

One-Stop LMI Annual Report PY-2003
Arizona Department of Economic Security
Research Administration

Section A. Accomplishments:

1. ALMIS Database

Outcomes achieved relative to plan:

During PY2003, Research Administration continued to populate core data tables of ALMIS (Version 2.2) and continued to maintain the database. Data and related products were provided for public dissemination via Arizona's Workforce Informer. LMI customers were provided access to a full range of state and local labor market information in a timely and efficient manner. Updates to the ALMIS occurred as scheduled by data type and periodicity of revision.

Research Administration staff attended ALMIS and related training and development courses during the PY2003.

Research Administration continued to explore ways to (a) support multiple computer platforms to access a single ALMIS database structure, and (b) link current/expanded business needs to ALMIS database structure. During PY2003, Research Administration allocated monies to secure equipment, software and licensing to further this development. Purchasing and acquisition is expected in PY2004.

Activity conformity to planned milestones:

Research Administration was in general conformity with planned milestones. Research Administration anticipates updating ALMIS from version 2.2 to version 2.3 in PY2004. No earlier planned milestones were compromised in PY2003.

Expended: \$136,220

Requested: \$ 90,312

Variance: \$-45,708

Explanation of Variance:

Initial costs for PY03 exceeded our earlier estimate. This was primarily the result of additional costs for programming support.

2. Industry And Occupational Employment Projections

A. Long-term industry employment projections

Outcomes achieved relative to plan:

State level NAICS based industry forecasts were produced for 2002-2012 and for 2003-2013. Research Administration was successful in establishing the Long-Term Industry Projections software developed by the Consortium. Research continued to volunteer as one of the beta test groups for new and revised versions of forecasting software developed by the Consortium. Research Administration also continued to develop SAS-based models to produce LT forecasts.

These data products and information were provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:

Research Administration exceeded planned milestones and was able to produce and provide LT industry employment projections for 2002-2012 as well as for 2003-2013. Research Administration established a six-month production cycle to coincide with the OES production cycle where updates to data (new and revised) are made possible.

Research Administration, however, struggled with updating software as several revised versions of LTIP were received during the production phase. There exists little advance notification to states regarding revisions.

B. Long-term occupational employment projections

Outcomes achieved relative to plan:

State level NAICS based occupational projection data were produced for 2002-2012 and for 2003-2013. These data products and information were provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:

Research Administration exceeded planned milestones and was able to produce and provide LT industry employment projections for 2002-2012 as well as for 2003-2013. Research Administration established a six-month production cycle to coincide with the OES production cycle where updates to data (new and revised) are made possible.

Research Administration, however, struggled with updating software as several revised versions of LTIP were received during the production phase. There exists little advance notification to states regarding revisions. Software idiosyncrasies and version/patch updates caused some minor disruptions and delays of output.

C. Short-term industry employment projections

Outcomes achieved relative to plan:

State and substate NAICS based industry level forecast data were produced for 2003-2005 and 2004-2006. These data products and information were produced every six-months and provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:

Research Administration was successful in producing short-term industry employment projections using STIP software in general conformity with planned milestones.

D. Short-term occupational employment projections—

Outcomes achieved relative to plan:

State level NAICS based occupational projections data were produced for 2001-2003 and 2003-2005. These data products and information were provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:

Research Administration continued to struggle with the Micro-Matrix software in PY2003 as it related to updating revised versions of software. There exists little advance notification to states regarding revisions and software idiosyncrasies and version/patch updates caused some minor disruptions and delays of output.

Expended: \$178,438

Requested: \$167,000

Variance: \$-11,438

Explanation of Variance:

Costs incurred during PY03 were slightly higher than earlier planned. This was primarily the result of establishing functional versions of consortium Micro-Matrix software that were fraught with programming related problems.

3. Occupational and Career Information for Public Use

Outcomes achieved relative to plan:

- * Several software programs were revised to include NAICS revisions.
- * Several forecasting models were revised to include NAICS revisions.
- * Occupational projections O*NET SOC based data have been produced.
- * Occupational "Priority Funding List", an allocation formula project, was prepared and awaited production demand request by Department of Education. A request was received prior to the end of the PY2003, and production output is expected in early PY2004.

