

**Workforce Information Grant
PY 2004
Montana Progress Report**

ALMIS Database

The official rollout of Montana's new website happened on August 2, 2004. This new system displays the data in the ALMIS database in an easy to use format. We have a full-time person on staff that is responsible for updating and maintaining our ALMIS database.

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Use the most current ALMIS Database version to supply data for the production website.	Fall 2004	Completed August 11, 2004
2. Populate ALMIS Database with statewide 2004-2006 short term and 2002-2012 long- term projections data.	Summer 2004	Completed August 31, 2004
3. Update core tables including: Lookup Tables: ADDRESTY, ANNSLFLG, AREATYPE, BENMARK, CESCOCODE, CREDITCD, EMPSZFLG, EMPSZRNG, GEOCODE, GEOG, GROWCODE, INCOMTYP, INCSOURC, INDDIR, INDSUB, INDTYPES, LEVELTYP, LICNUMTY, LOCSTAT, OCCDIR, OCCSUB, OCCTYPES, OWNERSHP, PERIOD, PERIODID, PERIODTY, POPSOURC, PRPBSTAT, RATETYPE, STATTYPE, STFIPSTB, URLTOPIC, WEBFLAG, WGSOURCE Crosswalk Tables: MATXNAIC, MATXOES, MATXSIC, MATXSOC Admin Tables: INDCODES, OCCCODES Data Tables: ces, empdb, income, indprj, industry, iomatrix, labforce, licauth, license, lichist, occprj, oeswage, populatn, url, urllinks, wage.	Update Data tables on a timely basis with data releases including: Monthly Press Releases, Quarterly filings, Annual data Releases, and Semi-Annual Releases. Data will be updated within a week of receiving it from Program Personnel and having their approval.	Completed June 30, 2005
4. Complete total transition of ALMIS Database to Workforce Informer web software.	Summer 2004	Completed August 11, 2004
5. Update ALMIS with licensed occupations information and provide same to National Crosswalk Service Center.	Fall 2004	Completed December 23, 2004
6. Update historical data in ALMIS Database.	Ongoing	Ongoing
7. Attend ALMIS Resource Center Consortium meetings.	As scheduled	August 2004 February 2005
8. Load InfoUSA Employer Database into ALMIS.	When data becomes available.	Completed November 10, 2004 and March 29, 2005
9. Monitor performance of Workforce Informer system and correct problems.	Ongoing	Ongoing
10. Maintain documented sources, people, and processes.	Ongoing as websites, staff, and sources change.	Documentation kept up-to-date.

Projected Cost: \$64,757

Actual Cost: \$64,765

State Projections

Long-term

Montana produced long-term, metropolitan area industry and occupational employment projections for the Missoula MSA, using calendar year 2002 as the base year and 2012 as the projected year in coordination with already produced state and BLS national projections for the same time period. The industry projections are NAICS based. Statewide 2004-2006 short-term projections and 2002-2012 long-term projections data were added into the ALMIS database. All projections were done and disseminated using the methodology, software tools and guidelines developed by the Projections Workgroup and the Projections Managing Partnership.

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Create a NAICS industry database for Missoula MSA (long-term)	Complete by October 2004	Completed November 2004.
2. Forecast Missoula MSA employment by NAICS sector & self-employed (long-term).	Complete by December 2004	Completed December 2004.
3. Analyze/document industry forecast results (long-term).	Complete by January 2005	Completed January 2005.
4. Produce Missoula MSA occupational forecasts (long-term).	Complete by March 2005	Not Completed.
5. Populate the ALMIS database with projections data (long-term).	Complete by June 2005	Completed August 31, 2004 for long-term statewide and January 12, 2005 for Missoula MSA industry projections

Cost: \$40,000

Actual Cost: \$40,000

Short-term

Montana produced short-term, state-level employment forecasts using second quarter in calendar year 2004 as the base and forecast through the last quarter of calendar year 2006.

