

One-Stop Labor Market Information Review
PA Department of Labor and Industry
Center for Workforce Information and Analysis
Program year July 1, 2004 – June 30, 2005

1) Annual Grant Plan

a) Statewide Workforce Information Plan:

Pennsylvania's economic future depends on a workforce able to compete in today's global economy. In order for the Commonwealth to be economically competitive and for our workers to acquire careers that pay family-sustaining wages, Pennsylvania needs to ensure that its workforce development system is efficient and directs funding toward worker training that responds to employer and employee needs. A skilled and well-trained workforce can be achieved by better aligning the workforce development system. The Rendell Administration has developed four goals to ensure Pennsylvania's workforce development system will be successful in serving its clients: employers, job seekers, and workers.

b) Core Products and Services

i) Status of implementation and delivery

(1) ALMIS Database:

Pennsylvania's ALMIS database and its Internet application PA Work Stats is a full implementation of the ALMIS structure. The Center has and will continue to populate all designated core database tables and other tables not designated as core. The Center will include state data and where available, data for regions and counties. The Center awarded a contract to Geo Solutions, Inc. for an upgraded Internet application to access the new ALMIS 2.2 structure. The deployment of this integrated application has been completed. Updates to the ALMIS database will continue to be ongoing.

(2) Long Term Industry and Occupational Projections:

Work on the 2002-2012 Industry Projections and Occupational projections has been completed. A working copy of the industry projections has been posted to the web site. The Occupational Projections by Workforce Investment Area is still ongoing and will

be posted as soon as it is reviewed and approved. All data will be delivered through the Center's website for workforce investment areas (WIAs), metropolitan statistical areas (MSAs), and statewide.

Short Term Industry and Occupational Forecasts:

Pennsylvania 2004-2006 industry and occupational forecasts have been completed and are posted on the CWIA web site.

(3) Occupational and Career Information products:

- (i) Occupational Analysis of Statewide Industry Clusters:** CWIA, in cooperation with LWIBs and state workforce development partners have developed and initial occupational analysis of high priority occupations for each cluster. This analysis is a companion to the targeted industry cluster analysis completed the prior year. This analysis is ongoing.
- (ii) Database for Demand Occupations:** The Center has reviewed past methodologies for producing demand occupational lists. The new methodology is complete and will be used to produce a new list known as "High Priority Occupations".
- (iii) Career Guide:** The **Pennsylvania Career Guide 2004-05** and complementary **Resource Guide** have been completed. Hard copies of each publication were delivered. Both career publications have been posted to CWIA's web site at this time.
- (iv) Occupational Brochures, Posters, Reports, and Publications:** The Center has produced a set of 5 posters that displays the fastest growing occupations by educational attainment.
- (v) Career Exploration Tool:** The Career Exploration Tool has not been completed due to information technology issues.
- (vi) Occupational Skills information:** The Center began analyzing occupational skills, abilities, and knowledge data from O*Net and including such findings in many reports and products. The Career Guide identified such data by occupational cluster and *Careers in Demand* one-pagers will highlight top skills and knowledge requirements for the high priority occupations. Occupational skills, abilities, and

knowledge information will continue to play an important role in occupational analysis in the future. The work on the Occupational Skills is ongoing.

(4) Provide information and support to WIBs:

- (i) Industry Experts:** Drawing upon data generated in CWIA's BLS program areas and other statistical agencies, staff has prepared a report on the supply/demand situation of registered nurses in the Commonwealth. This has been submitted to the Leadership Council of the Pennsylvania Center for Health Careers for review and approval. Similar reports have been also drafted for registered nurses in Pennsylvania's sub state areas as well as for licensed practical nurses statewide.
- (ii) Support to Workforce Development Partners:** CWIA continues to provide the Regional Data Analysis Tool (RDAT) to assist local boards in their analysis of industry clusters. We also provide technical support in the use of the RDAT. Center staff participates on the five committees of the state workforce investment board. Additional support is provided to the Pennsylvania Center for Health Careers though active involvement in the supply/demand workgroup and the health career week planning committee.
- (iii) Local Employment Dynamics (LED):** CWIA continues working with the Census Bureau to produce products that will help customers understand employment data. The center, in conjunction with the Census bureau, has developed the publication "A Profile of Older Workers in Pennsylvania". This publication outlines the dynamics of the aging workforce in PA.

