

COMMONWEALTH OF PUERTO RICO
DEPARTMENT OF LABOR & HUMAN RESOURCES

“ANNUAL PERFORMANCE REPORT”

For the
Labor Market Information Core Products & Services
Grant Program PY 2004-2005

Product No. 1: Continue to populate the ALMIS database.

A. ACCOMPLISHMENTS

- ***Goals achieved*** - - For the past 12-month period we have managed to collect all LMI area data that among other information, includes Cost Index and OSHA’s Occupational Lesions and Illnesses Statistics. By means of Product No. 5’s web page, data reporting was standardized with direct access availability. The staff member sends the updated publication via the Internet address, and automatically, data is posted and publicly displayed.
- ***Next milestone*** - - Finish gathering the rest of the state’s WIA partner agencies’ data, thusly showing an even more complete labor market outlook on the state web page.
- ***Note:*** At this time we have managed to work with State Treasury and Planning Board statistics and results are now being analyzed.

B. CUSTOMER SATISFACTION ASSESSMENT

- Please see **Attachment 1** for details regarding methodology, sampling and specific results.
- It must be noted here, that college or university students answered the most survey forms, letting us know that they are pleased with the product, because they have been able to find the data that they have needed in particular.

C. RECOMMENDATIONS FOR IMPROVEMENTS OR CHANGES TO THE SUITE OF CORE PRODUCTS

- a. ***Based on accomplishments--*** They claim that it is an easy access to numerical statistics and to the publications themselves.
- b. ***Based on customer satisfaction assessments findings*** - - They have managed to identify and locate labor market statistics without having to physically go to any of the Department of Labor offices.
- c. ***Based on consultation with customers*** - - The most common and basic question is that on how to locate the web page, achieve successful access to the data they need or requesting the specific web page or electronic mail address with which to find state and local labor market statistics.

Product No. 2: Produce and disseminate industry and occupational employment projections.

A. ACCOMPLISHMENTS

It has proven to be a tedious but rewarding year regarding the production of industry and occupational employment projections. The following is a year's recount of a very slow-moving step-by-step process that has finally brought us beyond the grant's 12-month period, but a lot closer to finally coming up with a product of national worth and successful outcome.

- Between the months of February and August of 2004 new program software was to have been used in order to begin producing industry and occupational projections. Very unfortunately, software instructions were wrongfully given, resulting in delaying the main objectives of this grant.
- During the month of August of 2004, instructions were then interpreted to mean that the industrial codes used were the wrong ones. Staff had been using the SIC codes and projections were to have been published using the NAICS codes. So, back to the drawing board we went again.
- At this time, Puerto Rico then requests for direct help from Regional BLS staff, and Mr. Rick Clayton was most kind in supplying us with a state/territorie's micro data from the Cover Employment and Wage Program (*Longitudinal Database – LDB*).
- On December 14, 2004, two CDs were received, but there was still some additional information needed. That is when Mr. Lawrence Less (Workforce Research Chief, Ohio Department of Job and Family Services) refers us directly to Mr. Eric Simants.
- Information of the calendar years 1990 through 2001 was later received, and one of our staff members contacted the Projections website, and Ms. Karin Wells.
- On January 21, 2005, Mr. Less assigned Ms. Karen Duffy as the person to specifically guide and help Puerto Rico achieve the code conversion process.
- On March of 2005, the program ACCESS 2003 was installed in the Occupational Employment Statistics (OES) staff computers, and the database had begun converting the industrial codes from SIC to the required NAICS.
- In June of 2005, long-term projections began coming about, but with the technical problem that some industries had no information or data. The reason. . .
- A two-digit code similar to that of the SIC codes was used, as it had always been by the OES program staff members. A three-digit code would more specifically be needed, and with the new sub-divisions creating by it, information that a two-digit code did not have, a three-digit code would.

- Therefore, a new conversion to a three-digit code system was immediately started, not without creating another delay in producing any sort of industrial or occupational projections for the program year now closing.

A FRIENDLY/POSITIVE NOTE: During the month of September 2005, the three-digit database was finished and long-term projections have emerged. There will be a finalized product as soon as possible, and the Grant Officer will be the first to receive copies of all written documents, in both the English and Spanish languages. Also, OES staff members will be working on the design and implementation of a Customer Satisfaction Survey specifically dealing with the use of the long and short-term projection products. Although the products will be new, demand-driven quality will ensure that the long road to success was well worth traveling. Copies of products and the survey will be sent to the Grant Officer during the current program year.

