

**Tennessee
Annual Performance Report PY 2004 - 2005**

Part b: Workforce Information Core Products and Services

Planned Milestones 2004-2005

1. Monthly 2004-2005	Continue to Populate the ALMIS Database	Update Applicants, Openings, UI Claimants, Labor Force, and CES Data (with 10 MSAs and reconstructed series)
2. July 2004- April 2005	Provide Workforce Information for Boards	LED Milestones (see page 15)
3. August 2004	Electronic LMI Delivery	Implement Version 6 of Source, including the Customer Feedback Survey
4. August 30, 2004	Long Term Projections	Finalize area and industry projections and load in ALMIS database; press release or other publicity
5. August 31, 2004	Provide Workforce Information for Boards	Source Advisory Committee Aug.31, Oct. 19, and Mar. 22
6. September 30, 2004	Provide Occupational and Career Information Products	Update occupational grades and placement data in Source
7. September 30, 2004	Continue to Populate the ALMIS Database	QCEW Annual 2003
8. October 2004 March 2005	Continue to Populate the ALMIS Database	Short term statewide industry projections to 2006 based on NAICS; put in ALMIS
9. December 15, 2004	Provide Occupational and Career Information Products	Revised In Briefs online, with print copies to follow
10. June 30,2005	Continue to Populate the ALMIS Data Base	Update Licensing data to 2003
11. June 30,2005	Continue to Populate the ALMIS Data Base	Add other data bases for which updated data are available, including Educ ('02-'03 and '03-'04), Analysis, and OES wages
12. June 30, 2005	Provide Workforce Information for Boards	Request and make LMI presentations/consultations
13. August 2004-June 30, 2005	Workforce Information Training	Implement planned training sessions

ALL LED MILESTONES WERE ACCOMPLISHED AS PLANNED

July 2004	Submit Memorandum of Understanding (MOU) for approval
August 2004	Forward signed MOU to Census Bureau
August 2004	Submit Request for Services (RFS) to agency's Information Technology section to begin programming work to create historical wage record files
October 2004 – December 2004	Process archived EQUI files through programs created by EXPO-202 development team to create CIPSEA compliant historical EQUI files.
January 2005 - March 2005	Prepare historical wage record files for transmittal to Census Bureau Prepare historical EQUI files for transmittal to Census Bureau
March 2005	Provide all historical files to Census Bureau
April 2005	Census Bureau begins processing state historical data.

Planned Training Activities

Type	Purpose	Recipients	Internal or External Customer	Number of classes or other method
ALMIS Database Training	Train LMI staff in use of ALMIS Database	Database supervisor and staff	Internal	2
LMI Forum	Explore cutting edge LMI products and services	Unit supervisor	Internal	1
Using the Source for Counseling	Train Employment Career Specialists on Demand Occupations	Counseling staff in DHS offices and DHS contracting agencies	External	5
Using the Source- Individual or Labor Market Analysis Services	Train Technical Assistance Staff on LMI	TN Dept of Labor and Workforce, Technical Assist. Staff	Internal	1
Workforce Boards	Train and consult with LWIA workforce boards on LMI products and services	LWIA Workforce Boards and staff	External	12 (one has been completed)
Database software	Improve staff skills	Statistical analysts	Internal	2
GeoSol training	Improve staff skills in managing The Source	Database supervisor and staff	Internal	2

ANNUAL PERFORMANCE REPORT

**Tennessee
Annual Performance Report PY 2004 - 2005****Part b: Workforce Information Core Products and Services**

Tennessee made considerable progress in the achievement of its core products and services during Program Year 2004-2005. In addition to maintaining and expanding the use of the ALMIS data base and our labor market information web site The Source (www.state.tn.us/labor-wfd/source), outreach to key customers has been expanded, and some specialized products created. Data quality of our core products has been and will continue to improve.

Improvements were made in each of the core product and service areas listed below:

- Continue to Populate the ALMIS Data Base
- Electronic LMI Delivery
- Long Term Projections
- Provide Occupational and Career Information Products
- Provide Workforce Information for Boards
- Workforce Information Training

In addition, progress was achieved in the building of a customer data base, targeted e-mail lists, and implementation of a customer satisfaction survey.

A. Continue to Populate the ALMIS Data Base (Milestones 1,7,8,10,11)**Milestone 1:**

All monthly data, including applicants, openings, and claimants by occupation; labor force; and Current Employment Statistics data, have been updated regularly in the ALMIS data base and displayed on the Source web site. Tennessee changed from a state with seven MSAs to a state with 10 MSAs, with four crossing state lines. Data are now being displayed and distributed electronically for the ten areas.

