



LOUISIANA WORKS
DEPARTMENT OF LABOR

Kathleen Babineaux Blanco
Governor

John Warner Smith
Secretary

OFFICE OF THE SECRETARY

August 4, 2005

Mr. David S. Lipnicky
U. S. Department of Labor/ETA
525 Griffin St., Room 317
Dallas, TX 75202

RE: OS/LMI Grant PY'05

Dear Mr. Lipnicky:

This package transmits information required by TEGE No. 33-04 for Louisiana's OS/LMI Cost Reimbursable Grant for PY'05 covering the time period 07/01/05-06/30/06.


Included are:


Application for Federal Assistance (SF-424)
Annual Budget Plan (SF-424A, Section D)
Annual Plan Narrative and
Summary Page Listing a Breakout of Grant by Deliverables PY'05

Total amount of federal funds requested in this grant is \$580,681.

If you have any questions, please do not hesitate to contact Raj Jindal, I.T. Director, at (225) 342-3222.

Sincerely,


John Warner Smith
Secretary of Labor


John Freeman, Chairman
Louisiana Workforce Commission

JWS:MD:pl

Enclosures

PY 2005 Workforce Information Grant Plan

A. Statewide Workforce Information System

The Governor of Louisiana designated the Louisiana Department of Labor (LDOL) as the agency responsible for the management of the statewide employment statistics system. The Labor Market Information (LMI) core products are an integral part of the statewide employment statistics system. The core products also provide support to the state's overall workforce investment plan.

- **The process used to ensure that the State Workforce Investment Board (SWIB) can exercise its responsibility for ensuring that state workforce information policy is responsive to the needs of the state and local workforce investment system.**

The Louisiana Workforce Commission serves as the State Workforce Investment Board (SWIB) in the State of Louisiana. Act 1 of the 1997 Louisiana Legislature states that the Commission will “establish a comprehensive labor market information system,” and that they “shall designate the [Louisiana] Department of Labor as the agency to coordinate the development and implementation of the system and to maintain the system.” As such, the Workforce Commission works closely with the Louisiana Department of Labor (LDOL) in the development of the system, and LDOL reports system progress to the Commission on a bimonthly basis. The Information and Communications committee will review this plan and make recommendations for changes to LDOL. This committee will also be responsible for providing the recommendation for approval to the full Commission.

The “comprehensive labor market information system” required in Act 1 includes three components: 1) a consumer information component on employment and training, 2) a report card on training programs (known as SCORECARD), and 3) information on projected workforce industry growth and occupational demand.

LDOL has been designated as the agency responsible for maintaining the “comprehensive labor market information system.” Quality employment statistical information using the ALMIS format is delivered through Louisiana Occupational Information System (LOIS) via the Internet. The additional information on training opportunities and the publicly available employment statistics fulfill the requirements of the first component of the comprehensive system.

The provider list is a part of WIA/SCORECARD and is published on the Internet; thus it is available in all One-Stop Centers through LOIS. The system currently displays information on all public post-secondary training providers. Other training providers listed include apprenticeship, private, community based organizations, cosmetology and barber, and entrepreneurial training providers in the State. Information includes contact information, course offerings, tuition, and supportive services (such as childcare, transportation, financial

aid, job placement, etc.). The SCORECARD provides performance information on training programs, including data on completion rates and employment outcomes. The outcomes are used to determine the selection of service providers to be included on the Eligible Training Provider List. The performance measures and definitions were jointly developed by Workforce Commission and Labor staffs and approved by the Commission.

The third component of the system outlines the requirements for an occupational forecasting system that forecasts new and replacement needs of occupations. All ongoing work efforts toward the long-term industry and occupational projections are coordinated under the guidance of the Louisiana Occupational Forecasting Conference, which is staffed jointly by the Workforce Commission and LDOL. Amendments from the 2004 Regular Legislative Session to this act require occupational information on targeted cluster industries as identified by the Louisiana Department of Economic Development.

- **How the statewide workforce information system supports the goals of the state's Demand-Driven Two-Year Workforce Investment Plan for state and local workforce development.**

Aligning the state's workforce and economic development efforts, assisting business to grow by providing a skilled workforce, and helping job seekers build a bridge to economic self-sufficiency through lifelong learning is a part of Louisiana's vision of how the statewide workforce investment system will help the state attain its strategic goals. The statewide workforce information system is an integral component of this effort. The goal of the Louisiana Demand-Driven Workforce Investment Plan is a streamlined service delivery system that is *customer focused, demand driven, locally operated*, and that measures effectiveness through equitably applied *common performance indicators*. In accordance with the Demand-Driven Two-Year Workforce Investment Plan, Louisiana will continue to deliver high quality statistical information and all ALMIS data via the LOIS portal on the LDOL Website. LMI has played a pivotal role in the implementation of this vision developed by the plan administrators. These activities will support the mandates stated in Sec. 491-2. LDOL staff continue to develop and disseminate occupational analysis products that are in support of this vision.

- **How the grant activities are consistent with the strategic vision of the Governor and the SWIB.**

LMI grant deliverables will incorporate the Vision 2020 strategic plan for economic development in Louisiana. Workforce information will enable the citizens of Louisiana to make informed choices in their pursuit of occupations with career ladders and with increased wages. The goal of life long learning for all citizens will be enhanced by the timely population of LOIS with the latest demographics, occupational wages, projections, vacancy survey results, and other economic and career topics.

