

## RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

### PY 2004 WORKFORCE INFORMATION CORE PRODUCTS AND SERVICES GRANT PERFORMANCE REPORT

July 1, 2004 - August 31, 2005

#### A. GRANT DELIVERABLES:

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

<p><b><u>Planned Activities:</u></b> Populate the most current version ALMIS Database with the latest state data.</p>	<p><b><u>Status/Accomplishments:</u></b> Currently using version 2.2 and are in process of upgrading to version 2.3. Data tables are updated regularly as data is available. Licensing files have been updated with 2004 data and will be sent to the NCSC in Sept. 2005. Sent staff member to ALMIS Database training in August 2005.</p>	<p><b><u>Expenditures:</u></b> Approximately \$44,000 in personnel costs for this project during PY 2004. Travel/training costs equaled \$1,400. Expand LMI Network Storage capacity: Hardware - \$1,184; ISD support - \$400.</p>
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##### 2. Produce and disseminate industry and occupational employment projections

<p><b><u>Planned Activities:</u></b> A. Produce long-term industry and occupational projections. Populate the ALMIS database with projections. Disseminate projections through products and LMI web site.</p>	<p><b><u>Status/Accomplishments:</u></b> Finalized and reviewed 2002-2012 projections. Populated the ALMIS database tables and submitted results to Projections Management Partnership (PMP). Loaded data on LMI web site and RI RED application.</p>	<p><b><u>Expenditures:</u></b> Approximately \$44,000 in personnel costs for this project during PY 2004.</p>
<p><b><u>Planned Activities:</u></b> B. Produce and disseminate short-term industry and occupational projections. Populate the ALMIS database with projections. Submit data as required by the Projections Managing Partnership.</p>	<p><b><u>Status/Accomplishments:</u></b> Finalized and reviewed 2004-2006 Short-term projections. Submitted results to Projections Management Partnership (PMP).</p>	<p><b><u>Expenditures:</u></b> Approximately \$20,000 in personnel costs for this project during PY 2004.</p>

##### 3. Provided occupational and career information for public use.

<p><b><u>Planned Activities:</u></b> A. Collaborate with Career Resource Network staff on <i>RI Career Anchor</i> for high school students and <i>the RI Career Navigator</i> for middle school students.</p>	<p><b><u>Status/Accomplishments:</u></b> <i>RI Career Anchor</i> completed August 2005. Work continues on the <i>RI Career Navigator</i>.</p>	<p><b><u>Expenditures:</u></b> Approximately \$5,000 in personnel costs for this project during PY 2004.</p>
<p><b><u>Planned Activities:</u></b> B. Produce a series of "Opportunities in..." industry brochures with occupational and wage data for users.</p>	<p><b><u>Status/Accomplishments:</u></b> Produced 13 different brochures for various industries highlighting the employment outlook, and wages for the industries and commonly found occupations in those industries. These brochures received a first place award in the NASWA LMI Communications/ Publications competition in 2004 and remain some of our most popular products.</p>	<p><b><u>Expenditures:</u></b> Approximately \$5,000 in personnel costs and \$3,000 in printing costs for these publications.</p>

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**3. Provided occupational and career information for public use. (continued)**

<p><b>Planned Activities:</b> C. Produce a series of occupational information pamphlets for users based on 2012 projections.</p>	<p><b>Status/Accomplishments:</b> Produced five occupational information pamphlets for users: <i>2012 Opportunities; Health Care Outlook for 2012; Expanding/Declining Industries; Jobs Requiring College Degrees; and Jobs Requiring OJT or Vocational Training.</i></p>	<p><b>Expenditures:</b> Approximately \$5,000 in personnel costs for this project during PY 2004. Cost of producing pamphlets for users: \$1,000.</p>
<p><b>Planned Activities:</b> D. Conduct an Employee Benefits Survey and publish results.</p>	<p><b>Status/Accomplishments:</b> Sent two staff members to an Employee Benefit Survey Design training. Surveyed nearly 2,000 RI employers on benefits provided to their employees. Received a 63 percent response rate. Finished survey work in late June and completed initial findings at the end of August. Prepared news release. We requested an extension of our PY 2004 grant period through August 2005 to complete planned work on this survey. Extra time was needed due to other demands on staff, a desire to increase response rate and difficulties associated with doing this survey for the first time.</p>	<p><b>Expenditures:</b> Approximately \$28,000 in personnel costs for this project during PY 2004. Cost of mailing survey and producing pamphlets on final results: \$2,000. Cost of travel for training class: \$1,300.</p>
<p><b>Planned Activities:</b> E. Conduct a Job Vacancy Survey of RI employers.</p>	<p><b>Status/Accomplishments:</b> Survey of approximately 2,000 RI employers was conducted in May/June 2005. Usable responses were received from 58 percent of employers sampled. Results were compiled and prepared at the end of August 2005.</p>	<p><b>Expenditures:</b> Approximately \$25,000 in personnel costs for this project during PY 2004. Cost of mailing surveys and producing pamphlets/full report of results: \$2,500. Annual maintenance cost of SAS software: \$1,306.</p>