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Review NAICS-based historical series.	Complete by December 2004	Completed December 2004.
2. Forecast industry sectors (short-term).	Complete by February 2005	Completed June 15, 2005.
3. Analyze and document results (short-term).	Complete by March 2005	Completed June 15, 2005.
4. Produce occupational short-term projections for the state.	Complete by May 2005	Completed June 20, 2005.
5. Populate the ALMIS database with the short-term projections and submit data for public dissemination.	Complete by June 2005	Completed August 31, 2004 and April 7, 2005 for industry

		projections. ALMIS database is not yet populated with short-term occupational projections. Waiting for feedback from federal level before releasing.
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Projected Cost: \$35,000

Actual Cost: \$35,076

Occupational and Career Information Products

Montana used hard copy publications and fliers, the Internet, and other media deemed appropriate to provide O*Net SOC-based occupational products to customers on a variety of pertinent occupation-related information. Montana continued to improve current products and develop new products for our users. We hired a graphic designer who is working on updating our current publications in accordance with our marketing project started last year. Montana created and implemented a comprehensive customer relations/outreach plan. Our ALMIS database delivery mechanism (Workforce Informer) allows us to promote a standard electronic delivery system via the Internet that can be accessed 24/7. Through this system, customers can access information that meets their needs, including wages, projections, commuting patterns, employer name and address database, and unemployment rates, to name a few.

We also produce a career information delivery system (CIDS) known as the Montana Career Information Delivery System (MCIS). This information is available via the Internet. It is used by all of our customers for career development, career choice or change, financial needs and skills assessments. This tool gives customers the means to access occupational information, wages, job outlook/projections and employment trends to make better informed choices.

We held a Labor Market Information Boot Camp training for Job Service Business Advocates (May 2005) and a Profile of the Montana Worker briefing (August 2004).

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Job Hunting Guide for Montanans with Disabilities publication posted to website	Complete by August 2004	Completed September 23, 2004.
2. Montana Career Resource Newsletter	Mailed by September 2004, January 2005, April 2005	Completed September 30, 2004, January 15, 2005, May 13, 2005.
3. Release Montana Career Information System for 2004-05	Complete by October 2004	Completed October 2004
4. Mail out Montana Career Guide to all high school sophomores in the state.	Complete by October 2004	Completed October 15, 2004.
5. Update Licensed Occupations and Apprenticeship Occupations publications published to website.	Complete by November 2004	Completed October 28, 2004.
6. Career Cluster Wheels distributed	Complete by April 2005	Not completed.

		Partners (Montana ACTE and SAF) that we were working with to leverage funds backed out.
7. Publish OES employment and wages by occupation.	Complete as each becomes available	Completed July 22, 2004, December 28, 2004, and June 22, 2005.
8. Items not in the grant plan that were produced: MCIS bookmarks Workforce Informer (website) bookmarks Workforce Informer pamphlet	Not in original plan	Completed October 2004 September 2004 November 2004

Projected Cost: \$67,624

Actual Cost \$62,502

Public Electronic Access to the ALMIS Employer Database

Montana is using the Workforce Informer System as the method of delivering ALMIS database information to the public by means of the Internet. Workforce Informer System allows public access to the employer name and address list from the state-licensed ALMIS Employer Database that is loaded into the ALMIS database and accessed through the Workforce Informer System.

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Update the ALMIS Employer Database in the ALMIS database in a timely manner.	Ongoing – Within 2 weeks of receiving Employer Database	Completed November 10, 2004 and March 29, 2005.
2. Provide access to InfoUSA's employer database through the Workforce Informer System.	Upon implementation of Workforce Informer System	Completed August 11, 2004.

Projected Cost: \$1,000

Actual Cost: \$1,000

Provide Information and Support to Workforce Investment Boards and Produce Other State Information Products and Services

Montana aggressively sought ways to introduce labor market information products to our state and local workforce investment boards. Staff worked closely with the state and local workforce investment boards to help determine LMI needs and to disseminate information. In particular, staff attended and provided technical support for two sub-committees on the State Workforce Investment Board, the Accountability Committee and the Economic Development Committee. As the governor's designee for Section 118 of the Carl D. Perkins Vocational and Technical Education Act of 1998, Montana also provided career information and work with state and local Workforce Investment Boards.

