

Delaware Annual Core Products Performance Report: PY 2003

A. Accomplishments Compared to Plan:

- Required Deliverables

1. ***Continue to populate the ALMIS database with State data:***

We populated all tables designated as core tables in accordance with guidelines issued by the ALMIS Database Consortium. The files are available in-house. However we have been unable to market *ELMER* our WebSeras delivery system due to web site restrictions within the State of Delaware. We will work to have the restrictions lifted so that we can have the system on our web site. The revised completion dates are listed below.

Milestones

1. Implement and maintain ALMIS Database updates – On Target
2. Upgrade and market Elmer website; expected to be completed by March 2005
3. Geocode employers in New Castle and Kent counties; has been ongoing
Unexpended: \$20,000

2. ***Produce and disseminate industry and occupational employment projections:***

Due to staff vacancies we did not complete the 2002-2012 long-term projections as planned. However staff was replaced during the program year. Methodology was obtained and the new staff member has been working on the long-term projections. We expect to have the Industry and occupational projections completed by February 2005. Until then we will continue to disseminate data from the 2000 to 2010 projections.

Milestones

1. Publish 2002-2012 publications; anticipated publication date February 2005
Unexpended: \$25,000

3. ***Provide occupational and career information for public use:***

This deliverable was accomplished. We produced and disseminated in print and on our website a series of customer-focused occupational and career information products. These products were used by a wide range of data users and partners including: the WIB, One-stop staff, educators, teachers, counselors, and job seekers. We continued our close working relationship with the Delaware Advisory Council on Career and Vocational Education. We also did customized reports and analysis on such topics as high-demand occupations, the fastest-growing occupations and occupations within certain clusters (i.e. Healthcare, IT).

Milestones

1. *Delaware Career Compass and Teachers Guide* – published
2. *Delaware Monthly Labor Review* – published
3. *Delaware Snapshot* – Not published due to other priorities, but data was made available
4. *Delaware Wages* – published
5. *CD's containing publications* – completed
6. *Products posted on the website* – completed
7. *Bookmarks* – Not on last years plan – completed
8. *Occupation Brochures* – not on last years plan – completed

4. ***Provide public electronic access to ALMIS Employer Database;***

This deliverable was not completed as planned. We have received the appropriate files with Info USA data but were not able to make this data set public on our website due to problems described item 1. The information delivery system in Delaware has undergone major changes. This has affected several major web based systems and has caused a delay in implementing this deliverable. We are working to lift this restriction. In place of this we have worked with data users to ensure that they have adequate data. For example we have supplied One-Stop staff with extensive lists of employers. For other data users we have supplied employer data on an as needed basis.

Milestones

1. Provide broad public access to integrated databases. Not completed yet as mentioned above.

Unexpended: \$30,000

5. ***Provide information and support to the WIB and provide other special demand information products and services:***

We have worked very closely with the WIB during the year. We have made LMI presentations to the full board. Our staff has attended meetings with the Proposal Review and Certification Committee to advise them on the need for ITA programs in high-demand occupations. On a very frequent basis we are in communication with the Executive Director of the WIB. We have completed an analysis of training providers and programs for our Division of Employment and Training to see where the gaps are. We are now fully involved in the LED program and have submitted files to Census. As soon as we have data we will meet with the WIB. Our office maintains and supports the Consumer Reports System.

Milestones

1. Provide PY 03 performance indices on training providers and programs – completed
2. Publish updated Survival Guide – completed
3. Maintain Consumer Reports System – completed
4. Evaluate LED output – in progress, data will be available by Dec. 2004
5. Develop High-Occupation Growth training recommendations - Completed

Unexpended: \$20,000

6. ***Improve and deploy electronic workforce information delivery systems:***

We continued to refine the *ELMER* system. We have explored ways to improve our web site. Major improvements were made to the Consumer Reports System. We have reviewed the Department of Labor Website and made recommendations. Our site is not fully integrated in DOL's website.

Milestones

1. Explore delawareworks and vnet website linkages – Completed
2. Explore and improve WIB and Consumer Reports linkages – completed
3. Evaluate interstate application potential – This was explored with PA and MD

Unexpended: \$50,000

7. ***Support State workforce information training activities:***

We hosted the "Delaware Connections Conference" which brought together Human Resource professionals and business, with counselors, teachers and educational administrators to formalize and strengthen linkages between employer skill requirements and school curricula. During the year we sent LMI staff to appropriate courses offered by

the LMI Institute and to professional conferences such as the LMI Forum. We supported and provided LMI-training and resources for outreach staff of both the Division of Employment and Training (DET) and Division of Vocational Rehabilitation (DVR).

Milestones

1. Host “Delaware Connections” Conference – Completed
 2. LMI internal professional staff training and growth – completed
 3. Training support for DET, DVR and WIB staff - Completed
- Unexpended: \$30,000

- Additional Deliverables

LMI Outreach Project: Considerable work was done on this project. We have met regularly with the team. The goal was to enhance the employer outreach efforts in Kent and Sussex Counties by both DET and DVR staff. In the future we will expand the efforts to include more offices. In Sussex, the DET representative conducted an awareness/satisfaction survey. She marketed LMI products in an organized way. In short she acted as the LMI liaison in her area and gave us a presence that had been lacking. This has led to more LMI activity and the development of customized work based on customer demand. The DVR unit in Kent county has been involved in hiring a consultant to gather information to determine a strategy to inform potential customers of DOL/DVR services. This effort will continue has also given us some ideas on what type of LMI products are needed by the population that DVR serves.

Milestone

1. Meet regularly with DET/DVR staff as a team – Completed
2. Develop new LMI products
2. Support additional professional development including participation in annual LMI Forum and other opportunities

Unexpended: \$23,570

B. Strategy for Customer Consultation and Assessment of Customer Satisfaction

- Methods – We used several methods and ways to collect and interpret customer satisfaction. Following presentations and workshops questionnaires were given to audience for feedback. Focus groups were conducted on various publications including the *Delaware Career Compass* and *Teachers Guide*. Recipients of the *Delaware Monthly Labor Review* were polled on their satisfaction with the products. On a routine basis we take into account comments and suggestions made by customers at meeting and over the phone and through email.
- Satisfaction assessment – Generally high satisfaction was noted by the customers. We have been responsive to suggestions from customers regarding presentations, publications and our web site. Appropriate changes have been made to improve products and services. The type and method of delivering services have changed. For example we have added the service of emailing publication to customers (Del. Monthly Labor Review).

- Future Activities – We will continue to update and refine mailing lists; send notices of new publications; Schedule surveys and focus groups following release of all major publications; create new products as suggested by input from customers.

C. Recommendations for Improvement or Changes to the Suite of Core Product

- Require marketing as a deliverable
- Emphasize furnishing LMI products for the purpose of serving difficult to serve populations
- Emphasize the delivery of customized reports and services
- Require an equal emphasis on documenting LMI-related services in the same way that products are evaluated.