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

<p><b>Planned Activities:</b> A. Provide support to state Workforce Information Board.</p>	<p><b>Status/Accomplishments:</b> Legislation was enacted this past year that reconfigured the state WIB. LMI staff worked with state WIB staff in preparing an overview of the state's labor force for the state WIB orientation.</p>	<p><b>Expenditures:</b> Approximately \$2,000 in personnel costs for this project during PY 2004.</p>
<p><b>Planned Activities:</b> B. Provide support to state in preparing labor market information for the new WIA application.</p>	<p><b>Status/Accomplishments:</b> LMI staff provided materials to answer the labor force and economic questions required in the WIA two-year plan.</p>	<p><b>Expenditures:</b> Approximately \$5,000 in personnel costs for this project during PY 2004.</p>

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

<p><b>Planned Activities:</b> C. Propose legislative change to allow RI to participate in the Local Employment Dynamics program with the US Census Bureau.</p>	<p><b>Status/Accomplishments:</b> Drafted proposed legislation to change RI confidentiality provisions to allow us to share wage records for LED purposes with the US Census Bureau. Legislation was enacted in July 2005. Did preliminary research work on files needed by the Census Bureau. Worked on draft of Memorandum of Understanding (MOU) with Census Bureau for sharing data. Sent staff member to LED training class.</p>	<p><b>Expenditures:</b> Approximately \$7,000 in personnel costs for this project during PY 2004. Travel cost for training: \$600.</p>
<p><b>Planned Activities:</b> D. Worked on DLT strategic plan to better serve employer community.</p>	<p><b>Status/Accomplishments:</b> LMI staff participated in an Agency work group to develop a strategy to inform the employer community about DLT services and how they can meet their needs.</p>	<p><b>Expenditures:</b> Approximately \$5,000 in personnel costs for this project during PY 2004.</p>
<p><b>Planned Activities:</b> E. Participate in work groups formed around various targeted industries and grant opportunities.</p>	<p><b>Status/Accomplishments:</b> 1. LMI staff participated in several partnerships with "high growth" industry representatives to provide information to help make decisions and in applying for grant opportunities. These partnerships included Health Services, Education and Hospitality. 2. LMI staff provided extensive information for a Prison Re-entry grant, a Youth Offender grant, and a Community Faith Based grant targeting new and re-entrants to the labor market.</p>	<p><b>Expenditures:</b> Approximately \$5,000 in personnel costs for these projects during PY 2004.</p>
<p><b>Planned Activities:</b> F. Participate in the NASWA LMI Committee.</p>	<p><b>Status/Accomplishments:</b> LMI Assistant Director was a member of the NASWA LMI Committee during this program year and participated in national efforts to improve LMI for all users.</p>	<p><b>Expenditures:</b> Approximately \$10,000 in personnel costs for this project during FY 2004. LMI's prorated share of NASWA annual dues for DLT was approximately \$3,000. Estimated travel costs for PY 2004: \$3,450</p>
<p><b>Planned Activities:</b> G. Redesign our monthly Employment Bulletin.</p>	<p><b>Status/Accomplishments:</b> Redesign was completed in the fall of 2004. Employment Bulletins mailed monthly to about 1,100 individuals and businesses.</p>	<p><b>Expenditures:</b> Approximately \$10,000 in personnel costs for this project during FY 2004. Estimated cost of printing and mailing Bulletin: \$6,000.</p>

