

West Virginia

**Program Year 2004
Workforce Information
Core Products and Services**

Annual Progress Report

West Virginia met or exceeded its Workforce Information Core Products and Services objectives for program year 2004. On a point-by-point basis, the following was accomplished:

1. Continue to populate the ALMIS database with state data. This was achieved using the latest version of ALMIS with 100% of all tables completed. Licensed occupation data was updated and revised. Connectivity through our Virtual LMI web site has helped propagate this information.
2. Produce and disseminate industry and occupational projections. The following were completed in PY 2004: Short term (statewide and WIA 2003-2005 and 2004-2006 in progress due to software problems), long term (statewide and WIA 2002-2012), long term (statewide and WIA by industry for Virtual LMI 2002-2012), and demand occupations (statewide and WIA 2002-2012); industry projections short term (statewide and WIA 2003-2005 and 2004-2006 in progress) and long term (statewide and WIA 2002-2012).
3. Provide occupational and career information products for public use. Occupational and career information can be found throughout the range of labor market information that is produced annually. Extensive projections and occupational wage data are available on the West Virginia's regular web site and on its Virtual LMI site. Occupational highlights and analyses are part of each month's Economic Summary for the state and its sub-state areas and occupational and career information constitutes a good part of all training that is conducted for disparate groups each year. As part of West Virginia's pilot venture in offering Personal Reemployment Accounts (PRAs), extensive occupational and career information was prepared for each unemployment insurance claimant who opted for a PRA.
4. Ensure that workforce information and support required by state and local workforce investment boards are provided. The annual labor market information core products and services plan was offered for review, comment and amendment to the state workforce development agency and to the seven workforce investment boards in the state. Additionally, through the year individual local boards were assisted by providing them regular information, planning guidance, training on labor market information sources and usages, and any other assistance they requested.
5. Maintain and enhance electronic state workforce information delivery systems. West Virginia maintains two web sites—our original web site for traditional and log-time data users and our new Virtual LMI site which was updated and expanded extensively over the past program year. Out

traditional site is regularly updated, at the least on a monthly basis, and is a repository and archive for historical economic and labor market information. There were 1.3 million hits on both sites combined over the course of the most recent year, a phenomenal number for a state with the size of West Virginia's population and civilian labor force.

6. Support state workforce training activities. Training and assistance in acquiring and using labor market, occupational and career information is an on-demand service offered by the Research, Information and Analysis Division, and can be provided to any group at any locale across the state. In PY 2004, the following training sessions were held: 7/16/04--LMI and Web Site session offered at state workforce agency's annual conference; 7/27/04--LMI and Web Site training held for employment service and unemployment compensation local office managers; 8/11/04--Training for local WIB personnel on occupational aspects of Personal Reemployment Accounts; 10/19/04--Training for rehabilitation counselors, secondary school counselors and local WIB personnel; 10/25/04--Training for rehabilitation counselors, secondary school counselors and local WIB personnel; 10/26/04--Training for rehabilitation counselors, secondary school counselors and local WIB personnel; 10/27/04--Training for Department of Health & Human Resources counselors and local WIB personnel; and 11/1/04--Training for higher education school counselors. All of these sessions were conducted on the road to bring this training to local and specialized audiences.

Consultation and Customer Satisfaction Assessment. Customer satisfaction has been addressed by offering feedback options on both of our web sites, by requesting input each month in our monthly Economic Summary publication, by asking for suggestions or critiques during the fulfillment of information requests over the telephone or through e-mail, by using questionnaires in our monthly publication, and by seeking responses to form, content and utility of material presented in our training sessions.