B. CUSTOMER SATISFACTION ASSESSMENT

- N/A. At the ALMIS, national level, pending real soon. On the other hand.....
- At the state level, please see page 14 of **Attachment 1**, where Island-wide employment projections were published until 2010 (using SIC codes). Customers (197) evaluated and raved excellence from the use of the publication.

C. RECOMMENDATIONS FOR IMPROVEMENTS OR CHANGES TO THE SUITE OF CORE PRODUCTS

N/A. As soon as possible, as per the newly designed Customer Satisfaction Survey will permit.

Product No.3: Provide occupational and career information products for public use.

A. ACCOMPLISHMENTS

See **Attachment 2** for details on all LMI publication products as designed and disseminated during this past program year. Services are listed in the following attachments (ex. conferences, workshops, and training activities)

A hard copy of all periodicals has been sent to the Regional Office in Boston, via U.S. Mail, in care of the Grant Officer (Mr. Paul Cleary), more

specifically, to the ETA/LMI office as documentary evidence of this past year's work.

B. CUSTOMER SATISFACTION ASSESSMENT

- a. **Methodology description** – See page 5 of **Attachment 1**, the survey sample. All products were evaluated and graphic results may be seen. Over all, 960 clients were given nine multiple-choice questions, so they could choose the best alternative that determined a degree of satisfaction. LMI received 347 answers, or a 36.1% response.
- b. **Assessment of customers' satisfaction** - See pages 10 through 16 of **Attachment 1**, for the customers' evaluation per certain products.
- c. **Activities to be undertaken to add customer value, where needs for improvement are identified** – See page 19 of the **Attachment 1**, where 246 customers answered. Mailing lists must be updated, and so they will, during the course of the current program year. See Part C of this product.

C. RECOMMENDATIONS FOR IMPROVEMENTS OR CHANGES TO THE SUITE OF CORE PRODUCTS

1. **Based on accomplishments** - Products will now begin to be bilingual [Spanish/English], eventually to cover all products and services offered.
2. **Based on customer satisfaction assessments findings** – Publications should be updated more often. Government agencies will receive a list of all publications in case they should need one that they are not accounted for in the mailing lists. Private sector will receive the same list, and updating of this list will occur simultaneously.
3. **Based on consultation with customers** - See page 18 of the survey, **Attachment 1**. New publications may be designed upon demand and need, with top priority given to the Webs. More data about women in the labor market were requested. This request is being taken into consideration, as the data already gathered will need to be expanded and more diversified as per demand of the information. As needs change, so must the publications and services rendered. Customer suggestions will be regularly requested, as the Customer Satisfaction Survey will be performed more often than before, which was an annual task. Time frames for the survey are being considered.

Product No. 4: Ensure that workforce information and support required by state and Local Workforce Investment Boards (LWIBs) are provided.

A. ACCOMPLISHMENTS

Please see the Island's map wherein each local WIB is depicted by geographical area and denoted by color. **Attachment 3.**

Fifteen (15) LWIBs have been contacted and personally visited by the corresponding LMI analyst. Five (5) LMI Staff members have been (each one), assigned to 3 LWIBs so as to perform follow-up initiatives and detect their labor market needs. Due to the constant changes in the LWIBs, each time an analyst makes a visit, a letter of introduction is presented, and coordinating activities are planned and executed.

A brochure with local area labor market information is being prepared by each of the analysts. This represents a giant step in individualizing products with the demand-driven perspective in full throttle.

All year long, LMI staff members have been working hand in hand by supplying statistical information that will help them design and develop their Five-Year WIA Strategic Plan. Along with these efforts, workshops are held for the benefit of the local area office staff in being able to explain and pass on LMI products. See **Attachment 5** for local area training as performed by LMI staff members upon each LWIB.