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

<b>Planned Activities:</b>	<b>Status/Accomplishments:</b>	<b>Expenditures:</b>
H. Produce other new products to help WIBs and other workforce development professionals.	1. A new monthly Labor Force Brief was developed targeted towards state level policy makers. Currently, it is distributed to the Governor, his staff, his Cabinet Directors, and the RI Economic Policy Council. The new state WIB members are also being added to the distribution list.	Approximately \$6,000 in personnel costs for these projects during PY 2004. Annual printing costs: \$1,750.
	2. Produced <i>A Year in Review, 2003</i> . This report provided a community-level analysis of private sector employment in RI.	
	3. Produced NAICS and SOC brochures providing an overview of the industry and occupational classification systems. They were developed to ease confusion among career and workforce development professionals about these systems. <i>These publications received first place in the 2005 NASWA LMI Communications/Publications awards.</i>	
	4. Prepared summary reports on <i>Multiple Job Holders in the Ocean State</i> , <i>Women's Earnings in the Ocean State</i> , and <i>Union Membership in RI</i> .	

**5. Maintain and enhance electronic state workforce information delivery systems.**

<b>Planned Activities:</b>	<b>Status/Accomplishments:</b>	<b>Expenditures:</b>
A. Maintain the LMI web site.	LMI staff continued to update the LMI web site ( <a href="http://www.dlt.ri.gov/lmi">www.dlt.ri.gov/lmi</a> ) with the latest workforce and economic information. All LMI publications were also made available for downloading from our web site. Links to other resources were also updated during the PY.	Approximately \$20,000 in personnel costs for this project during PY 2004.
B. Maintain and enhance the RI Research and Economic Database application.	LMI staff worked with the vendor during this PY to enhance the capabilities of this system. A new job search capability was added in the last PY and the vendor has worked to enhance it by allowing searches by zip code or mileage from home site. New version is being tested and will be implemented during the coming PY. Web site: <a href="http://www.dlt.ri.gov/ried">www.dlt.ri.gov/ried</a>	Approximately \$25,000 in personnel costs for this project during FY 2004. Cost of annual maintenance contract on application software: \$25,000. Cost of print materials for training: \$1,000. Cost of travel for staff person to attend annual Users' Conference: \$800.

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**5. Maintain and enhance electronic state workforce information delivery systems. (continued)**

<b>Planned Activities:</b>	<b>Status/Accomplishments:</b>	<b>Expenditures:</b>
C. Continue electronic notification of availability of new information/products through <i>LMI Stat Track</i> .	Staff continued to electronically notify over 1,000 registered users when new information or new products were available on our web site.	Approximately \$2,000 in personnel costs for this project during PY 2004.

**6. Support state workforce information training activities.**

<b>Planned Activities:</b>	<b>Status/Accomplishments:</b>	<b>Expenditures:</b>
A. Provide training to various groups on uses of LMI data, its products and systems.	1. Demonstrated the RI Research and Economic Database at seven sessions for netWORKri staff (about 50 people), three to employment counselors from the Office of Rehabilitative Services (30-40 people), and two <i>Improved Career Decision Making</i> training classes during this PY (about 24 people).	Approximately \$15,783 in personnel costs for this project during PY 2004.
	2. Conducted LMI overviews in four sessions at a <i>Partnership to Employment Conference</i> (about 120 people).	
	3. Continued to provide training to netWORKri staff and Agency's Employer Service Representatives on LMI programs, systems and products.	
	4. Provided an overview of LMI systems, information and products to graduate students in the field of counseling. (about 35 students)	
	5. Provided labor market information at the Governor's Career Development Day (attended by 125 people).	
	6. Provided LMI training to the new Job Corps Center staff (25 people).	
<b>Planned Activities:</b>	<b>Status/Accomplishments:</b>	<b>Expenditures:</b>
B. Provide training for LMI staff members and support for LMI Institute.	1. LMI staff took advantage of several training opportunities during this PY. We sent two staff members to the <i>Applied Analyst Training</i> , two staff members to the Fall 2004 <i>LMI Forum</i> , and two staff members to the Introduction to <i>ARC GIS</i> training.	Approximately \$15,000 in personnel costs for training during PY 2004. Travel costs for training: \$7,000. LMI Institute support: \$1,804.
	2. Agreed to support LMI Institute with 0.5% of our One-Stop LMI grant.	