CWIA also served on a consortia panel to research and develop a new LED tool that will map (GIS) graphically labor sheds and commute sheds in PA. This tool will show where people live versus where they work.
- (iv) Geographic Information Systems (GIS):** The center has renewed its commitment in using GIS as a tool to present data in a clear and useful product. CWIA has produced some thematic maps for a few internal customers that provided a simplified display of LMI. Work is ongoing to increase awareness and support for GIS related products with LMI.

(5) State-based workforce information delivery system:

The Center has completed the upgrades of PALMIDS to the new structure of ALMIS 2.2. Additionally, We have launched the new integrated web site known as PA Work Stats. This new application will provide customers with up to date information and easy access to data. Work continues to be on going for the electronic library. The Center has been continuing to update its website through the posting of new and updated files of the information our customers most need.

(6) State workforce information training activities:

(i) Training for CWIA staff on LED Data: CWIA is continuing to train staff on the uses of LED data as well as how it is produced. The Center is currently looking at posting the LED skinning of the Census website to CWIA's website. (Ongoing)

(ii) Simplify presentation of Data Sets: The Center has begun to use Geographic Information Systems (GIS) as another means to display data sets for customers. The graphic display allows customers to more easily understand the data displayed as well as see the larger implications of the data displayed. (Ongoing)

(iii) CWIA Staff Training activities: The Center's Training and Outreach Unit continues to provide Schoolhouse Learning sessions that focus on the Center's various technical programs. Sessions have been conducted for the Center's customer response team and new staff to gain a general understanding of the LAUS, CES, and QCEW programs. (Ongoing)

(iv) Attendance at State and National Conferences: Sent appropriate staff to state and national conferences. (Ongoing)

(v) Labor Market training to External Customers

1. LWIBs: A training package was designed to enhance the knowledge of the local Workforce Investment Board staffs in the use and application of Labor Market Information. This training addresses the broad range of local WIB staff functions such as planning, policymaking, economic development, training and the routine oversight and monitoring of various programs. Wages, performance

measures, projections, industry clusters, census information and local economic data are some of the topics presented. Input from several local boards was solicited to insure that the curriculum aligned with their labor market needs. (Ongoing)

2. **CareerLink Staff (One-stop Centers):** Continued to provide training to CareerLink specialists on the availability and application of LMI, with a special focus on LMI for the employer community. Trainings are offered to all CareerLinks as a service in order to educate staff and increase LMI awareness. The Center has begun to work with designated staff from CareerLinks in the Northcentral and Southern Alleghenies workforce investment areas to pilot the establishment of a LMI liaison within each CareerLink. The CareerLink liaison will serve as the conduit of information from CWIA to other CareerLink staff. This initiative has proven to be very successful, and we hope to expand this system to other One-Stop Centers. (Ongoing)
3. **Interagency Training:** In support of Project Reconnect, the Center has conducted two workshops for Department of Corrections personnel to introduce them to Labor Market Information and its application for curriculum development. This was intended to enable them to train inmates for occupations (with an entry-level focus) in demand. Center staff also participated in the CareerLink Management Symposiums in order to share information and the benefits of labor market information for one-stop centers. (Ongoing)

c) **Customer Satisfaction**

The Center has continued to address customer satisfaction on an ongoing basis. We routinely solicit feedback when directly engaging our customers. This input is then evaluated and appropriate adjustments to our products and information packages are made.

The Center solicits feedback from a wide range of customers in a variety of ways:

- Consultation with Workforce Investment Boards (WIB)

- Participation in monthly WIB Directors meetings
- Hosting and attending conferences
- Working closely with CareerLink for jobseeker & employer needs
- Soliciting feedback through on-line surveys.

The Center has outlined a three-phase plan to measure customer satisfaction:

- Phase I – Publication specific survey (Complete)
- Phase II –Random sample surveys of existing mailing lists (Complete)
- Phase III – Full integration of customer satisfaction methods and tools (On-going)