Reports on high growth industries detailed by the Louisiana Department of Economic Development's industry cluster categories will be created to highlight gazelle industries (those employers with a 15% employment growth every year, over a four-year period).

This report will analyze businesses in the state that have consistently created jobs and increased their payrolls.

Workforce education in the form of labor market information can be used by the WIB to raise the standard of living for their clients. Training sessions and easy-to-use handouts will translate the many sources of LMI information into easy-to-understand and useful tools for the WIBs in providing their services to the unemployed and under employed.

Plans are to work with the Office of Workforce Development to identify key components of labor market information that will help customers make informed career decisions. The infrastructure currently exists to track individuals receiving Wagner-Pyser and WIA services. Additional elements that identify specific labor market information, such as the demand occupations list and occupational wages, will be incorporated in the tracking system in order to conduct analyses on short-term and long-term outcomes of individuals that receive targeted labor market information/services.

LDOL activities are consistent with the Governor's vision and the Louisiana Workforce Commission. "Well-educated and trained people caring enough to perform their jobs successfully determine the economic vitality and quality of life in any society. The Louisiana Workforce Commission recognizes that work is basic to both economic prosperity and personal dignity... The renewal of our State depends on the renewal of our workforce system." The core products and services provided for in TEGE No. 33-04 reflect the agency's activities that support this vision.

- **The strategy of the SWA and the SWIB for consulting with local workforce investment boards and stakeholders in the workforce investment system to determine customer needs for workforce information.**

Research and Statistics (R&S) provides for customer comment with all of its publications and on the LDOL Website. Prior to submitting this plan, the LMI Unit has made a commitment to present a half-hour program on products and services available from R&S to workforce development field staff at their monthly coordination meetings.

"Labor Market Training by Design" began last year with a needs assessment survey sent to field offices around the state and will continue with LMI training on demand. In order to improve customer communication and satisfaction with the WIBs, the LMI Unit will provide packets of all available LMI materials at monthly/quarterly meetings and develop additional training modules upon request by the local job center offices and workforce boards.

As part of the process for developing the top occupations in demand, the Occupational Forecasting Conference, which is staffed by the Workforce Commission, and LDOL will conduct regional reviews of both the industry and occupational projections. As part of this review, stakeholders will be asked to provide comments and to make suggestions on the available labor market information. Staff have and will continue to communicate to the WIA Board and Program Directors the importance of their involvement in the regional review process.

LDOL and the Workforce Commission will convene an interagency users' group at least biannually. The group will meet in January and June to review the workforce information plan, progress towards the plan, and input from users at the local level. This group will be co-chaired by representatives of the SWA and SWIB and include representatives from economic development, education, and local WIBs. Recommendations and progress will be reported to the Information and Communications Committee of the Workforce Commission.

- **The broad strategic approach for workforce information delivery to principal customers.**

The Research & Statistics (R&S) Division strives to provide workforce information to all citizens of the state who need job readiness skills, receive or provide training, search for jobs, find employees, and provide career options. This will be accomplished by continuing to maintain and improve the electronic delivery of labor market information and by providing paper copies, where appropriate, to our customers. The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, jobseekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

- **How workforce information and services are delivered as core services to customers through the state's One-Stop service delivery system.**

Workforce information contained in the National ALMIS database can be accessed through Louisiana's LOIS and LAVOS web based systems. In addition, LDOL provides data in Excel format based on updated North America Industry Classification System (NAICS) and Standard Occupational Classification (SOC) codes. The database is available 24/7 to all three principal customer groups: the business community, individuals including youth, and workforce development system. The LOIS delivery system is continually being updated and enhanced as new data become available. Questions regarding LMI products come directly to the LMI Unit by way of a toll free number, web-based emails, and written request. These questions are responded to promptly.

Another aspect of the statewide employment statistics system is the development and dissemination of customer-focused occupational and career information products. LDOL maintains its partnership with the Louisiana Department of Education, the Louisiana Community and Technical College System, Louisiana Board of Regents, and local workforce development systems made up of guidance counselors, administrators, teachers, workforce development managers, caseworkers, and Workforce Investment Board (WIB) directors and staff. Staff will continue to identify and develop linkages between LOIS and the Louisiana Virtual One-Stop (LAVOS) in order to enhance the delivery and availability of our LMI products and services.

- **A description of the customer consultation and satisfaction assessment method(s) to be used to collect and interpret customer satisfaction information and the principal customers to be consulted.**

During the last grant period, a needs assessment survey was developed by LMI to assist in the customizing of training sessions to the needs of the audience. The surveys were sent to all pre-registered training participants, asking them to indicate the LMI products and data currently being utilized, the venue through which the product/data is accessed, and other topics about which the participant would like to learn more during the course of the training. LDOL staff review the surveys prior to planning the program content for each session.

This needs assessment survey will be redistributed to all WIA Boards and partners, Job Centers, One-Stops, chambers, and economic development entities to provide awareness of new products and services. A priority list of five topics will be used to create training modules revolving around available workforce information training and services. The training developed during the last grant period will be improved upon and continued through this grant period. A products survey is currently being developed to help the LMI Unit find out which product formats are the most useful in the local office setting.

Geographic Solutions, Inc., has been contracted to develop a web based customer satisfaction survey form, accessible through the LDOL Website. A one-page customer feedback/satisfaction survey is currently being built into this database. It will serve as an interactive tool, designed to measure customer satisfaction with the Website and give our customers the opportunity to provide comments. In addition, survey results will provide us the mechanism to evaluate the usefulness of our website and its information. With our limited resources, we need to be able to effectively expand those products that have proven most useful, and modify or discontinue those that have not. This survey is scheduled to be implemented in the next update by the contractor working on the Virtual One Stop, projected for August 2005.

