



Oregon

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Program Year 2004 Workforce Information Core Products and Services Grant Annual Report



1. Continue to Populate the ALMIS Database with state data.

A. Accomplishments Compared to Plan

- Oregon has been using the latest version of the ALMIS Database (V2.3) since it became available in the fall of 2004. We continue to update the database as releases become available.
- Maintenance was renewed on our Oracle database licenses in May 2005.
- Oregon has attended all ALMIS Database Consortium/Resource Center meetings during this program year.
- *Oregon Licensed Occupations 2006* is in draft form, is being edited, and will be published in January 2006 and transmitted to NCSC for publishing there.
- Estimated expenditures for this activity were \$39,998 and have not varied significantly.

B. Customer Satisfaction Assessment

- Because the ALMIS database contains confidential information and operates at a level below the interest of our customers, we do not discuss it with the WIBs or other customers per se. However, we do discuss OLMIS and data center products that reside on top of the ALMIS database. These contacts with our customers indicate a high level of satisfaction with OLMIS information.

C. Recommendations for Improvements to Core Product

- No recommendations.

2. Produce and Disseminate Industry and Occupational Employment Projections

A. Accomplishments Compared to Plan

- Produce sub-state long-term industry and occupational employment projections for 2002-2012. Complete prior to program year.
- Produce statewide short-term industry and occupational employment projections for 2004-2006. Complete February 2005.
- Populate the ALMIS Database with sub-state projections for 2002-2012. Complete prior to program year.
- Populate the ALMIS Database with statewide projections for 2004-2006 – March 2005. Complete April 2005.
- Review training opportunities for employment projections. Decision made not to send staff to training to conserve grant dollars.
- Ensure that NAICS-based historical series are ready for 2004-2014 employment projections. Complete March 2005. 2004-2014 industry and occupational projections were completed and published in Oct. 2005. 2004-2014 projections will be included in OLMIS in January 2006 after coding changes to accommodate changes in how projections were published.
- Estimated expenditures for this activity were \$ 35,755 (plus funding from other sources) and have not varied significantly.

B. Customer Satisfaction Assessment

- Contacts with WIBs, WIA providers, workforce development professionals, planners, and other customers indicate that these projections are used and valued especially when used in conjunction with other workforce information as found in the Occupational Information Center.
- Oregon has not previously published short term forecasts so no assessment is available. Discussions with most customer groups have suggested there is little demand for these projections in Oregon. Discussions within the workforce information division's Technical Review Board produced agreement on the serious quality limitations of such short-term projections. These projections were not published but were available upon demand.

C. Recommendations for Improvements to Core Product

- No recommendations.

**State Workforce Investment Board (SWIB)/State Workforce Agency (SWA)
Deliverables**

3. Provide Occupational and Career Information Products for Public Use

A. Accomplishments Compared to Plan

- Oregon *CAREERS* was published and distributed in December 2004 (English) and February 2005 (Spanish) 180,000 English language copies and 35,000 Spanish language copies were distributed to high schools, one-stops, community colleges, and other institutions around the state.
- *Oregon Wage Information 2005* was published in June 2005 and is available for download from OLMIS.
- Occupational tools on OLMIS have been maintained and improved on an ongoing basis.
- Costs for this grant component were estimated to be \$50, 033 (plus funding from other sources) and have not varied significantly.

B. Customer Satisfaction Assessment

- Information gathered from customers such as school guidance counselors, workforce development professionals, vocational rehabilitation counselors, and WIBs indicate that products in this category are highly anticipated, well received and widely used.
- The *Oregon Wage Information* publication had a postage-paid customer satisfaction survey inserted in the publication. The survey also had directions to an online version of the survey. Survey results for 2005 indicate that 91% of those responding either agree or strongly agree that, overall, they are satisfied with the publication. This is slightly higher than the 88% who responded this way in the 2004 survey.

C. Recommendations for Improvements to Core Product

- No recommendations.

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

A. Accomplishments Compared to Plan

- Oregon's LMI Director has attended all OWIB meetings and will continue to do so. In addition, he has visited almost all WIBS during the course of the 2004 program year.
- Out-stationed Research Division staff have personally visited every local WIB at least once. This activity is ongoing. In fact, some out-stationed staff are now just expected to be at the local WIB meetings as support staff.
- Research Division staff completed and published the Oregon Employer Survey for all WIBs in December 2004; a special analysis of manufacturing skills in Workforce Region 6 was completed Sept. 2004; a special analysis of training and out-sourcing in Workforce Region 4 was completed January 2005; and a joint "State of the Workforce" report in Workforce Region 2 was completed February 2005.
- Oregon's LMI Director and selected other staff met with key members of OWIB to further discuss and define the biennial gap analysis called for in the Board's strategic plan. This meeting was held, and the OWIB decided the gap analysis was not needed due to a change in OWIB's strategic direction.
- Oregon continues its participation and leadership role in the Census Local Employment Dynamics (LED) project, and provides LED data (including new mapping tools) to OWIB and other Boards as soon as the information becomes available.
- Costs for this grant component were estimated to be \$128,440 (plus funding from other sources) and have not varied significantly.

B. Customer Satisfaction Assessment

- Information gathered from WIB members (from a formal customer satisfaction survey in the spring of 2005) indicate that Research Division staff efforts to provide WIBs with high quality, timely, and localized information and products results in a high level of satisfaction at both the state and local level.
- The 15 WIBS, OWIB, and the Oregon Consortium were each asked to complete a survey form.