B. CUSTOMER SATISFACTION ASSESSMENT

- ***Methodology description*** – See survey sample included, **Attachment 1.**
During local visits, LWIB employees express their needs to the visiting LMI staffer. He in turn returns to the LMI offices and reports his findings to the division. From there, planning future visits develops with ideas on how to supply the information needed.
- ***Assessment of customers' satisfaction*** - Most LWIB employees hardly have any knowledge of where to get labor market information, and LMI staff supplies their need. They wish to work with the LMI staff in order to obtain local area statistics. LWIBs have requested the design of a statistical form with which to pick up and gather local information, while at the same time they learn for themselves, how to grasp a better, more detailed picture of their labor market area.
- ***Activities to be undertaken to add customer value, where needs for improvement are identified*** - Labor market mobility as per geographic area, is an article of information that LMI staff members will soon develop into a new product. Under discussion is the preparation of local statistics that will demonstrate a detailed and graphic picture of local labor market conditions.

C. RECOMMENDATIONS FOR IMPROVEMENTS OR CHANGES TO THE SUITE OF CORE PRODUCTS

- **Based on accomplishments** - The ability to work in perfect receptivity between all LWIBs and LMI staff members has opened a door toward many coordinated initiatives to come. This should prove to be one of this year's most important accomplishments.
- **Based on customer satisfaction assessments findings** - They have requested fiscal year based information of certain labor market conditions to help them design their 5-Year Strategic Plan.
- **Based on consultation with customers** - The form requested on which to keep track of local area information has been prepared, and is pending each LWIB's review. A profile of users and needs will be accounted for as per the design of this form. By using the form, each LWIB will have a much clearer picture of their users and their needs.

Product No.5: Maintain and enhance electronic state workforce information delivery systems.

A. ACCOMPLISHMENTS

A new, much easier to read and navigate web page was designed this past year. Please access: www.net-empleopr.org. Copy of the home page appearance is included as **Attachment 4**.

The page is more flexible, providing a much faster response, while at the same time resulting much easier to read and follow than the previously used under the old Interempleo address.

B. CUSTOMER SATISFACTION ASSESSMENT

- a. **Methodology description** – The new page has pastel colors, non-shocking or bothersome to the eyesight, making it more pleasurable to sail the web and use the links towards the information needed.
- b. **Assessment of customers' satisfaction** - In particular, this product's customers most likely call in via the phone, while accessing the web page. It's a spontaneous call to solve an access problem. Here is where they express either their like or dislike and frustrations during access of the page itself. Most of them are pleased, and what

really wants to know is the address for fast access. Once they connect to the page, staff members give them brief directions with which to locate whatever data they are looking for.

- c. Activities to be undertaken to add customer value, where needs for improvement are identified* - It used to take quite a while between the time survey results were analyzed, written, recorded in diskette, taken to the computer division (MIS), and then those staff members designed the page and put it up for public view in the Internet. One of the most promising changes is that now, right from the staff member's desk, he is able to feed new data into the system and upgrade or update the actual page, eliminating the diskette and the MIS middleman. Faster, more updated and better servicing is the goal reached at this time. Customers are calling in for the page to be even further and more deeply involved into labor market data. That is under consideration; as WIA partners will soon be added on to collaborate in the Island's statistics initiatives.

C. RECOMMENDATIONS FOR IMPROVEMENTS OR CHANGES TO THE SUITE OF CORE PRODUCTS

1. *Based on accomplishments* - Newer and more specific statistics are being requested, as per geographical areas. This will be discussed at the local WIBs when local staff members visit them on a monthly or even more regular basis.
2. *Based on customer satisfaction assessments findings* - A new, more agile and easier to read, more organized web page was established as per customer requests.
3. *Based on consultation with customers* - Phone messages asking for statistical analysis explanations are received daily, and their ideas were taken into consideration in the design of the new, actual page shown.

Product No. 6: Support state workforce information training activities.

A. ACCOMPLISHMENTS

- On July 16, 2004 a Labor Market Information Conference was organized between LMI staff and all LWIBs. Included in the mail you will receive copies of the CD with recorded presentations given, copy of the invitations, copy of the Agenda and several color photos. This was a great accomplishment for LMI,

since it brought together each LMI Analyst assigned to assist each LWIB together with survey/program directors. Evaluations are also included in the package. The Secretary of Labor, Mr. Roman Velasco was the key speaker of the event. His is the first photograph to the left, accompanied by the Deputy Secretary, Mr. Jose O. Rolon and two LMI/BLS program staff members. The purpose of the activity was for the mayors administering WIA funds at the LWIBs to get to know LMI products, identify what the products could do to help them identify labor market needs, and give them ideas as to how to obtain a more pictographic view of their local area workforce, once labor market products were used in their respective areas. There are plans to continue with this sort of activity during alternate years. The next one should be planned for the year 2006.

