the Labor Market Information icon on the agency's home page at www.LAWORKS.net.

A listing of the available information in both electronic (PDF or Excel) in the ALMIS database as well as the Labor Market Info portion of the agency's Web site as of June 30, 2005 are as follows:

- Quarterly Employment & Wages Reports
- Monthly Labor Market Information Bulletins
- Monthly press releases for the unemployment rates
- Frequently asked LMI questions
- Nonfarm employment data for 1990-2003 benchmarked for the state & MSAs
- Civilian labor force summary 1990-2003 for the state, MSAs, & all parishes
- Publication order form – interactive
- A list of acronyms
- Updated and expanded LOIS (ALMIS database) information system
- Career Compass* and *Career Paths*
- Career Gear regional brochures and Louisiana Career Gear Instructor's Study Guide
- Louisiana Integrated Skills Assessment tool (LISA)
- Job Vacancy Survey brochures for four MSAs and Statewide and a comprehensive statewide report which includes results for the "balance of state"

A series of training sessions were conducted around the state to inform data users on how to navigate and use the LMI Web site. Training session participants included but was not limited to, economic development groups, Chamber of Commerce staff, senior and in-house agency frontline staff, employer representatives, and Workforce Development Boards.

The "*Answer My Question*" email response system on the LMI portion of the agency's Web site provides a direct link between data users and the LMI shop. The "*Automatic E-mail Notification*" link under Labor Market Info/LOIS, Publications and Reports notifies users of any additions to the LMI portion of the web 24/7.

LMI is moving forward with securing GIS capabilities. Software has been installed and staff has attended GIS training. Two LMI staff are members of the state GIS Council and attend their meeting regularly. GIS maps have been used in area presentations by LMI trainers.

Outcome(s) and system impact(s):

A publicly accessible state workforce information delivery systems that facilitates customer access to information statewide in a user-friendly format.

Milestones:

- Updated existing information and developed additional information for customer use in the LMI portal and expanded links to other states' LMI Websites.
- Expanded data added to the LMI Website for 2003– 2004 program year are:
 - Employment & Wages annual publication for 2004
 - Employment & Wages quarterly reports for first through the third quarters of 2004 (Excel)
 - Employment Projections 2000 – 2010 by industry and occupation (Excel)
 - Louisiana Occupational Employment Wage Survey released June 2004 (Excel)
 - Revised Career Compass
 - Job Vacancy Survey Report – brochures for all eight Regional Labor Market Areas (RLMAs) and Statewide.
 - Development of a “Career Tools” flyer to direct users to the career publications on the agency’s web site to save printing of hard copies
 - Completion of the “Youth Portal” on the agency’s Web site’s front page as a one-stop entry site to web based labor market information for Louisiana’s youth.
 - Completion of the “Occupation Projection by Career Cluster” brochures and included in electronic format within the Youth Portal
 - Development of interactive CDs with one geared towards business and the other towards all career information with active links to our ALMIS database
- Rolled out a brand new format for the monthly labor market report called “Louisiana’s Workforce at a Glance” returned customer satisfaction surveys were excellent

Costs:

The cost of support development and deployment of state-based workforce information delivery was \$208,651. This was \$18,217 more than the original estimate of \$190,434. All products have not been updated as was planned and therefore, all the funding was not used. However, these updates should occur in PY 2005. The cost was more than the original estimate because of the increased cost of operation by the agency for technical support and overhead.

B. Customer Satisfaction Assessment.

Customer satisfaction results are collected with the delivery of all of our products. Increased web hits can be directly linked to dates of press releases and emails to the list of automatic email notification users of information added to the Website.

C. Recommendations for Improvements or Changes to the Core Product.

The addition of a custom satisfaction survey on the Website in multiple locations will open doors to data and site improvements.

If training is pertinent to one's job duties, funds are available, and it will not interrupt the work process, then staff should be allowed to attend all appropriate training sessions. If more than one person needs to attend, it should not be a deterrent.

6.) **SUPPORT STATE WORKFORCE INFORMATION TRAINING ACTIVITIES**

A. Accomplishments Compared to Plan.

Outcome(s) and system impact(s):

The outcomes of these outreach efforts are to increase awareness of the information available through the LMI delivery system and furthering the understanding of its practical applications.

Milestones:

- Presentations to over thirty user groups throughout the State.
- Presentation to DSS Vocational Rehab counselors.
- Shreveport, Monroe, and Bogalusa WIBs; One-Stops; and Job Centers frontline staff
- LMI training for the Lafayette, Iberia, and St. Martin offices.
- Harvey and Chalmette WIBs, One-Stops, and Job Centers frontline staff
- Presentation at the Morgan City Chamber of Commerce meeting
- LMI will present workshop at the IAWP-Sponsored Employer Institute.
- Staff training to include: Mandated training of all Bureau of Labor Statistics (BLS) supported staff to ensure quality and comparability of data used; staff training on long-term projections; staff attendance at the ALMIS database meeting; staff participation in training offered by LMI; and three staff members to attend the LMI Forum.
- LMI Manager represents the unit on the NASWA LMI Policy Council.

Cost:

The cost to support state workforce information training initiatives was \$43,200. This is \$9,883 more than originally estimated of \$33,317. Because of travel cost variances, the actual costs were more than the estimated costs.

B. Customer Satisfaction Assessment.

During the past year, a "needs" survey was developed by LMI to assist in the customizing of training sessions to the needs of the audience. The surveys are sent to all pre-registered training participants, asking them to indicate the LMI products and data currently being utilized, the venue through which the product/data is accessed, and other topics about which the participant would like to learn more during the course of the training. LMI staff reviews the surveys prior to planning the program content for each session. This "needs" survey will be utilized in the upcoming year for all customers for whom LMI presentations are given.

C. Recommendations for Improvements or Changes to the Core Product.

Redesign hands-on training around computer lab settings for front line staff. Develop LMI web-based tutorials for new staff to use at offices around the state. Provide more self-help guides on accessing the multiple LMI products. Further develop the interactive CDs as LMI product's availability changes.

SUMMARY PAGE

ONE STOP LABOR MARKET INFORMATION GRANT PY'04

EXPENSES:

Core Products and Services

ALMIS DATABASE \$ 128,277

INDUSTRY & OCCUPATIONAL PROJECTIONS \$ 78,399

State Workforce Investment Board Deliverables

OCCUPATIONAL & CAREER INFORMATION \$ 77,873

WORKFORCE INVESTMENT BOARDS \$ 124,711

WORKFORCE INFORMATION DELIVERY \$ 208,651

WORKFORCE INFORMATION TRAINING \$ 43,200

TOTAL ALL PRODUCTS \$661,111

REVENUE:

Carry Over PY 03 \$229,274

Grant PY 05 587,025

TOTAL REVENUE \$816,299