Activity conformity to planned milestones:

Research Administration was successful in providing all updates and revisions to data and software to provide occupational and career information for public use. All data have been revised for NAICS and all occupational projections include O*NET SOC based data. Production and maintenance in PY2003 was in general conformity with planned milestones.

Expended: \$38,577

Requested: \$75,000

Variance: \$36,423

Explanation of Variance:

Estimated costs relative to expenses during PY03 were below earlier planned amounts.

4. Public Electronic Access to ALMIS Employer Database

Outcomes achieved relative to plan:

Research Administration was successful in providing the ALMIS Employer Database via Arizona's Workforce Informer. Updates were performed within 30 days of receipt and related CDs distributed to various Employment and Training Administration groups.

Activity conformity to planned milestones:

Research Administration was in general conformity with planned milestones. A list of training activities is included under No. 7. Research Administration established security agreements with each individual requesting the CDs, in conformance with the confidentiality related restrictions associated with the use of the CDs. While this was not foreseen as an essential requirement, therefore not included as a component of the milestones of the grant plan, Research Administration's policies were reviewed and deemed in compliance upon ensuring that security agreements were obtained from all direct users of the CDs. Research Administration was in general conformity with all other planned milestones.

Expended: \$103,852

Requested: \$ 95,000

Variance: \$ -8,852

Explanation of Variance:

Expenditures exceeded earlier estimated costs due to additional programming support.

5. Information and support to State and Local WIBs and Other Special Demand Information Products & Services

Outcomes achieved relative to plan:

LMI Manager attended several local and regional meetings held by the LWIBs

Cochise County

Coconino County

Yavapai County

Research management regularly attended Arizona's GCWP quarterly meetings and provided presentations on status of new website and other developments during PY2003.

Research management participated regularly and as otherwise needed in Arizona's GCWP subcommittees—

Economic Development Committee

Technical Steering Committee

Activity conformity to planned milestones:

Research Administration provided LWIB and GCWP support in PY2003 and was in general conformity with planned milestones.

Expended: \$55,977

Requested:\$25,500
Variance: \$-30,477

Explanation of Variance:

Expenses were higher than earlier planned for PY03. This was the result of extraordinary efforts and resources to communicate, coordinate and ensure the successful rollout of Arizona's Workforce Informer. Additionally, efforts were expended to coordinate and plan for the collaboration and integration of other systems in Arizona that are in development that are planned to assist the convergence of data and information for state and LWIB uses.

6. Arizona's Workforce Informer Internet Web Site

Outcomes achieved relative to plan:

Arizona's Workforce Informer was officially launched (made available to the public) in October 2003. The new website was officially launched by Arizona's Department of Economic Security, with the support of the GCWP. Data and related products were provided to the public via Arizona's Workforce Informer website. ALMIS data core files were updated to the database as data became available and all LMI products and articles were provided to the website.

Enhancements to the website during the program year 2003-04 were:

- Glossary
- Where is it? (a website feature)
- User survey
- Calendar of events
- Employers only page
- Job fair listings

Research Administration staff were sent to GIS training and development seminars and related conferences. Efforts began to explore GIS development in Research Administration, especially since the BLS program has been coding Quarterly Census of Employment and Wages (QCEW) data for eventual GIS application. Research Administration plans to leverage BLS' effort in providing GIS products to LMI users and discussed possible options with other stakeholders.

Activity conformity to planned milestones:

Arizona's Workforce Informer was launched as planned. Updating and revising products and data to the website to support the public's efficient access was in general conformity with planned milestones.

Expended: \$144,917
Requested:\$135,000
Variance: \$-9,917

Explanation of Variance:

Expenses were slightly more than earlier planned. This was primarily the result of incurring additional development costs that were not anticipated.

7. State workforce information training activities

Outcomes achieved relative to plan:

Research Administration staff combined efforts to provide promotion and LMI training to One-Stop Career Centers, Job Service, and Local Workforce Development Area (LWDA) staff and other DES program staff.