The complete revision of the LAUS data from 2000 to 2005, in stages, has caused much confusion for users. Revised data is being put on the Source web site as available.

Milestone 7:

Quarterly QCEW data is regularly being added to the ALMIS data base. Tennessee has been able to process and display the data faster than expected, with annual average 2004 and first quarter of 2005 already processed and displaying in the Source web site.

Milestone 8:

Two sets of short term statewide industry projections were completed during the program year as required, and included in the ALMIS data base. Short-term projections for the second quarter of 2004 to the second quarter of 2006 forecast an annual average growth rate of 1.2%, while projections for the fourth quarter of 2004 to the fourth quarter of 2006 forecast an annual growth rate of 1.3% for total employment. The data have been added to the ALMIS data base, with the latest forecast displaying at <http://state.tn.us/labor-wfd/lmi/jobforecast.pdf>. The data are also displayed in the Source web site.

Milestone 10:

The ALMIS data base has been updated with licensing data for 2003 and 2004. The updated data was sent to our vendor to be put on the Source web site.

Milestone 11:

Education, analysis, and OES wage data: Some delays have been experienced in obtaining education data from the original sources. Despite these delays and many changes in state codes for the vocational technical education data, one year of updated education data for all sources was processed, included in the ALMIS data base, and now appears in the Source. The resulting supply and demand data (which appears in the analysis file) have been updated as well. The latest OES wage data for 2004 was recently added to the ALMIS data base and the Source.

The additional year of education data (2003-4) is expected to be completed in October.

B. Electronic LMI Delivery

Milestone 3:

Version 6.0 of the Source has been implemented and is operational. The Source labor market and career system can be accessed at www.state.tn.us/labor-wfd/source
New features of Version 6.0 include:

1. *Enhanced Occupation and Industry Drills (Includes ONET Lay titles)*
2. *Enhanced Occupation, Industry and Area Profiles.*
3. *Enhanced Comparison of Industries, Occupations and Areas (selecting two for side by side comparison)*
4. *Customer Selection of Preferences for Data Output, to allow the user to develop customized reports.*
5. *Addition of latest ONET Data.*
6. *Addition of latest BLS Occupation Outlook Handbook Data.*
7. *Labor Market Facts System (Shows top 25 etc).*

8. *Enhanced Web Content Management System, allowing frequent update of topical articles, information from news releases, publication announcements, etc. on the Source home page*

9. *Additional Job Listings (updated on a daily basis)*

10. *Updated Employer Listings for Job Search*

Tennessee continues to participate in a User Group for Virtual LMI with 14 other states through GeoSol. The maintenance agreement pays for continued updating and for adapting the system to conform to the ALMIS database upgrades.

Customer support for the product:

Customer usage of The Source is monitored weekly. From July 2004 to June 2005, there were 311,136 visitors to the Source. In addition, there were 77,240 hits on the Labor Market Information reports pages which can be accessed through links in the Source.

The Department of Labor and Workforce Development has created two additional access sites which link to the Source: Teens to Work, and Boomer Careers.

How this supports the operational goals of Tennessee's WIA/Wagner-Peyser 5-year plan:

The Source Internet system is the cornerstone of our system of labor market information delivery as required in the state's strategic plan. Inclusion of the ALMIS employer list helps users of The Source seek employment. This, as well as many other functions of The Source, support the plan's Operational Goal #1, to "maximize employment and re-employment opportunities for Tennesseans in first, new and better jobs." Tennessee is doing well at this goal in WIA.

C. Long Term Projections

Milestone 4:

Tennessee completed long term projections for the state of Tennessee for 2002 to 2012 in November, 2004. Labor and workforce area projections followed. The projections information was provided to the national projections web site. Printable formats of key projections tables for the state and areas can be accessed through the Source web site Reports tab. An article appeared in the Research and Statistics' Labor Market Report newsletter.

State and LWIA area projections data can be accessed through the Source web site. It is also one part of the supply and demand data available for individuals and counselors to use to approve training requests. Projections data are used extensively in the Tennessee Job Outlook 2002-2012 publications available on the Internet and in printed format, as well as in the "Top Jobs in Tennessee" booklet (17, 355 copies distributed through June 30, 2005).

D. Provide Occupational and Career Information Products

Milestone 6:

Tennessee successfully updated the occupational grades and placement data in the Source. Updating the occupational grades depends on producing and incorporating new long term demand data which was produced in late 2004. The education, or supply, data was just updated this September (2005) and the updated cluster grades and supply/demand information put on the Source. Placement data was updated at the same time. Another supply data update of the 2004 data has begun and Tennessee hopes to complete it by the end of October (2005).