- **A concise summary of customer satisfaction findings for the most recent survey of products and services and the effect those findings had on the planned products and services for PY 2005 including how the plan addresses inadequacies or gaps identified by users.**

Following all LMI training presentations, participants are asked to complete a customer satisfaction survey, rating the presentation and providing suggestions for improvement and additional topics to be covered in the future. During the previous program year, 204 LMI training participants completed customer satisfaction surveys, resulting in an overall approval rating of 69% excellent and 31% satisfactory. Among the topics receiving the most favorable comments from participants are the Louisiana Integrated Skills Assessment (LISA) component, the availability of employment and wage data, and the convenience of links provided to other Websites.

Working collaboratively with our educational partners, LDOL completed the Youth Portal, which was launched on our Website in July. This link will house data and other information specific to middle school age and younger students.

A software package called WEBTRENDS counts the most frequently downloaded documents from the LMI Website. The publication entitled “Louisiana Career Compass” continues to be the most frequently downloaded document, with over 7,000 downloads in June 2005. Using this monthly frequency as a customer satisfaction indicator, the LMI Unit designed our Youth Portal entry site along the topics detailed in this publication. R&S is also using the WEBTRENDS report to gauge repeat visitors to the agency’s LMI pages. Our aim is to increase the number of repeat visits through more customer awareness of our products and services.

Data users receiving hard copy publications also received a customer satisfaction survey. Results of these responses were used to add and enhance formats in subsequent publications and will be used to improve future products from R&S.

- **Identify funds leveraged or matched from funding sources other than these grant funds and how these funds will enhance delivery of products and services as part of the state’s workforce information system.**

LMI staff have collaborated with the Louisiana Department of Education and the Board of Regents to develop a series of brochures for middle and high school students that highlight each of the sixteen educational clusters. Each brochure provides information on the fastest growing jobs in that particular cluster, spotlights several occupations in the cluster, as well as top employing industries, demand jobs, occupational wages, designated areas of concentration, and references and resources.

Funding obtained from the Louisiana Community and Technical College System utilizing Carl D. Perkins Vocational and Technical Education Act monies will support efforts to promote the use of LMI products and services throughout the state. In addition, a portion of this funding will be used to reprint the Career Compass publication for partial distribution to middle and high school counselors and students.

A Job Vacancy Survey was conducted in a cooperative endeavor between the Research and Statistics Division, Louisiana State University and the Office of Workforce Development for the 2nd quarter 2005 and funded by WIA. The results of this survey will provide additional information to jobseekers, training providers, and employers, as well as to help the staff of the Job Centers and the WIBs in providing answers to what jobs are available and the training required. The job vacancy reports that are summarized for statewide and by regional labor market areas, serve as a supportive tool to the core products of industry and occupational projections.

The HealthWorks Commission, through the Louisiana Workforce Commission, will conduct a vacancy survey of all healthcare providers licensed through the Louisiana Department of Health and Hospitals. The results of this study will be provided the LDOL’s R&S

department at no cost to supplement their available vacancy data. These results can be incorporated into existing LDOL publications or products as appropriate.

B. Core Products and Services

State Workforce Agency Deliverables

1. Continue to populate the ALMIS Database with state data.

- **Description of core product, service or other demand activity**

The cornerstone of Louisiana's information delivery system, Louisiana Occupational Information System (LOIS), is designed as an electronic resource for retrieving information from the ALMIS database consortium. The population of the ALMIS (2.2 version) database is dynamic as data is updated monthly, quarterly, semi-annually, and annually. The LOIS delivery system is being enhanced as new data tables and/or products are introduced. Staff will participate in all training opportunities made available to them concerning the ALMIS database.

All labor force data tables will be populated with statewide data, as well as regional data at the sub-state levels as sufficient information is made available. The 2002-2012 long-term industry and occupational projections are included in the core data tables; *OCCPROJ*, *INDPROJ*, and *IOMATRIX* (formerly *OCCPAT* and *STAFFPAT*) displayed through LOIS. Both the long-term and short-term projections should be available in LOIS by September 2005.

The ALMIS database will be populated with the two licensing files in the 2005 program year: *license.dbf* and *licauth.dbf*. The licensing data will be submitted through the National Crosswalk Service Center (NCSC) for inclusion on the America's Career InfoNet (ACINet) site. The licensed occupations information will be submitted in O*NET/SOC format.

Problems with the inability to display data by Standard Occupational Classification (SOC) and North American Industry Classification System (NAICS) codes have been addressed with the 2.2 versions of ALMIS. The Office of Workforce Development implemented another major upgrade at the end of last year enabling the LOIS and LAVOS systems to retrieve and display LMI data from a single ALMIS database. In this grant period GeoSol will institute another upgrade of LOIS using the 2.3 version of the ALMIS database. This conversion is scheduled for implementation between July and September 2005.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

Geographic Solutions, Inc., has been contracted to develop a web based customer satisfaction survey form, accessible through the LDOL website. A one-page customer

feedback/satisfaction survey is currently being built into this database. It will serve as an interactive customer satisfaction tool. It will be designed to measure customer satisfaction with the website and give our customers the opportunity to provide comments. In addition, survey results will provide us with a mechanism to evaluate the usefulness of our website and its information. With our limited resources, we need to be able to effectively expand those products that have proven most useful, and modify or discontinue those that have not. This survey is scheduled to be implemented in the next update by the contractor to the Virtual One Stop, projected for August 2005.

