

Annual Performance Report PY 04

A. Accomplishments – Products and Services

- **Continue to populate ALMIS Database**

Compliance with measurable outcomes

Data updating continued on an ongoing basis.

Compliance with planned milestones

All milestones were met with the exception of the completion of the licensing database updating. The activity was begun in the final quarter of the PY. The activity itself requires the cooperation of a number of data contributors. Initial contact was made with these contributors and data collection was begun.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

- **Industry and occupational employment projections**

Compliance with measurable outcomes

- Both short-term (through 2006) and long-term (through 2012) industry/occupation projections were completed during the PY.
- Statewide projections were made available on our website.
- Completion of substate (WIA) long-term projections was accomplished and review process was begun. While undergoing review, WIA projections were tapped as an information source for special requests.

Compliance with planned milestones

The completion of the statewide short and long-term projections series proceeded as scheduled. The development of long-term substate (WIA) projections, delayed somewhat due to other unplanned work priorities, was completed in the 4th rather than the 3rd quarter of PY 04 as planned.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

- **Provide occupational and career information products for public use**

Compliance with measurable outcomes

Select comments provided by users through the Internet customer satisfaction survey and through e-mail and focus group solicitations were reviewed and, when possible, incorporated into development of routine products. As originally proposed, the development of specialized products was driven by direct user

needs as expressed through ongoing dialogue during product planning phases. Data/information development/analysis on all identified projects, with the exception of demand occupations by training codes (by WIA), proceeded as scheduled.

Requests for specialized data/information production included:

- Data development for Montgomery County Economic Report Card
- Analysis of current and projected labor market conditions, accompanied by graphics, for presentation at meeting with GAO
- Listings of top establishments/employers for state and by county for website presentation
- Occupational projections data for use by Higher Education Committee members engaged in program certification
- Youth Report (based on LED generated stats)
- Economic Analysis of current market conditions – projected industry/occupation growth (both short and long-term) and identification and analysis of “critical demand” occupations – prepared for Agency’s Strategic Plan
- County data on employment by size class developed for requestor engaged in health service marketing
- Occupational/demographic data for analysis/planning relative to base realignment activities
- Substate demand lists for use in program evaluation. Also developed substate demand lists by educational requirements for program planning and evaluation
- Economic profiles (Queen Anne’s, Frederick, Baltimore, Susquehanna, Prince George’s) of current/ future industry/occupational demand, coupled with varied demographics prepared, for use in presentations
- Industry (real estate) and occupational (engineering) analyses prepared for special presentations

Compliance with planned milestones

Proposed timelines were met for the completion/release of all proposed products with the exception of updated information on demand occupations by training codes (by WIA). Delivery of this product was affected by the delayed production of substate projections.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

- **Provide information and support to state and local WIBS and provide other special products and services**

Compliance with measurable outcomes

Production of the Fact Sheets, WIA Unemployment data and the Retail Trade Workforce Demographics were completed as scheduled. Of the 14 industry Cluster Chartbooks planned, 8 were completed.

During the PY, a number of special projects were undertaken in service to the WIBS.

- Provided assistance to Upper Shore WIA in development/review of a survey relative to commuting patterns
- Worked with Youth Program Manager from local WIA to cull demographics on youth population from LED
- Developed performance measures for WIA funding allocation purposes
- Provided demographics to several local WIA Directors for their respective Workforce Plans
- Produced Construction Industry Demographic Chartbook (utilizing LED data)
- Developed listing of employers associated with the Aerospace and Biotech Clusters at request of cluster committee
- Handled request from local WIA Director for Analysis of Freight/Cargo Handling/Transportation Logistics industries – developed stats to assess industry cluster performance, occupational staffing patterns, wages and demand
- Provided data to Higher Education (working cooperatively with SWIB) to facilitate work being done on Healthcare Initiative
- At request of SWIB, gave LMI presentation and overview of process used to determine cluster composition to Biotech employer committee
- Developed graphics (by WIA) on labor force composition by age group
- Provided Industry Cluster Coordinator with updated (2004) data for specific clusters (Aerospace, Tourism, Hospitality)