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Publish <i>Labor Situation Press Release</i>	Monthly, the morning of the scheduled Press	Released through fax and e-mail each

	Release.	month.
2. Publish <i>Montana Statistics in Brief</i> on our Internet website.	Monthly, the morning of the scheduled Press Release.	Monthly
3. Publish <i>Economy at a Glance</i> .	Monthly.	Monthly
4. SWIB Executive subcommittee meeting to plan ETA grant.	August 2004	August 9, 2004
5. Presentation of ETA LMI grant to SWIB Accountability committee.	September 2004	September 1, 2004
6. Presentation of Health Care Study to SWIB Economic Development Subcommittee.	September 2004	September 1, 2004
7. Profile of the Montana Worker presentation to SWIB and Governor Judy Martz.	September 2, 2004	September 2, 2004
8. High Growth Job Training Initiative research assistance.	October-December 2004	December 2004
9. Prepare information highlighting the potential economic outcome of proposed state legislation that may impact Montana's workforce system.	January – April 2005	January – April 2005
10. Conduct follow-up studies of economic impact of key industries, as identified by SWIB	May-June 2005	None identified

Projected Cost: \$ 10,000

Actual Cost: \$ 10,000

Improve and Deploy Electronic State Workforce Information Delivery System

Montana deployed the Workforce Informer software as the method of delivering ALMIS database information to the public by means of the Internet on August 2, 2004. Workforce Informer software allows public access to the employer name and address list from the state-licensed ALMIS Employer Database that is loaded into the ALMIS database and accessed through Workforce Informer.

Montana's Research and Analysis Bureau rolled out the new website: www.ourfactsyourfuture.org as part of our customer relations/outreach plan. All of R&A's internet-based information goes through this portal. Montana provided career information on the web through the Montana Career Resource Network website (<http://mcis.dli.state.mt.us>) which will be linked from www.ourfactsyourfuture.org.

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Roll-out of Workforce Informer	Roll-out August 2, 2004.	Completed roll-out on August 2, 2004.
2. Handbook for Job Hunting Guide for Montanans with Disabilities publication posted to the website.	August 22, 2004.	Completed September 23, 2004.
3. LAUS and CES data, and Economy at a Glance posted to the website.	Monthly	Monthly
4. Updated County Fliers posted to the website.	Update all fliers by June 2005.	Completed 26 counties by June 28, 2005. Last 4 completed by July 19, 2005.

5. Post quarterly QCEW data to website.	Quarterly	Completed for each quarter.
6. Special reports released as written.	Ongoing	Fueling the Economy - August 11, 2004 Labor Day Report – August 25, 2004
7. OSH publication posted to website.	August 2004	Completed August 11, 2004.
8. CFOI publication posted to website.	September 2004	Completed August 25, 2004.
9. Completer data posted to website.	November 2004	Completed June 24, 2005.
10. Benefits survey data report posted to website.	May 2005	Not completed by June 30, 2005.

Cost: \$60,000

Actual Cost: \$ 60,843

Fund State Workforce Information Training Activities

Montana continued to develop and expand the training provided to LMI professionals, paraprofessionals and other users of LMI. A valuable component of training is the networking opportunities for LMI staff when they are able to interact with other LMI professionals. To facilitate networking and collaboration, we sent staff to attend LMI-based training. See Appendix A for training and presentation matrix.

This was the second year of Montana’s formal outreach plan. The focus this year was on presenting our LMI Outreach Presentation to the state’s Community Management Teams which in most areas are made up of those folks most involved in workforce development, including Job Service Workforce Centers, One Stop Operators, 2-year colleges, economic developers, and State and Local Workforce Investment Board members. The purpose of these sessions was two-fold: 1) to educate them on the products and services of the Research & Analysis Bureau and 2) to collect feedback on research, products, and services needed in the field. Outreach visits started in December 2004 and have been ongoing throughout the year. The entire western and south central portions of the state have been covered during this program year. These areas contain a vast majority of the state’s population and economic activity. In total 12 Outreach presentations were given to 188 participants.

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The following is the result of the evaluations (evaluated on a 5 point scale, 1 being poor to 5 being excellent):

Session presenter	4.5
Overall session rating	4.3
Topics covered thoroughly	4.2
Training relevant to participant	3.8

Rating of their understanding of R&A	
Before presentation	2.4
After presentation	4.0
Did they learn something new that was helpful to them	4.4
Would the training be beneficial to colleagues	4.1

In May 2005 we conducted the LMI Boot Camp for two and a half days. This intensive LMI training was for Job Service Business Advocates. Using the same 5 -point scale, the rating for the Boot Camp was 3.8. The range of scores was 3.3 (length) to 4.8 (staff directory).