- **Support goals of the state's Demand-Driven Two-Year Workforce Investment Plan**

In accordance with the Demand-Driven Two-Year Workforce Investment Plan, Louisiana will continue to deliver quality statistical information and all ALMIS data via the Internet. These activities will support the State's Demand-Driven Act Two-Year Workforce Investment Plan and the State Workforce Investment Board (Louisiana Workforce Commission) by complying with the mandates stated in Sec. 491-2. While the LOIS Database is not specifically listed in the Two-Year Plan, it is the data infrastructure and delivery system behind most of the electronic LMI products disseminated by LDOL supporting the State Workforce Investment Board.

- **Principal Customers**

The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, jobseekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

- **Projected outcome(s) and system impact(s)**

Labor Market Information will be provided to customers in a user-friendly format. Customers will be able to obtain data 24/7. LMI users will now be able to view and download the latest information by NAICS industry codes and SOC occupational codes structures.

- **Planned milestones**

- July 1, 2005 – June 30, 2006: All LMI statistical databases will continue to be updated in a timely manner in the LOIS delivery system. The LMI Unit will continue collecting and processing data on training providers, program availability, and performance outcomes. Performance measures will be in accordance with the requirements of the Workforce Investment Act. Primary ALMIS tables to be utilized are *Schools* and *Programs*, in addition to tables specifically

designed for state use. Twenty ALMIS database tables, with another six nonstandard school and performance outcome tables, will be updated by June 2006. The two licensing files will be updated.

- December 2005: The conversion of the ALMIS database from version 2.2 to 2.3 will be completed by the end of 2005.
 - July 1, 2005 – June 30, 2006: Implement the developed interactive customer satisfaction survey form to be accessed through the front page of the LOIS portal to determine customer's feedback with this product.
 - July 1, 2005 – June 30, 2006: Monthly employment and labor force data will be updated in the LOIS database in a timely manner.
- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**
The estimated cost of updating and maintaining the ALMIS database is \$112,883. This does not include the \$25,000 for the maintenance of the LOIS portal that was leveraged through WIA. The state's procurement process will be used for any equipment or contracts.

2. Produce and disseminate industry and occupational employment projections.

- **Description of core product, service or other demand activity**
Develop the sub-state long-term and statewide short-term industry and occupational projections, using the methodology, software, and guidelines provided by the Projections Consortium and the Projections Managing Partnership (PMP). The long-term projections will cover the period 2004 – 2014, and the short-term will span 2005 – 2007. Staff will participate in all training opportunities made available to them on the projections process. Efforts will also be directed toward refining the sub-state historical NAICS industry database. The ALMIS database will be populated with the projection data and submitted for public dissemination, via hardcopy and electronically.
- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**
Act 1 of the 1997 Legislative session established the Occupational Forecasting Conference (OFC), charged with the task of overseeing the projecting of job growth and demand for the purposes of state planning and budgeting. The official information disseminated by the Conference includes projections for the state as a whole, as well as for the eight regional labor market areas (RLMAs). The OFC provides final recommendations to the state workforce investment board for consideration in establishing acceptable standards for defining occupations in demand and the official list for "demand" occupations.

Their recommendations are a result of initial data output in consultation with the academic members of the OFC. The OFC approves the "Preliminary Top Occupations in

Demand” then solicits input from local reviewers. Each region has a point of contact to gather input at the regional level. Regional Contacts arrange a meeting of stakeholders in their area to conduct a review with assistance from the Occupational Forecasting Conference and LDOL staff. Comments, concerns, and/or questions are then reviewed and analyzed by LDOL and OFC staff to determine whether any adjustments to the data are required. A summary report including regional comments and staff responses are submitted to the full OFC. Upon final approval from the conference, data are published.

Note that the regional review process will also include a solicitation for additional products or formats related to industry and occupational demand that would be useful for users at the local level. The regional review process will continue for this grant period.

- **Support goals of the state’s Demand-Driven Two-Year Workforce Investment Plan**
In accordance with the Demand-Driven Two-Year Workforce Investment Plan which requires that workforce training dollars be expended on training that leads to occupations with expected growth, Louisiana will continue to deliver quality statistical information and projections data via the Internet. In order to align the State with the national demand driven strategic direction to prepare workers for new and increasing opportunities in high growth/high demand occupations, in the coming months, the OFC will reevaluate the current demand occupations policy. These criteria will reflect occupations that require post-secondary training and meet a minimum wage level that will be determined by the OFC.
- **Principal Customers**
The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, researchers and grant writers, government officials, jobseekers, dislocated workers, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals. Throughout the projections process, extensive collaboration takes place with the staff of the Louisiana Workforce Commission (the SWIB), which also staffs the Louisiana Occupational Forecasting Conference.
- **Projected outcome(s) and system impact(s)**
At the conclusion of this program year, staff will have participated in USDOL-sponsored training for both the long-term and short-term projections. Work is progressing on publishing the 2002 - 2012 data, as well as short-term projections for 2004 - 2006. As relevant data become available, work will begin on developing the 2004 – 2014 industry and occupational projections and the 2005 – 2007 short-term projections. The impact of this data is widespread, as it is used in determining training needs and curriculum, allocations of training funds, economic development efforts, determining career paths and courses of study, as well as being utilized throughout the workforce development and educational arenas.