**Total PY 2004 Expenditures: \$368,277**

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#### B. CUSTOMER SATISFACTION ASSESSMENT

Our Customer Satisfaction efforts focused primarily on direct feedback from our customers during the last program year. We also used Web Trends to get information on our web site usage.

##### 1. LMI web site activity - As measured by Web Trends software

- \* During PY 2004, there were 232,959 visitor sessions on the LMI web site by 96,520 unique visitors (8,043 per month).
- \* Top pages visited: Occupational License File (19,683), Employer Handbook (14,519), Occupational Employment & Wage data (13,893), Data Center (7,675), List of largest RI Employers (7,042), Industry & Occupational Projections (5,421) and LMI Publications center (5,003).

##### 2. LMI Publications - Reports, pamphlets, brochures & posters

- \* During PY 2004, approximately 41,600 copies of reports, brochures, pamphlets and posters were distributed to our customers.

##### 3. Feedback from netWORKri (One-Stop Career Center) Managers

- \* "Opportunities in..." brochures continue to be very popular. The brochure on Ship & Boatbuilding produced at our request was a big hit.
- \* "RI RED" is a wonderful, informative site, so is the LMI web site.
- \* The counselors assigned to the Reemployment Program use RI RED on a *daily basis*.
- \* I do use RI RED all the time for job searches. I also show new customers at the Orientations how to use it.
- \* RI RED is easy to navigate. A breeze.
- \* Once again, LMI helped to make us look good! More importantly, it's our customers who will benefit from all we do as partners in the East Bay Community.
- \* I use and distribute RI RED often. I find it a useful tool for both job seekers and employers.
- \* Just read through the latest publication of Business Boomers...It's excellent.
- \* The Wage Report pamphlet is displayed in our literature rack and seems to be of interest to our customers.
- \* We have some of your posters on our walls - they are visually attractive and informative. I only wish we had more wall space here.
- \* The combination Employment Poster is a hot item and much needed. Employers at the Business Expo ask for it.
- \* The "Think You Don't Need an Education" is another great product and I have recommended it to the group operating a youth program.
- \* I can use more - I want to promote this site (RI RED) big time here because it is so great!
- \* Congratulations on this new web site (RI RED). I am beginning to use it and tell others in the office about it. Tremendous job!!!!

##### 4. Feedback from other customers

- \* I have just used the RI RED data for the Providence/Cranston WIA 5 year plan. The timing is perfect. (Jim Glover, PC WIB)
- \* Great information (Green Industry pamphlet). Thank you ...for this great publication. (Jerry Bertand, RI Rural Development Council)
- \* I really appreciate this information. It is incredibly comprehensive and is exactly the data I need. (Steve Durst, US Dept. of Labor)
- \* It was indeed a professional pleasure to be able to offer the graduate students in my Vocational Counseling and Placement class the most real opportunity to receive the latest information regarding the RIDLT web site. (Ellen Weaver Paquette, Director, Career Development Center, RI College)

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#### 4. Feedback from other customers (continued)

- \* Our LMI division has provided the industry piece in record time. Thank you to all in LMI who brought this together. (Paula Morris, Workforce Development Division, RI DLT)
- \* Thank you for the RI RED presentation to the Workforce Development staff this morning. Your presentation was right on the mark. I think the site itself is terrific. (Jean Severance, Deputy Director, RI DLT)
- \* Whenever we have requested information from the Labor Market Information unit or the Career Resource Network, the professional service and quality products are always more than expected. (Linda Soderberg, Vocational Center Manager, RI Job Corps)
- \* Thanks so much for all you do. I am presenting at the Governor's Career Development Day conference in November and plan on using this (*Job Vacancy Survey report on Health Care and Social Assistance*) as my main theme. (Ruth Ricciarelli, Director of Workforce Development, Hospital Association of RI)

#### 5. Other Recognition

- \* We recently received our third consecutive NASWA Communications/Publications award. The latest was received in August 2005 for our *NA/CS* and *SOC* pamphlets designed to help career and employment professionals understand the industry and occupational classification systems. In 2004, we received a first place award for our series of "Opportunities in..." brochures. We also received an honorable mention for our "Health Services in the Ocean State" report. In 2003, we received an honorable mention for our "State of the State - Statistical Profiles of RI Cities and Towns."

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

No recommendations for changes at this time.