Training topics included but were not limited to the following:

- LMI, information access and uses
- Arizona's NEW Workforce Informer
- Economic Trends in Arizona
- Where Are the Jobs? Arizona's Fastest Growing Occupations!
- Career Exploration

Research Administration provided limited customized LMI training to serve four targeted groups, in response to the initial rollout of the new Arizona Workforce Informer website. Presentations were provided upon request for business and workforce development groups, and for WIA and training provider support groups.

The following chronology represents the major presentations that were conducted in PY2003:

July 8, 2003	Presentation of LMI & AWI to Coalition for Promoting Older Worker and Employer Resources (C-POW+ER) AgeWorks, Area Agency on Aging
July 20-22, 2003	Presentation of LMI & AWI to Arizona Career and Technical Education (ACTE) Conference, Tucson, Arizona
July 24, 2003	Cochise County WIB, Sierra Vista—Presentation included explanation of WDA methods and data sources considered in its funding allocation processes
September 4 & 11, 2003	Presentation of Arizona Workforce Informer to AZ DES, PIO and Commerce staff liaison for GCWP
September 18, 2003	Established first meeting of AZ AWI Review Group
September 18, 2003	Presentation of LMI and AWI to AZ DES Program Staff
September 22, 2003	Presentation of LMI and AWI to AZ DES, Director and Executive Committee staff
September 23, 2003	Meeting with Governor's Council on Aging, Elvera Anselmo and Judith Tingly to present potentially useful LMI data for their review
September 24, 2003	Presentation to Career Advisors, Phoenix, of LMI & AWI to RSA counselors
October 2, 2003	Presentation of LMI and AWI to Arizona's GCWP Executive Committee meeting in Prescott

October 15, 2003	Official Public Announcement of AWI and presentation to media
October 29, 2003	Presented LMI & AWI to RSA counselors of DES, RSA Region 1
November 4, 2003	Presentation of LMI, labor demand, and AWI to The Yavapai WIB Executive meeting at the NACOG office in Prescott
November 13, 2003	Presentation of Arizona's economy and forecasts, LMI, and AWI to West Valley Advisory Council to DES
November 13, 2003	Presentation of Arizona's economy and forecasts, LMI, and AWI to Governor's State Rehabilitation Council at the RSA videoconference room, Phoenix
November 25, 2003	Presentation of LMI & AWI to Arizona Governor's Council on Aging & Older Workers Task Force
December 3, 2003	Presentation of Arizona's Economy, Arizona's Labor Market Information (data and products) & AWI to Employment Management Association (EMA)
January 24, 2004	Presentation to AZ DES, Financial Services Administration of Arizona's economy, LMI data, and forecasting methods, processes, and data
January 29, 2004	Presentation of LMI and AWI and Panel Member expert on Arizona's economy and jobs at Arizona Business Education Advisory Council's conference, Assessing Students' Academic and Occupational Achievement
March 3, 2004	Attended Conference to discuss Arizona's economy and jobs at Arizona Business Education Advisory Council
March 29, 2004	RA held meeting with AZ DES, DTS & DERS to discuss technical aspect of AWI & VOS
April 6, 2004	Attended GCWP meeting—Gilbert
April 13, 2004	Presentation of Arizona's economy & LMI to Jobing.Com
May 13, 2004	Presentation of LMI & generalized training (general overview and uses) of AWI to Jobing.Com
May 21, 2004	Presentation to Scottsdale Workforce Development and the Scottsdale Chamber of Commerce
June 1, 2004	Attended GCWP meeting—Phoenix
June 3, 2004	Presentation to NACOG

Other Activities with Presentations/Discussions:

- Governor's Office of Strategic Planning and Budget -- Monthly
- Joint Legislative Budget Committee's Financial Advisory Committee -- Quarterly
- Dept of Commerce Economic Research Advisory Committee -- Quarterly
- Arizona's Business Education Advisory Council -- Quarterly

Activity conformity to planned milestones:

- Research Administration provided training and support activities during PY2003 to present the rollout Arizona's Workforce Informer and how to access and LMI data and information.
- Training activities were in general conformity with planned milestones.