The 2002 – 2012 projections data will be added to the ALMIS database after completion of the review process and upon approval by the OFC. Educators, career planners, and WIA will know what occupations will need more trained workers, jobseekers will know what occupations will require them to have additional training, and businesses will know the staffing shortfalls they may face in certain occupations.

- **Planned milestones**

- September 2005 : Finalize and publish 2002 – 2012 industry and occupational projections (after regional review and approval by the Occupational Forecasting Conference).
- November 2005: Begin work on long-term state and substate industry projections (2004 – 2014)
- January 2006: Begin work on long-term state and substate occupational projections (2004 – 2014)
- February 2006: Complete preliminary statewide and substate long-term industry and occupational projections (2004 - 2014).
- March 2006: Complete preliminary state and substate long-term occupational projections (2004 – 2014)
Begin work on statewide short-term industry Forecast (2005 1st qtr – 2007 1st qtr)
- April 2006: Finalize Statewide and sub-state industry projections, including regional review of data and approval from Occupational Forecasting Conference. Complete statewide short-term industry forecast. Begin work on statewide short-term Occupational Forecast (2005 1st qtr– 2007 1st qtr)
- May 2006: Finalize statewide and sub-state occupational projections, including regional review of data and OFC approval. Complete statewide short-term Occupational Forecast (2005 1st qtr – 2007 1st qtr)
- June 2006: Post statewide and sub-state long-term industry and occupational projections on www.LAWORKS.net and populate required ALMIS data tables.

Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)

The estimated cost of updating and maintaining the Occupational Employment & Industry Projections is \$71,837. There are no leveraged funds identified with this core product. The state’s procurement process will be used for any equipment or contracts.

State Workforce Investment Board (SWIB)/State Workforce Agency (SWA) Deliverables

3. Provide occupational and career information products for public use.

- **Description of core product, service or other demand activity**

The LMI Unit will continue to develop career products for distribution to every high school, vocational technical school, and community college in the state using the new SOC based projections data for 2002-2012 and the latest occupational wage data. Staff will participate in all training opportunities made available to them on the development of occupational and career information.

The R&S Division maintains its partnership with the Louisiana Department of Education, the Board of Regents, the Louisiana Community and Technical College System (LCTCS), and local workforce development systems (i.e., guidance counselors, administrators, teachers, other educational professionals, workforce development managers, case workers, and Workforce Investment Board directors and staff) to ensure awareness of staff at every level. Customer service and a focus on consumer needs for user-friendly resources in the areas of skill assessment, career planning, post-secondary training opportunities, and labor market information are the highest priority. LOIS portal will be integrated into the LAVOS portal providing a seamless delivery point for occupational and career data. Presentations that highlight the range of products available through LOIS will continue throughout the year.

In an effort to be more efficient, LMI will be phasing out the Louisiana Interactive Skills Assessment (LISA). Much of the data displayed in LISA is currently available within LAVOS through the Career Service section. Staff plan to restructure this section of the web site based on initial assessments from staff whose primary job duty is to make presentations to education professionals and students. Favored features of LISA based on customer feedback will be incorporated into Career Services. This reorganization will eliminate the need to maintain multiple databases as well as providing a more streamlined career site for our users.

R&S will develop regional brochures highlighting the top 50 jobs in each regional labor market area (RLMA). Data will be pulled from the 2002 – 2012 occupational projection and incorporate the following data sets in the “50 Hot Jobs” brochures: job descriptions, minimum education/training requirements, employment in 2002, annual total openings, ten year percent growth and the latest entry wage. LDOL will collaborate with Commission staff and the Occupational Forecasting Conference in defining the “50 Hot Jobs”. These brochures will be distributed through all of the agencies offices, as well as to the educational entities such as community colleges, high schools and technical colleges.

During this program year, LMI staff will continue to respond to requests from the local Workforce Investment Boards and other community partners for guidance and training on effectively using the various LMI products made available to them. LMI staff will continue to customize their presentations based on the expressed needs of the local staff.

The LMI Unit will continue to partner and collaborate with the Louisiana Department of Education to address the needs of middle and high schools by providing training tools geared toward today’s youth using the latest projections and wages in hard copy

publications. Customer feedback on the relevance and usefulness of the labor market products and services offered by LMI are an integral part of all work processes

The R&S staff will continue to produce the “Top Occupations in Demand” for Louisiana and the sub-state regions based on methodology approved by the Occupational Forecasting Conference (OFC). The “Top Occupations in Demand” are listed on the LDOL and OFC Websites and distributed to the secondary and post-secondary career and technical education leadership for the purposes of providing career guidance and curriculum planning. In addition, LMI staff will provide data and staff expertise as the Occupational Forecasting Conference works to develop information related to targeted industries.

R&S staff will continue to support the Allied Health Education Centers by linking to their healthcare careers website. They will continue to provide data related to health occupations and training providers that will enable the AHECs to keep the data on their website up to date. The AHECs will reciprocate by providing updates regarding health training programs to LDOL on an annual basis.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

Geographic Solutions, Inc., has been contracted to develop a web based customer satisfaction survey form, accessible through the LDOL website. A one-page customer feedback/satisfaction survey is currently being built into this database. It will serve as an interactive customer satisfaction tool. It will be designed to measure customer satisfaction with the website and give our customers the opportunity to provide comments. In addition, survey results will provide us with a mechanism to evaluate the usefulness of our website and its information. With our limited resources, we need to be able to effectively expand those products that have proven most useful, and modify or discontinue those that have not. This survey is scheduled to be implemented in the next update by the contractor to the Virtual One Stop, projected for August 2005.