Milestones/Performance Outcomes	Projected Outcome	Actual Outcome
1. Send Research and Analysis Bureau LMI professionals and paraprofessionals to training sponsored by the ALMIS LMI Institute.	Continued throughout year. Number of participation depends on budgetary means, schedule conflicts, and relevance of topics.	See matrix in Appendix A
2. Provide training sessions, make presentations and offer displays at conferences	Design and deliver LMI Outreach presentations.	State was divided into 5 regions with one management team member assigned for each region. All but one region was covered during this program year. See matrix in Appendix A
3. Continue to change and update information and delivery systems to meet the customers changing needs.	Determined by comments sent to our webmaster, on-line feedback mechanism, surveys, and evaluations.	Ongoing

Cost: \$61,247

Actual Cost: \$ 58,200

Customer Satisfaction Assessment

This was the second year of Montana's formal outreach plan. The focus this year was on presenting our LMI Outreach Presentation to the state's Community Management Teams which in most areas are made up of those folks most involved in workforce development, including Job Service Workforce Centers, One Stop Operators, 2-year colleges, economic developers, and State and Local Workforce Investment Board members. The purpose of these sessions was two-fold: 1) to educate them on the products and services of the Research & Analysis Bureau and 2) to collect feedback on research, products, and services needed in the field.

Follow up surveys were sent to all Outreach participants. Of those returning surveys, 100% rated themselves as satisfied with the products and services of the Research & Analysis Bureau and 100% stated they were able to receive the information in a useful format. The following shows what products and services were of value to the participants. This information will be used to determine where to focus our products for the upcoming grant period.

Information	Very Important	Somewhat Important	Not Important
Wages	91%	6%	2%
Projections	76%	20%	2%
Unemployment	47%	47%	9%
Articles	32%	59%	6%
Training Providers	32%	56%	6%
Occupations	68%	32%	0%
Industry Information	71%	26%	6%
Employer Information	68%	26%	2%
County Profiles	56%	32%	12%
Economy at a Glance	56%	35%	6%
Career Information	53%	35%	9%

We have multiple methods to receive feedback from customers. During this program year we implemented a new customer contact database to collect information on all customer contacts. 60% of our customer contacts were by our toll-free telephone (3,583). 30% came via e-mail with 3% being through personal visits.

Of those customer contacts the topics covered were:

One-Stop related inquiries	32%
OES	11%
Career	9%
QCEW	8%
OSH/CFOI	6%
LAUS	3%
CES	2%
Prevailing Wage	2%
Benefits Survey	1%
Other	26%

Another way we determine what are customers' find important is to carefully review our website statistics. As noted below we have continued to increase the amount of traffic to our website.

WebTrend Statistics on the Increased Usage of LMI via the Internet

Year	Hits
2000	598,610
2001	1,273,476
2002	1,442,171
2003	1,520,000
2004	3,064,273
2005	3,261,675

Other web statistics – Visits: 112,157
Unique Visitors: 47,070

According to our web statistics the following products were among the top downloaded publications:

Publication	Downloads
Montana Fact Sheet	22,856
Economy at a Glance	9,721

Prevailing Wage (combined)	8,391
2000 Wages	4,150
Statewide Flier	2,823
Profile of the Montana Worker	1,594
Inside Edition Job Hunting Guide for Montanans with Criminal Records	1,031
Job Hunting Guide for Montanans with Disabilities	767

We print all of our publications by request instead of printing up large batches of them and then having to throw them away when we get new data. The following numbers represent the number of publications that we either have a regular mailing list for (customers get on the list by requesting to be added to the mailing list) or by phoned in or e-mail requests.