- Local Mayors have requested several workshops and town hall meetings to explain the analysis and preparation of local area labor market statistics. See listing as **Attachment 5**.
- LMI staff members visit any organization that requests having a locally held workshop dealing with LMI products and services. See list of Analyst performed visits in the enclosed **Attachment 6** and for a list of workshops given, see **Attachment 7**.
- LMI staff members spend each program year attending upgrading, professional development training as given by the USDOL Regional Office, Central Office in D.C., the ALMIS Institute, NASWA, or any other USDOL/ETA/BLS sponsored training activity. For a list of this past year's training list, see **Attachment 7**.

B. CUSTOMER SATISFACTION ASSESSMENT

a. Methodology description –

- LMI staff has received training in various fields of study of labor market analysis. See **Attachment 6** for a list of conferences and workshops, dates and to what clients given. The degree of satisfaction is measured according to what they answer in a loose-leaf questionnaire distributed during the workshop or conference. Here they will evaluate the activity by expressing how they found it and how it could be improved.
- LMI staff has also received USDOL sponsored training from either the Region 1 office, NASWA, Puerto Rico's Department of Labor, or the LMI Training Institute as announced. See **Attachment 7** for a list of trainings our staff received by

traveling to the mainland. Each trainer has an evaluation process, usually a brief questionnaire, where attendees fill out their opinions regarding their likes and dislikes.

b. Assessment of customers' satisfaction -

- When the LMI staff gives any sort of conference and/or training, an Evaluation Sheet is passed on to each client in order to rate the effectiveness of the activity.
- When LMI staff attends training held on the mainland, the trainer hands them an evaluation form on which to evaluate that activity.

c. Activities to be undertaken to add customer value, where needs for improvement are identified - Whether received or offered, LMI staff members are always enthusiastic to receive new training for that makes them feel more professionally adequate for their tasks. Whenever they offer some sort of workshop or conference, one can feel the self-confidence and the assurance they have regarding the subject matter discussed. When they attend an official training, staffers return to their place of work with more enthusiasm and new ideas.

- Improve the survey to increase response up to 75%.
- Make a “friendlier” survey permitting more response and follow-up time.
- Improve publications as per accessibility, writing in a more simple way that will in turn make it easier to read and understand by more clients.
- Prepare more bilingual publications [Spanish/English].

C. RECOMMENDATIONS FOR IMPROVEMENTS OR CHANGES TO THE SUITE OF CORE PRODUCTS

- ***Based on accomplishments*** – To improve staff member skills in order to provide much better service. LMI staff members actively participate in USDOL, NASWA and LMI Institute training, providing for a well-trained, very professional staff
- ***Based on customer satisfaction assessments findings*** - Staff members feel professionally superior when it comes to statistical analysis

and interpretation after having participated in any and all training offered as sponsored by either the USDOL Regional Office, the LMI Institute Training Center, or by Puerto Rico's Department of Labor resources.

- ***Based on consultation with customers*** - Based on received training, LMI Staff members are able to prepare better knowledgeable and more functional workshops to our clients. They are involved in conferences, workshops, and community impact affairs. For example, university and college students, secondary school counselors, public and private sector clients, and state and federal agencies, as requested.

FISCAL REPORT: Please refer to, **ATTACHMENTS 8 and 9**, where copies of Forms 269, dated June 30th, 2005, are enclosed.

LIST OF ATTACHMENTS

Attachment 1: Customer Satisfaction Survey

Attachment 2: List of LMI publications

Attachment 3: Map of Puerto Rico as per LWIB locations

Attachment 4: LMI web page at www.net-empleopr.org

Attachment 5: List of LWIBs visited by LMI staff members

Attachment 6: List of state workforce training given by LMI staff

Attachment 7: List of workforce training received by LMI staff

Attachment 8: SF 269, Financial Status Report (6/30/2005, copy) PY 2002

Attachment 9: SF 269, Financial Status Report (6/30/2005, copy) PY 2003

Attachment 10: SF 269, Financial Status Report (6/30/2005, copy) PY 2004

** **PY 2005** is only in its first 90 days of existence therefore, the first Quarterly Report (SF 269) should be promptly filed during the month of October/2005.