All current career publications and products are on the agency’s Website under the Labor Market Information portal. An additional flyer has been designed to guide users to this site and it is distributed at all LMI workshops, as well as upon request by local partners for their customers.

- **Support goals of the state’s Demand-Driven Two-Year Workforce Investment Plan**

In accordance with the Demand-Driven Two-Year Workforce Investment Plan, Louisiana will continue to deliver occupational and career products via the Internet. These activities will support the State’s Demand-Driven Act Two-Year Workforce Investment Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2.

- **Principal Customers**

The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), employment and training planners and providers, economic development

agencies, career centers, researchers and grant writers, jobseekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals. In addition, LMI will continue to provide information to the Louisiana Workforce Commission, Occupational Forecasting Conference and Health Works Commission.

- **Projected outcome(s) and system impact(s)**

This product supports the state legislation that requires local level school guidance counselors to provide 8th through 12th graders resources for career plans and goals. Students will be better prepared to make informed career decisions through this occupational and career information.

- **Planned milestones**

- July 2005: Activate Youth Portal on LDOL Web site.
- September – December 2005: Update current career publications and training materials with the 2002-2012 occupational and industry projections and the latest wages.
- July 2005 – December 2005: Produce and distribute the RLMA brochures for the “50 Hot Jobs” in each region.
- July 1, 2005– June 30, 2006: Partner with the Louisiana Department of Education to develop training tools geared toward youth using the latest projections and wages to help meet future workforce needs.
- July 2005- June 2006: Produce the “Top Occupations in Demand” at the state and sub-state level based on occupational projections and criteria established by the Occupational Forecasting Conference.
- June 2005 – Ongoing: Work collaboratively with the staff of the Louisiana Board of Regents and the Louisiana Department of Education to develop brochures that highlight each of the career clusters and the LMI data relative to occupations in the cluster. Target audiences are middle and high school students.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

The estimated cost for developing occupational & career information products is \$88,071. The R&S Division is continuing to work toward finding alternative funding for the delivery of information in hard copy format, such as \$5,000 from Carl D. Perkins Vocational and Technical Education Act and WIA incentive grant money to print career publications not funded by this grant. The state’s procurement process will be used for any product development of this core product.

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

- **Description of core product, service or other demand activity**

The overall strategic vision of the Louisiana Workforce Commission (SWIB) of customer focused, market driven, and locally operated supports this core product, to provide what the customer needs based on the activities at the local level.

Focus groups with local WIBS will take place to better tailor LMI products to the local needs of the customer. Customer choice will help determine the LMI deliverables once the users have been informed of the currently available products and services. This will be achieved by providing packets of LMI products to users for evaluation, improvement, timeliness, local usage, and ease of understanding.

”Labor Market Training by Design”, which began last year with a needs assessment survey sent to field offices around the state, will continue with the LMI training on demand approach. In order to improve customer communication and satisfaction with the WIBS, the LMI Unit will provide packets of all available LMI materials at quarterly meetings and develop additional training modules upon request by the local job center offices and workforce boards.

LMI products and data currently being utilized, the venue through which the product/data is accessed, and other topics the participant would like to learn more during the course of the training are covered by the designed training sessions. LMI staff will review the surveys prior to planning the program content for each session. This needs assessment survey will be utilized in the upcoming year for all customers for whom LMI presentations are given. This will be continued in order to let users know of new products, as well as changes in program data.

R&S staff have developed profiles for each of the LWIAs including recent available demographic and statistical data that are required in the regional Two-Year Workforce Investment Unified Plan. This data has been disseminated via hardcopy and will be made available on the LDOL website through a newly developed section entitled “OWD –Staff Solutions”. The profiles will be updated as more current information becomes available. New items will be added based on LWIB consensus.

The R&S Division will participate in the monthly Workforce Development Coordination meetings to inform users of data available to help meet grant deliverables. LMI staff plan to disseminate a survey that will be used to determine what LMI information needs to be expanded upon for WIA staff to do their jobs more effectively and efficiently. This survey will be issued to three user groups: 1.) Managers and Directors of One-Stops, 2.) Frontline staff, and 3.) WIB members. In addition, the survey will ask users for suggestions of desk aids that are essential for One-Stop resource rooms. These results will help staff develop and prioritize specific topics for future meetings and design products to better meet the needs of our partners.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**
 Focus groups will be held to determine specific LWIB needs for workforce information. These responses will be used to improve the data dissemination and content of the flow of LMI data to the WIBs.
- **Support goals of the state’s Demand-Driven Two-Year Workforce Investment Plan**
 In accordance with the Demand-Driven Two-Year Workforce Investment Plan, Louisiana will continue to deliver high quality statistical information and publications via the Internet. Profile data will be updated to ensure the LWIBs have knowledge of their geographic area including challenges based on demographics, supply and demand, and in order to develop appropriate guidelines and policy for allocating workforce training funds.
- **Principal Customers**
 The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers, government officials, employers, jobseekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.
- **Projected outcome(s) and system impact(s)**
 Training products will be developed for the WIBs, which will allow them to increase productivity and improve customer service to their clientele. Customized training to address staff needs for those that work primarily with businesses and those that work with the jobseeker will improve effectiveness and efficiency of WIB staffs.
- **Planned milestones**

 - July 1, 2005 – June 30, 2006: Provide LMI training to all WIBs, One-Stops, and Job Center staff earmarked by customer survey for training.
 - September 2005 – Ongoing: Update current career publications and training materials with the 2002-2012 occupational and industry projections and incorporate the latest OES wage information.
 - July 1, 2005 – June 30, 2006: Partner with the Department of Education, Louisiana Community and Technical College System, Board of Regents, Department of Social Services, Department of Economic Development, and WIBs to develop training tools using the latest projections to help meet future workforce needs.