Milestone 9:

14 “Tennessee Job Outlook” publications (<http://www.state.tn.us/labor-wfd/outlooks/select.htm>) were created using job projections, wages, interest codes, and updated supply data. Marketing of the publications began immediately, with supplies being provided to the field analysts, Career Centers, marketing representatives, and selected technical colleges and with notices sent through e-mails and on the home page of the Source. With publication taking place in June 2005, most orders have been received after June 30 and will be reported in the next quarter. More than 17,000 copies of the “Job Outlook” publications and “Top Jobs” flyers were distributed through June.

E. Provide Workforce Information for Boards (Milestone 2,5,12)

Milestone 2:

The table above lists all the LED milestones for the 2004-5 plan. All LED milestones were accomplished on time. We look forward to use of the data.

Milestone 5:

Four meetings of the Source Advisory Committee were held during the program year, with a total of 81 people in attendance. The assistant administrator for the Employment Security Division provided strong support for this multi-customer committee, and much satisfaction has been expressed with the meetings. Internal and external customers attend. The committee is chaired by the chair of the Bedford County Chamber of Commerce. The June meeting involved a visit to the Nissan manufacturing plant in Smyrna. The Tennessee Hospital Association has presented information on workforce shortages in health care.

Milestone 12:

The Employment Security Research and Statistics Division is doing presentations on request for the state and local Workforce Investment Boards to highlight available

information and seek customer input. Due to scheduling issues, presentations did not begin until after the end of the 2004-5 program year. However, three presentations to workforce boards- the state board and areas 1 and 8- were made between July 1, 2005, and September 15, 2005, with another presentation (LWIA 10) scheduled for October 12. The presentations have sparked interest in all available labor market information.

F. Workforce Information Training

Milestone 13:

The table above indicates the planned training activities for the program year.

Internal Training: One supervisor attended ALMIS data base training when it was held in August, 2005. The Research and Statistics director attended the LMI Forum in Portland, Oregon. Two staff, a supervisor and one Research information technology staff person, attended the GeoSol Virtual LMI training in May, 2005.

Research and Statistics staff provided internal training to 13 marketing specialists in our department regarding the Source. External training involved four of the planned five sessions for employment career specialists (with 50 in attendance), and an additional three hands-on training sessions with vocational counselors and teachers on “Making the Source Work for You” (48 participants). Three of the twelve planned presentations with workforce boards have been completed; this effort will continue throughout 2005-6. In addition, Research staff presented six sessions in the use of Labor Market Information for 150 LWIA staff between July 1 and September 15, 2005.

One staff member took a data base software course.

Part c. Consultation and Customer Satisfaction Assessment

1. Formal evaluations by participants in all 3 teacher training sessions and 5 trainings of employment career specialists. In all classes, the perceived usefulness of *The Source* for trainees' purposes was rated between 4 and 5 on a scale of 5. The overall evaluation of the training also was rated between 4 and 5.
2. Of the users of *The Source* who filled out the on-line User Survey, the following percentages agreed or strongly agreed:
 - Accurate enough for the users' purposes 84.1%
 - Relevant to their purposes 87.1%
 - Could compare with other information they have 86.3%
 - Timely enough for their purposes 81.6 %
 - Were able to solve their information needs with this information only 76.1 %
 - Important to their decision making 84.1%
 - Easy to Use 90.2%

Level of Demand for Labor Market Information Products and Services, July 2004-June 2005

State: Tennessee

Table 1. Web Site Usage

Web Site Name and URL	Target Groups (mark "X" for all that apply)						Web Metrics	
	A	B	C	D	E	F	1	2
	Job Seekers, Job Counselors	Businesses, Business Service Representatives	Researchers, Economists, Economic Developers	WIA Administrators, Planners, Policy Makers	Students, Teachers, Counselors	Other	Number of visitor sessions	Number of unique visitors
<u>The Source:</u> www.tennessee.gov/labor-wfd/source	X	X	X	X	X			311,136
http://www.state.tn.us/labor-wfd/lmi.htm (LMI reports pages)	X	X	X	X	X		*	
Totals								311,136

Your comments: The definition of "visitor sessions" is not clear. * Number of unique visitors or visitor sessions not available. Number of hits =77,240 for July 2004 to June 2005.

