**Annual Performance Report for One-Stop Workforce Information Grant
for South Carolina**
Period Ending June 30, 2005

Core Products and Services

1)   ALMIS Database: The Palmetto Economic Analysis and Research System (PEARS) was maintained on Version 2.3 of the ALMIS Database. Twenty-two core tables have been populated, with updates done as data were available. Data from the ALMIS Database was provided for the SC Virtual One-Stop system. South Carolina's ALMIS Database administrator was on active military duty during much of the program year. Therefore, intended progress in the enhancement of PEARS, as well as expanding uses of the ALMIS Database, has been limited. The analyst with back-up responsibility for the database has handled maintenance responsibility. Occupational licensing data was updated, recoded and sent to NCESC in April 2005. South Carolina continued to participate as a member of the ALMIS Resource Center, and continued to coordinate national education and communication activities related to the database.

2)   Industry and Occupational Employment Projections: Statewide projections for 2002-12 were completed and transmitted, as planned, in October 2004. The statewide projections were added to PEARS. Additionally, information on statewide high-demand occupations was disseminated in a number of products, including the LMI Calendar and "SC Job Outlook" brochures.

Due to problems encountered with the short-term projections software, there were some delays in development of statewide short-term industry and occupational projections (2004-2006); these were completed and transmitted to the Projections Managing Partnership in February 2005.

Development of projections for the 12 WIA areas began immediately following the completion of statewide projections. However, due to extra efforts required for enhancing the local data historical series, as well as software problems, area projections work continued beyond the planned completion date. Early runs of the area projections in March 2005 revealed further problems with the output, which required investigation. As of June 30, 2005, area projections were completed and undergoing internal review to ensure quality prior to a more extensive review in collaboration with local partners in each area. Although complete area projections were unavailable as scheduled, preliminary area data was produced in response to all requests and as needed for special projects.

As noted in our PY04 plan, technical problems discovered and initially addressed in PY03 caused delays in the development of 2002-2012 projections. Extensive efforts were required to build the necessary NAICS industry historical series. Problems encountered with the projections software also contributed to delays. Additionally, due to department budget constraints and staff shortages, one senior labor market analyst handled all projections development responsibilities for most of the program year.

As of July 2005, work continues on preparation of area projections in a format that can be promptly reviewed by local professionals. Their input will be used, as appropriate, to update area projections within a short timeframe. Area projections will then be loaded into PEARS, as well as published via the LMI website. Development of area occupational wages is also in process, and area wages will be released immediately upon completion. Emphasis will then be placed on using local feedback in the development of 2004-2014 area projections and wages. The initial run of statewide 2004-2014 industry and occupational projections will be completed by January 2006. Development of area projections will begin immediately following finalization of statewide projections.

3)   Occupational and Career Information Products: From October 2004-June 2005, 69,241 LMI brochures, releases or publications were distributed. During this program year, the *LMI for Business* brochure was updated and a new *Job Outlook* brochure was developed and distributed. From October 2004-June 2005, the LMI website had 25,450 hits and PEARS had 21,474. During the same period, 521 customer requests were handled by LMI staff, and 218 customer satisfaction follow-ups were done. Information from LMI's Employment Tracking and Occupational Data system was provided to the SC State Board for Technical and Comprehensive Education and to York Technical College during this program year.

4)   Support to State & Local Workforce Boards; Other Information Products/Services: Liaisons were maintained for all local workforce boards and one-stop centers in the state. Liaisons serve as a point of contact within LMI for the centers, and ensure the centers' LMI needs are met.

LMI conducted a workshop and had an exhibit at the state workforce development conference in October 2004. LMI staff met with Upstate, Lower Savannah, and Greenville WIA staff between April-June 2005 to get input on their LMI needs.

LMI staff continued to work with SCESC's Communications Department on the *Carolina Works* show, which airs on SCETV. This show features information about services available through South Carolina's Workforce Delivery System and highlights Labor Market Information and WIA programs.

The monthly *Workforce Trends* was continued, with a distribution of approximately 2,500 individuals and businesses each month. The *Trends* underwent a redesign during this program year, and content was revised to include extensive information about workforce development activities around the state. In addition, 2,345 LMI calendars with extensive information about WIA were distributed in December 2004. The new *Job Outlook* brochure was distributed extensively to local workforce boards.

5)   Electronic Workforce Information Delivery System: Information was maintained on the LMI web site and PEARS, with updates done as soon as data became available. As noted, this task was hindered by the loss of a staffperson to military service for much of the program year. From October 2004-June 2005, the LMI website had

25,450 hits and PEARS had 21,474. Data from the ALMIS Database was provided for the SC Virtual One-Stop system. Work was initiated on the redesign of LMI's website to make it easier to use.

6)   Workforce Information Training Activities: These workforce information training activities were conducted from October 2004 through June 2005:

- Presentation to state employer council (180 participants) in October 2004
- Workshop at state workforce development conference (10 participants) in October 2004
- Exhibit at state workforce development conference (495 participants) in October 2004
- Presentation on interviewing skills and resumes at Benedict College (100 participants) in November 2004
- Exhibit at Carolinas Payroll Association conference (around 200 participants) in November 2004
- Career presentation at Congaree Elementary School (60 participants) in December 2004
- LMI training for Upstate WIA staff (17 participants) in December 2004
- Career presentation at Blythewood Middle School (100 participants) in January 2005
- Career presentation at Dreher High School (20 participants) in February 2005
- Career presentation at Goodman Correctional Center (12 participants) in March 2005
- Materials provided for Small Business Administration workshop (20 participants) in March 2005
- Participated in Palmetto Workforce Awards (323 participants) in April 2005
- Participated in job fair at Bob Jones University (150 participants) in April 2005
- Participated in job fair in Rock Hill (150 participants) in April 2005
- Career presentation at Dreher High School (48 participants) in April 2005
- Participated in *State* newspaper job fair in Columbia (5,000 participants) in April 2005
- Participated in job fair in Rock Hill (around 150 participants) in May 2005

Customer Consultation and Satisfaction Assessment

Customer satisfaction surveys were sent out randomly to customers to assess customer service provided by department staff and the usefulness of data. A total of 218 customer satisfaction follow-ups were done from October 2004-June 2005. Survey results were logged into an electronic database, and periodically reviewed. LMI staff followed up on customer requests to ensure customers received information in a timely manner and to assess the usefulness of information for customer needs. This was done through e-mail, phone calls and mailed surveys.

LMI staff were assigned to work with each WIA area. Consistent contact was made with the administrators and one-stop managers in the respective areas to ensure each office was supplied with current information and to address any other needs an area may have.

Responses to our customer satisfaction surveys were overwhelmingly positive. Specifically, responses were almost unanimously "good" or, in most cases, "excellent" in regard to support and cooperation received from LMI staff, timeliness/ promptness of staff service, usefulness of the information, and overall experience. Follow-up conversations with customers showed the consensus to be that we do a very good job in following up on requests and responding to customers in a timely manner.