- July 1, 2005 – June 30, 2006: Prepare profile reports for each WIB office.
- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**
The estimated cost of updating and initiating new deliverables is \$108,683. Leveraged funds may be found with the LWIBs in providing information specific to their needs. The state's procurement process will be used for contracts and equipment.

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

- **Description of core product, service or other demand activity**
The LMI staff is continually maintaining and enhancing business information tracking systems to assist local areas and the general public. To facilitate job search processes and employer contacts, LMI is continually improving the interagency based system to assist the local Job Centers. A feature of the electronic system is the automatic email notification for all new or updated LMI products.

The list of products and services will continue to be maintained and enhanced during this program year. A listing of the available information in electronic formats (PDF or EXCEL) found in the LOIS and in multiple locations on the LDOL Website are as follows:

- Quarterly and Annual Employment & Wages Reports (EXCEL)
- Monthly "Louisiana's Workforce at a Glance" Bulletins
- Monthly press releases for nonfarm employment and the unemployment rates as well as those to introduce new data releases on the LDOL website
- Frequently asked LMI questions
- Nonfarm employment data for 1990-2004 benchmarked for the state & MSAs
- Civilian labor force summary 1990-2004 for the state, MSAs, & all parishes
- Publication order form – interactive
- A list of acronyms
- Career Compass*, *Career Path*, and regional brochures of fastest growing jobs
- Scorecard – database of training providers and list of training programs and training outcomes
- Job Vacancy Survey Results 2002 (brochures format for four MSAs and Statewide)
- Job Vacancy Survey Report 2002 (comprehensive statewide report)
- Job Vacancy Survey Reports 2nd Quarter 2004 (statewide and all 8 RLMA's)
- Job Vacancy Survey Reports 4th Quarter 2004 (statewide and all 8 RLMA's)
- Employment Projections 2000 – 2010 by industry and occupation (Excel)
- Louisiana Occupational Employment Wage Survey for first quarter 2005 (Excel) and in publication format
- Occupational Code Dictionary
- Employer Database – updated biannually
- Occupational Analyzer – choose a career by analyzing current labor market trends
- Youth Portal – to act as a single entry site for all youth to find help in choosing career fields, writing resume', and providing job search tips

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

Develop an interactive customer satisfaction survey form to be accessed through the front page of the LMI portal to gather customer feedback and analyze feedback to determine needs. An email tool to let users get answers to any question concerning the LMI site by clicking on “*Answer My Question*”

- **Support goals of the state’s Demand-Driven Two-Year Workforce Investment Plan**

In accordance with the Demand-Driven Two-Year Workforce Investment Plan, Louisiana will continue to deliver high quality statistical information and products via the Internet. Louisiana’s information delivery system, Louisiana Occupational Information System (LOIS), is designed as an electronic resource for retrieving information from ALMIS for research and analysis. LAVOS integrates ALMIS with electronic tools to help job seekers match workforce information with career tools. LOIS/LAVOS, both developed as Internet based systems, can ensure that labor statistics are timely and provide relevant information about the local labor market area. LDOL continually strive to improve the accuracy of the LMI system and work with both state and local economic entities in this process.

In addition, the O*Net Interest Inventory and Work Importance Locator are embedded in the system and are linked to occupational information including job openings and training opportunities. All job openings are also linked to specific occupational information. LOIS and LAVOS are enhanced as new data tables and/or products are introduced. One-Stop staff participate in all training opportunities made available to them concerning the system and new tools.

- **Principal Customers**

The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, economic development agencies, career centers, researchers and grant writers, government officials, employers, jobseekers, dislocated workers, libraries, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

- **Projected outcome(s) and system impact(s)**

A publicly accessible state workforce information delivery system that facilitates customer access to information statewide and across state boundaries.

- **Planned milestones**

- July 1, 2005 – June 30, 2006: Update existing data sets and develop additional information for customer use in the LMI portal.
- July 1, 2005 – June 30, 2006: Activate and update the Youth Portal.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

The estimated cost of providing information and support to the Workforce Investment Boards and producing other state demand information products and services is \$181,286. There are no leveraged funds found with this core product. The state’s procurement process will be used for contracts and equipment.

6. Support state workforce information training activities.

- **Description of core product, service or other demand activity**

One full time staff position at LDOL is devoted to providing workforce information training primarily to educational entities. Additional LDOL staff assist with this effort as needed. Presentations and related handout materials are provided to employer groups, middle and high school students, guidance counselors and other education professionals, as well as state and local workforce development and One-Stop staff. The training is customized to meet the needs of the audience, and generally includes instruction on navigating the LDOL Website, an overview of the available products, and varied uses of the labor market data with detailed uses of LOIS.

The “LMI Training by Design” format, developed to meet the LMI training needs of front line office staff for the last program year, was a great success. Local offices and WIBs were solicited by the LMI Unit to allow R&S staff to train their front line employees at their physical location to minimize travel time and staff time away from work. Offices requesting training were sent a survey to find out what LMI information the staff most needed. Based on their responses, the workshops were designed to last a half-day and to feature the most requested information. The evaluation responses were so overwhelmingly positive that the “LMI Training by Design” will be continued through this budget year.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

The attendees evaluate all LMI training and learning labs. These responses were used to improve the data dissemination flow of LMI data to identified customers. LMI will continue to utilize the needs assessment survey developed by Research & Statistics Division staff to determine customers’ expectations and needs prior to training.