Instructions: Complete this page for overall Web sites, such as your LMI delivery system site, your career information site, etc. Report Internet access to specific products or publications on Table 2. Mark responses for Target Groups by entering "X" or a similar character (**Note: we are not requesting breakouts of usage counts by the target groups.**) For Web Metrics responses, enter your count (numeric only). If you do not have the metrics requested, please provide information you do have and describe it in the comment section, and any issues or barriers affecting your ability to produce Web metrics for your sites. If you do not have exact information readily available, please provide your best estimate.

Level of Demand for Labor Market Information Products and Services, July 2004-June 30, 2005

State: Tennessee									
Table 2. Publications and Products									
	Target Groups (mark "X" for all that apply)						Product Format and Volume		
	A	B	C	D	E	F	Print	Electronic	Total
Publication or Product Name	Job Seekers, Job Counselors	Businesses, Business Service Repre- sentatives	Researchers, Economists, Economic Developers	WIA Administrators, Planners, Policy Makers	Students, Teachers, Counselors	Other (please specify)	Number of printed copies distributed	Number of downloads and/or emails	Total
Job Outlooks in Brief	x			x	x		350		350
Top Jobs in Tennessee 2002-2012	x			x	x		17,355		17,355
Labor Market Report	x	x	x	x	x		4,900	275	5,175
Labor Force Est- States and Areas	x	x	x	x	x		3,000	1,434	4,434
Available Labor	x	x	x	x	x		1,800	1,174	2,974
Source Flyer- Site Map	x	x	x	x	x		1,574		1,574
Source Flyer- Steo by Step	x	x	x	x	x		1,697		1,697
Career Tip Card- Demand	x		x	x	x		1,957		1,957
Career Tip Card-Career Suits Me	x				x		1,957		1,957
Career Tip Card- Training	x	x	x	x	x		1,957		1,957
Career Tip Card- Skills	x				x		1,957		1,957
Totals							38,504	2,883	41,387

Your comments:

Instructions: Complete this page for specific products, such as publications, data sets, press releases, etc. Report information for overall web sites on Table 1. Mark responses for Target Groups by entering "X" or a similar character. **(Note: we are not requesting breakouts of usage counts by the target groups.)** For Product Format and Volume responses, enter your count (numeric only). If you do not have exact information readily available, please provide your best estimate.

Level of Demand for Labor Market Information Products and Services, July 2004-June 30, 2005

State: Tennessee

Table 3. Customer Training Activities

Name of Customer Training	Target Groups (mark "X" for all that apply)						Level of Activity	
	A	B	C	D	E	F	1	2
	Job Seekers, Job Counselors	Businesses, Business Service Repre-sentatives	Researchers, Economists, Economic Developers	WIA Administrators, Planners, Policy Makers	Students, Teachers, Counselors	Other (please specify)	Number of Sessions	Number of Participants
Career Development Facilitators	x						4	50
Economic Development			x					1
TN Dept of Labor Marketing Staff		x					1	13
TN Hospital Assoc. Workforce Comm.		x					1	10
Making the Source Work for You					x		3	48
Totals							9	122

Your comments:

Instructions: Complete this page for training activities for your customers. Do not report staff training activities. Mark responses for Target Groups by entering "X" or a similar character. **(Note: we are not requesting breakouts of usage counts by the target groups.)** For Level of Activity responses, enter your count of sessions and participants (numeric only). If you do not have exact information readily available, please provide your best estimate.

Level of Demand for Labor Market Information Products and Services, July 2004- June 2005

State: Tennessee

Table 4. Other Activities

Name of Activity	Target Groups (mark "X" for all that apply)						Level of Activity	
	A Job Seekers, Job Counselors	B Businesses, Business Service Repre- sentatives	C Researchers, Economists, Economic Developers	D WIA Administrators, Planners, Policy Makers	E Students, Teachers, Counselors	F Other (please specify)	Number of Sessions or Events	Number of Participants
Job/Career Fairs								
e-mail alerts	X	X	X	X	X		14	1,746
LMI Requests received by phone, e-mail, fax	X	X	X	X	X		1,338	1,326
Conference exhibits and presentations								
Rapid Response events								
Other (please list below):								
Source Advisory Committee Meetings	X	X	X	X	X		4	81
Stratford High School Inform. Tech. Council					X		4	230
Career Development Facilitator Materials (Nov)							1	6
Student Video on Careers, Labor Market					X		2	2
Totals							1,363	3,391

Your comments:

Instructions: Complete this page for products or services not included on Tables 1-3. Mark responses for Target Groups by entering "X" or a similar character. **(Note: we are not requesting breakouts of usage counts by the target groups.)** For Level of Activity responses, enter your count of sessions or events and participants (numeric only). If you do not have exact information readily available, please provide your best estimate.