Printed Publications	# printed
Economy at a Glance	33,600
Who Needs Math and Science	16
Job Hunting Guide for Montanans with Disabilities	75
Inside Edition Job Hunting Guide for Montanans With Criminal Records	150
Montana Career Information System Bookmarks	5,000
Montana Career Resource Network Newsletters	2,400
County Fliers (combined #)	2,831
R&A Brochures	67
LMI Boot Camp Field Guides	35
Projection Brochure	488
Labor Force Trends (back issues)	16

Cost: \$15,000

Actual Cost: \$ 20,389

Attachment A

Training and Presentation

Matrix

**Training and Presentations - July 1,
2004 to June 30, 2005**

Name	Training/Conferences	Presentation	Audience	# of participants
Annette Miller	<ul style="list-style-type: none"> • Montana School Counselors Association Conference • Bureau of Labor Statistics LMI Director Conference • NASWA LMI Director Conference • Benefits Consortium meetings (2) 	LMI Outreach – Butte LMI Outreach – Helena LMI Outreach – Helena LMI Outreach – Butte LMI Boot Camp – Helena R&A Website booth at IT Days	Community Management Team JSEC Capitol Area Workforce System College of Technology Job Service Business Advocates Legislators and others	28 12 9 5 28 50
Shaunda Hildebrand	<ul style="list-style-type: none"> • Montana Association for Career & Technical Education Conference • Gear Up Conference • Montana School Counselor Association Conference • Jobs for Montana's Graduates Conference • CTE Directors Conference • LMI Institute Training Forum • ACRN National Meeting • ACRN Regional Meeting • CIS Directors Meeting 	LMI Outreach – Missoula LMI Outreach – Superior LMI Outreach – Hamilton LMI Outreach – Hamilton Gear Up Montana Job Training Partnership Conference	Community Management Team Local Workforce Investment Board Community Management Team Job Service Teachers/Counselors Workforce Development	20 5 20 8 25 28
Mike Peery	<ul style="list-style-type: none"> • CES National Technicians Training Conference • EXPO User's Training Conference • LMI Institute Training Forum • OSH Statistics Managers Meeting 	LMI Outreach – Great Falls LMI Outreach – Kalispell	Community Management Team Community Management Team	18 40

	<ul style="list-style-type: none"> • BLS EXPO Training • CES Overview Training • CES State Training Conference • Workforce Services Managers Meeting 			
Todd Younkin	<ul style="list-style-type: none"> • Bureau of Labor Statistics LMI Director Conference • NASWA LMI Director Conference • NASWA LMI Committee Meetings (2) 	LMI Outreach – Bozeman LMI Outreach – Livingston	Community Management Team Community Management Team	14 9
Brad Eldredge	<ul style="list-style-type: none"> • BLS LAUS Overview Course • PROMIS meeting • LAUS National Training Conference • LMI Institute Training Forum • LAUS Implementation Training 	Workforce Services Managers meeting presentation on the economy LMI Outreach – Flathead	Workforce Services Division management and JSEC Community Management Team	50 30
Francis Stephenson		LMI Boot Camp – Montana Career Information System training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training Montana Career Information System Training	Job Service Business Advocates Lewistown Workforce Center & HRDC Livingston Workforce Center Savage High School Powder River High School Belfry High School Great Falls Workforce Center Cutbank Workforce Center Havre Workforce Center Adult Learning Center – Billings	30 18 2 14 12 1 19 6 7 21

Steve Duthie		LMI Boot Camp – Website training R&A Website booth at IT Days	Job Service Business Advocates Legislators and others	28 50
Peggy Coggeshall	<ul style="list-style-type: none"> • OSH Statistics National Conference 	Western Montana Agriculture Conference – exhibitors booth 50 th Annual Governor’s Conference on Workers Compensation – exhibitors booth	Individuals and agencies interested in agriculture Individuals and agencies interested in occupational safety	180 350
Joan Crum	<ul style="list-style-type: none"> • ALMIS Database Consortia meetings (2) 			
Eric Johnson	<ul style="list-style-type: none"> • OES Overview Training • LAUS National Training Conference 			
Debbie Vandegrift	<ul style="list-style-type: none"> • Intro to ArcGIS for LMI • Intro to ArcGIS 			
John Zavalney	<ul style="list-style-type: none"> • QCEW Training • QCEW Conference 			
Bob Schleicher	<ul style="list-style-type: none"> • Benefits Consortium Meetings (2) 			
Douglas Burtosky	<ul style="list-style-type: none"> • CES Benchmark Training • CES Seasonal Adjustment Training • CES State Training Conference 			
Gerry Hiles	<ul style="list-style-type: none"> • NAICS Seminar 			
Joe Ruby	<ul style="list-style-type: none"> • CIS Information Analyst Training 			
			Total number of participants attending presentations put on by the R&A staff:	1,137