- **Support goals of the state’s Demand-Driven Two-Year Workforce Investment Plan**

In accordance with the Demand-Driven Two-Year Workforce Investment Plan, Louisiana will continue to deliver high quality statistical information and provide training to state workforce information personnel. The activities of this core product will support the State’s Demand-Driven Act Two-Year Workforce Investment Plan and the State Workforce Investment Board by complying with the mandates stated in Sec. 491-2. Information learned during this type of training helps state and local partners meet their performance goals supporting various aspects of the State plan.

- **Principal Customers**

The principal customers will include, but would not be limited to One-Stop Centers, Regional and Local Job Service Offices, Louisiana Workforce Investment Areas (LWIAs), Workforce Investment Boards (WIBs), employment and training planners and providers, jobseekers, dislocated workers, educators, community and technical colleges, universities, proprietary schools, rehabilitation facilities, career planners and guidance professionals.

- **Projected outcome(s) and system impact(s)**

Increase awareness of the information available through the LMI delivery system and furthering the understanding of its practical applications in the performance of our customer's job duties. To improve earning potential and marketability of participants receiving LMI products and services.

- **Planned milestones**

- July 1, 2005 – June 30, 2006: Presentations to user groups throughout the State, upon request.
- July 1, 2005 – June 30, 2006: Monthly presentations at workforce development coordination meetings.
- August 4, 2005: Presentation to Thibodaux Chamber
- October 2005: LMI; will present workshop at the annual IAWP - Sponsored Employer Institute.
- July 1, 2005- June 30, 2006: Staff training to include: mandated training of all Bureau of Labor Statistics (BLS) supported staff to ensure quality and comparability of data used; staff training on long-term projections; staff attendance at the ALMIS database meeting; staff participation in training offered by LMI; and two staff members to attend the LMI Forum.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

The estimated cost of providing support and training for this statewide initiative is \$38,142. In addition, \$2,903 will be allocated to the LMI Institute to support their activities, which enhance LMI staff's effectiveness. Resulting in an estimated total cost for workforce information training of \$35,239. Additional resources will be leveraged through the Technical Assistance and Training (TAT) grant for the learning labs and from a grant made available through the Carl D. Perkins Vocational and Technical Education Act System for middle school and high school training of educational partners, administered by the Louisiana Community and Technical College. The state's procurement process will be used for contracts and equipment and the states travel guide

will be used for expenses related to the state training of WIBs, One-Stops, and Job Centers.

Consultation and Customer Satisfaction Assessment

Following all LMI training presentations, participants are asked to complete a customer satisfaction survey instrument rating the presentation, providing suggestions for improvement, and additional topics to be covered in future training. During the previous program year, 204 LMI training participants completed customer satisfaction surveys, resulting in an overall approval rating of 69% excellent and 31% satisfactory. Among the topics receiving the most favorable comments from participants are the Louisiana Integrated Skills Assessment (LISA) component, the availability of employment and wages data, and the convenience of links provided to other websites.

Geographic Solutions, Inc., has been contracted to develop a web based customer satisfaction survey form, accessible through the LDOL website. A one-page customer feedback/satisfaction survey is currently being built into this database. It will serve as an interactive customer satisfaction tool. It will be designed to measure customer satisfaction with the website and give our customers the opportunity to provide comments. In addition, survey results will provide us with a mechanism to evaluate the usefulness of our website and its information. With our limited resources, we need to be able to effectively expand those products that have proven most useful, and modify or discontinue those that have not. This survey is scheduled to be implemented in the next update by the contractor to the Virtual One Stop, projected for August 2005.

All publications or special information request provided in hard copy will also have a customer satisfaction survey instrument attached. These can be mailed or faxed to the LMI office. A tally of the results will be calculated monthly to determine if any changes need to be made to the publications prior to the next printing. Feedback from the customers for special request will help determine if we provided them with what they needed for their job or project.

R&S uses a comprehensive count of Web activity, WEBTRENDS, to track access to the different components of the LDOL Website. This includes the number of hits, frequent visitors, downloaded data, and the keywords entered by users to locate data. These reports will be evaluated to determine customer usage patterns of products/data that are most widely accessed. These reports are an important tool in tracking the number of visitors to our Website. Our goal is to increase the number of repeat visitors to our LMI sites.

Estimated cost of customer satisfaction assessment is built into the cost of each of the six products since it will be a part of providing that product. There are no leveraged funds specifically with the customer satisfaction surveys. The state's procurement process will be used for any contracts and equipment.

SUMMARY PAGE
ONE STOP LABOR MARKET INFORMATION GRANT PY'05

EXPENSES:

Core Products and Services

ALMIS DATABASE \$ 112,883

INDUSTRY & OCCUPATIONAL PROJECTIONS \$ 71,837

State Workforce Investment Board Deliverables

OCCUPATIONAL & CAREER INFORMATION \$ 67,849

WORKFORCE INVESTMENT BOARDS \$ 108,683

WORKFORCE INFORMATION DELIVERY \$ 181,286

WORKFORCE INFORMATION TRAINING \$ 38,143

TOTAL ALL PRODUCTS \$580,681

REVENUE:

Carry Over PY 04 \$182,190

Grant PY 05 \$580,681

TOTAL REVENUE \$762,871