- 16 responses indicated that the WIBs totally or mostly agreed that the Research Division provided a timely response to their questions, with one no response.
- 16 responses indicated the WIBs totally or mostly agreed that the Research Division answered their questions knowledgably, with one no response.
- 15 responses indicated that the WIBs totally or mostly agreed that the information provided was easy to understand with two indicating that the information was somewhat easy to understand.
- 14 responses indicated the WIBs totally or mostly agreed the information provided was relevant, with two indicating it was only somewhat relevant, and one survey gave no response.
- 14 responses indicated the WIBs totally or mostly agreed the information provided was helpful, with two indicating it was only somewhat helpful, with one survey giving no response.
- When asked on an overall basis if they were satisfied with the level of service provided by the Research Division, 13 WIBs indicated they were totally satisfied, three indicated they were mostly satisfied and one indicated they were only somewhat satisfied.
- As indicated above, some local WIBs now expect their local out-stationed Research Division staff to be at all WIB meetings to provide information to enhance decision making.

C. Recommendations for Improvements to Core Product

- Based on feedback from WIBS, Oregon will continue developing or assisting in developing, more regional, focused information for local WIBS.

5. Improve and Deploy State-based Workforce Information Delivery Systems

A. Accomplishments Compared to Plan

- Ensure that all components of OLMIS are maintained in a timely and accurate way – ongoing.
- Complete and implement a new *Business Information Center* on OLMIS – Projected completion date was December 2004, however after consultation with Workforce Analysts, and based on information gathered by using focus groups the tool was significantly revised from original. This

revision delayed delivery of the completed tool until August 2005, and due to staff resource limitations caused significant delay in other product deliverables.

- Embark on a radical review and upgrade of OLMIS, tentatively known as OLMIS 3.0 – January-December 2005 and beyond. OLMIS has always been improved and new tools developed on a continuous improvement basis. After a great deal of discussion about the current user interface and how successful it has been, the design team made the decision not to deviate from the practice of ongoing improvement. Therefore improvements have occurred and are ongoing in the code supporting OLMIS, and in the .html code.
- Advance Oregon’s GIS capability from an intranet-based tool for internal staff to an internet-based tool for all customers. While BLS rules have been relaxed to allow “points on a map”, Oregon’s state confidentiality statutes still need to be revised to allow an internet based product. However, a geo-coded annual QCEW data base is now available to all Research staff to assist in answering questions from WIBs, local governments, and other interested customers.
- Finalize and introduce the business tracking tool – delayed due to work on the Business Information Center.
- Develop a skills analysis system, providing real-time analysis and reporting based on Oregon’s iMatchSkills job match product – delayed due to work on the Business Information Center.
- Oregon purchased new web and development servers in January 2005 to replace those that no longer met technical needs and were out of warranty.
- Estimated expenditures for these activities were expected to be \$239,401 and have not varied significantly.

B. Customer Satisfaction Assessment

- Oregon uses several different methods for assessing customer satisfaction with OLMIS. We use the feedback garnered through the “Write Us” feature available on the OLMIS home page. We use anecdotal information and feedback from Research and other Employment Department staff located in the field that have contact with both our business and job seeker customers.
- In addition, we post an online Internet based customer satisfaction survey on OLMIS every other quarter.

- We include customer satisfaction surveys in all publications (or once each year for those publications delivered monthly).
- In 2005, Oregon conducted its first formal customer satisfaction survey of Workforce Boards.
- These assessment methods indicate that our customers have a high degree of satisfaction with the variety of information and tools available within the OLMIS website and with the information itself. 89% of the survey respondents indicated that they understood the information presented on OLMIS, while 81% said the information was timely enough for their purposes. 76% indicated that they easily found the information they were looking for, and 78% indicated that the information had sufficient geographic detail. 80% of respondents would give OLMIS a grade of B or better.
- In August, the National Association of State Workforce Agencies (NASWA) gave the OLMIS Business Information Center the 2005 LMI Communications Publication Award for “excellence in providing quality information in the category of Internet Product/Service Providing Labor Market and Workforce Information to Customers”.
- In October the OLMIS Business Information Center received the “Best Website for Economic Development” from the Oregon Economic Development Association.

C. Recommendations for Improvements to Core Product

- No recommendations for change to this core product. Improvements to the OLMIS website will continue to be made on an ongoing basis.

7. Fund State Workforce Training Initiatives

A. Accomplishments Compared to Plan

- Conduct a survey of all Employment Department and workforce partner One-Stop managers – September-October 2004. Complete.
- Implement these suggestions, as appropriate, in modified LMI training – November 2004. Survey indicated that only minor changes were needed.
- Offer at least one LMI training sessions in all workforce regions of the state – July 2004-June 2005. Between July 2004 and end of June 2005, 48 OLMIS training sessions were held through out Oregon and 325

Employment Department and workforce development partner staff were trained on OLMIS and the use of LMI in workforce development.

- Develop and offer customized LMI training sessions to any audiences that request them – ongoing. Oregon currently offers LMI training once a month to youth in the Clackamas County youth offender program. The class can be used towards completion of community service hours.
- Deliver completed on-line labor market information training by June 2005. This project was delayed due to work on the Business Information Center, and has been shelved in favor of developing a needs based secondary interface for OLMIS. This interface is currently in development.
- Estimated expenditures for these activities were expected to be \$66,777 and have not varied significantly.

B. Customer Satisfaction Assessment

All participants in OLMIS/LMI training are given the chance to complete an evaluation form immediately upon completion of the class. The 8 questions in the evaluation cover the instructor, class content, and ask for suggestions for improvement. Based on these evaluations, the training is very valuable to front line employment service and workforce development partner staff, and they are very satisfied with the training.

C. Recommendations for Improvements to Core Product

- No changes recommended for this core product.