Staff Workforce Information Training and Development :

Rick Van Sickle

January 27-30, 2004 Workforce Informer Conference, Portland, Oregon
July 20-22, 2004 Arizona Career & Technical Education Conference,
Tucson, Arizona

Jack York

December 8-12, 2003 STIP Conference, Boise Idaho
November 11-16, 2003 Forecasting Methods Seminar, Albuquerque, NM
February 22-26, 2004 LED/QWI Training, Washington, DC.

Pedro Morales

February 2-4, 2004 LMI Institute Basic Class, New Orleans, LA

Vinesh Sukumaran

November 3-5, 2003 ALMIS Database Seminar, Atlanta GA
March 22-25, 2004 Applications of GIS, Indianapolis, IN

Expended: \$40,218
Requested: \$65,664
Variance: \$25,446

Explanation of Variance:

Training costs were below earlier planned amounts. Due to the initial rollout of Arizona's Workforce Informer and limited staff, LMI training efforts were initiated late in the program year. Plans for training in PY04 are expected to be robust with the website in place.

Development of a Customer Satisfaction Assessment Strategy—LMI Products and Service

Outcomes achieved relative to plan:

Research Administration developed, distributed and otherwise made available customer satisfaction surveys during PY2003. The launch of Arizona's Workforce Informer required a great deal of attention and customer support to LMI customers. Initial website deployment incorporated feedback from a selected group of experienced users. A customer satisfaction survey was developed for and applied to the website for customer feedback. Survey information and data was collected, tabulated, and statistically analyzed for meaningful interpretation toward improving LMI products and delivery of services.

Activity conformity to planned milestones:

Information received has and will provide general guidance for Research Administration's LMI products and services and outreach efforts. Research Administration was in general conformity with planned milestones.

Expended: \$11,000
Requested: \$30,500
Variance: \$19,500

Explanation of Variance:

Expenses were well below earlier planned amounts for this activity. This was the result of Research Administration's concentration on the website rollout and deferral of training and outreach efforts until late in the program year.

Additional activities, products, and services were performed during the 2003-04 period:

Several additional Arizona LMI publications/products:

- * *Workforce Development Planning Information (WDPI) PY 2003-04*—A significantly revised report to better resource WIA needs.
- * *LMI Directory – Annual update*
- * *Growing and Declining Industries* by county from ES202 data—Updates produced each quarter for each county region.
- * *Employer Size Distributions* by county from ES202 data—Updates were produced each quarter for each county region.
- * *Detailed Unemployment Insurance Claims and Claimant data*—Updates produced each month. Prior to being made public, UI data is undergoing a process of validation. To support this effort and to integrate where needed, Research Administration has established a “core team” which is currently working with the UI Administration programming staff to document and assist the validation process. A substantive amount of the data, referred to as Characteristics of the Insured Unemployed, has not yet been provided to Arizona's Workforce Informer, due to the validation processes being incomplete by the end of the program year.
- * Assistance and support was provided to the Department of Labor, Employment and Training Administration (DOL ETA) State Unemployment Insurance Benefit Financing Model (SBFM) in Arizona. Research Administration provides continued or on-demand assistance with this model, and it should be noted that this model is expected to assist other state agencies, legislative planning, and beneficiaries of local distributions. Additional products and information are possible for use in improved local planning of UI distributions.

Section B. Customer Satisfaction Assessment:

The methods used for collecting customer satisfaction information and for interpreting the collected information in PY2003 were as follows:

- Customer survey form provided to Arizona's Workforce Informer web site to collect comments
- Customer survey form provided at LMI presentations and training sessions
- Arizona Workforce Informer web site application (WebTrends) that provides comprehensive and summary reports on most requested/downloaded LMI products and data, etc.
- Telephone and in-person feedback provided by LMI customers
- All survey and website data collected was tabulated, statistically analyzed and summarized for identification of improvements

An assessment of the principal customers' satisfaction with the product or service:

1. ALMIS—customers are excited to have access to this data. Customers have expressed eagerness to have access to the broader cross integration of data between states for which the ALMIS is being developed.
2. Industry and Occupational Employment Projections—
 - a. This data has high demand and LMI customers (policymakers, government agencies and private companies, education, economic developers, training providers, and One-Stops) provide a significant amount of comments via telephone requests, in-person comments, and during meetings.
 - b. Customers/users of this data and information want more local data
 - c. Customers/users of this data express appreciation for Research Administration's timeliness and frequency of updates
3. Occupational and Career Information for Public Use—
 - a. NAICS and O*NET data are in high demand and primary customers, such as education, One-Stops, and training providers express need to have more local and recent data.
 - b. Increased attention has been drawn to (and expressed demand is high) for incorporating LMI data into curriculum development, training programs, and public service-provider program planning.
4. Public Electronic Access to ALMIS Employer Database—
 - a. Arizona's GCWP and LWIBs have provided many complimentary comments regarding the electronic access to LMI employer data and related products.
 - b. LMI users most favoring this are job seekers, economic developers and researchers
 - c. LMI clients expressed demand for GIS related applications.

5. Information and Support to State and Local WIBs and Other Special Demand—
 - a. Research Administration continued to work with representatives of local areas to further identify and develop products to support their needs.
 - b. Research Administration continued to provide substate data and LMI products beyond the core deliverable requirements to further assist and support local areas. More data at substate level is also planned.

6. Arizona Workforce Informer Internet Web Site—
 - a. LMI customers have expressed with enthusiasm their praise for providing all LMI information via Arizona's Workforce Informer.
 - b. PY2003 experienced our initial rollout and continued development. LMI customers seeking information on our new website experienced a learning curve and in some cases a degree of frustration in their efforts to find what they were looking for during this phase.
 - c. Arizona's GCWP and LWIBs have provided many complimentary comments regarding the electronic access to LMI data and related products
 - d. Both casual and sophisticated users have increasingly provided general praise for providing the abundance and altered formatted data and information.

7. State Workforce Information Training Activities—
 - a. The method used for collecting customer satisfaction with state workforce training activities was a feedback form provided to all participants.
 - b. Customer satisfaction feedback was quantified on a 5-point scale in four areas, with 5 being the highest satisfaction level.
 - c. Participants could also add and score additional areas with the same scale, and also add comments and suggestions.
 - d. The scores were compiled, and the average overall score was 4.5 across all areas.
 - e. Comments are not so easily summarized and quantified but generally reflect the same trend as the numerical scores.
 - f. Suggestions and comments are reviewed and implemented when and where feasible.

Activities to be undertaken to add customer value to the product or service, where needs for improvement are identified:

- Arizona plans in PY2004 to provide "local" data in several of its products
- Research Administration plans to work closely with the production cycles of BLS programs to, in most cases, include as frequent distribution of LMI data and product updates.
- Collaboration with stakeholders in PY2004 is planned to provide assistance with training and development of web site and products.

Section C. Recommendations for Improvements or Changes to the Suite of Core Products:

Recommendations based on accomplishments—

Core products

- Industry and occupational employment projections will be further aligned with production cycles of data collection sources.
- Software used in production output should be documented and communication regarding updates well coordinated to front-line user groups in states. Additionally, the output format required of states to provide ETA (at the federal level) should be well communicated to the states and within the capacity of the software to produce.

Recommendations based on customer satisfaction assessment findings—

As expressed by our regular users of LMI, of key importance are the following:

- Accurate data and information
- Local data and information
- Timeliness of data and information
- Training should be provided and targeted for specific type of users

Recommendations based on consultation with customers—

Resulting from direct feedback from our customers, Research Administration will enact the following changes or produce and provide LMI clients the following:

- Job Fairs
- Job Opportunities 2003-2013
- Combined Data File (occupation projections, wages, & training requirements combined in one file for ease of reference)
- Applying for Government Jobs update
- Employers Only Page
- Direct Link to Arizona's Job Bank
- Glossary Page
- Additional local data and information
- Additional training and outreach targeted to specific customer groups