Compliance with planned milestones

All activities, with the exception of 6 Industry Cluster Chartbooks were completed as scheduled. The Chartbooks were being done to facilitate the Industry Cluster initiative being undertaken by the SWIB. For each cluster, an employer committee was to be formed and the Chartbook was to be used for strategic planning. Our production was outpacing the formation of these committees so, in order to accommodate the SWIB, additional production (beyond the 8) was suspended.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

- **Maintain and enhance electronic state workforce information delivery system**

Compliance with measurable outcomes

Based on user feedback from customer satisfaction survey and e-mail requests, select user-requested design changes and additional website selections (UI claims activities) were made to LMAI website. Url established for Virtual LMI viewing.

Compliance with planned milestones

Information delivery/system updating continued on an ongoing basis.

Conformance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

- **Support state workforce training activities**

Compliance with measurable outcomes

In January 2005, a “train the trainer” session was conducted specifically for WIA Directors and key WIA staff members to familiarize them with the capabilities and utility of both ALMIS and LED. Representation from each of the state’s WIA’s was noted. Participants were provided with a training package, including a power point presentation and exercises to be used in conducting their in-house staff training.

Following the session, office staff worked one-on-one with the staff of several WIA’s who were following through with training of their on-site staff.

In addition to identified training, select LMI presentations were given during the PY. Included among the groups served:

- Queen Anne’s County Council – at request of local WIA Director
- Delegation from Kenya on data development/marketing
- Biotech Cluster Employer Committee
- Carroll County Business Resource Center (presentation to employers at request of Local Economic Development)

In addition to these presentations, the interim Workforce Information Director met with WIA Directors/MIS Mangers from four areas to discuss data issues/needs.

During the PY, LMAI staff, when appropriate and possible, attended capacity training offered by BLS, GeoSolutions and LED. LMAI continued to chair Industry Cluster Steering Committee meetings and LMAI representation at WIC meetings and OES Policy Council meetings continued. The LMAI Director also serves on a Higher Education Program Planning/Evaluation Committee.

Compliance with planned milestones

All identified training occurred as scheduled

Conformance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

B. Customer Satisfaction Assessment

Methods Used

Internet Survey
E-mail Solicitation

Assessment

Internet Survey – an 85% customer satisfaction rating achieved
E-mail Solicitation – prior to product publication, select group of users e-mailed products and asked to comment on presentation/content – comments received were very favorable.

Needs for Improvement

Internet Survey – no action
E-mail Survey – slight modifications, based on comments/suggestions, made prior to final product release – geographic specificity increased when possible

Test marketing products through e-mail exchange prior to final release, a practice established with the WIA's, has been particularly useful in assessing user needs and has been an effective means of obtaining feedback. This practice will most definitely be continued.

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

General Comment

Although the number of Core Products has been reduced, I think that quite a bit of overlap remains and some merging needs to be considered. It is very difficult not to be redundant in reporting progress when this overlap exists

Ex.

While the strategies employed by WIB's may be different from those of an individual seeking info on career development/transition, information needs are very similar. WIB's certainly may need specialized data development/technical assistance but I feel as if Providing Occupational/Career Information Products and Supporting state and local WIB's could be combined.

As an aside, I think that it would be very beneficial to One Stop Grant staff if ETA could negotiate an agreement with BLS for more flexible data sharing. Data from the BLS cooperative programs is a valuable resource for One Stop Grant staff in producing publications and developing information to meet special needs. It would enhance publication and information quality and facilitate planning/workflow if One Stop Grant staff had access to nonpublished data from the BLS programs. Naturally, One Stop Grant staff would need to be cognizant of data disclosure rules in order to accomplish this data sharing in a responsible manner.