

**Employment Service Cost Reimbursable Grant
One-Stop Labor Market Information Plan Annual Report
Alaska -- Program Year 2003
(July 1, 2003 – June 30, 2004)**

1) Continue to populate the ALMIS Database with State data

PY03 Milestones	Activity Description	Status
Install/implement the most current version of the ALMIS database	Alaska is currently using ALMIS v. 2.2. Updates will be installed as they become available.	Done
Populate all required ALMIS tables	Alaska will populate all ALMIS core tables in a timely manner.	Done
Populate ALMIS occupational licensing tables	Occupational licensing data will be collected and housed in the ALMIS database and coded to O-NET.	Done
Promote full utilization of data housed in the ALMIS database	All of the ALMIS core datasets are disseminated through Alaska's website. Additional ALMIS datasets will be utilized as they become available (e.g., cenlabor, commute and stocproj).	Done
Transmit licensing data to ETA designee	Licensing data will be transmitted to the Crosswalk Data Center for inclusion in ACINet.	Done

COST: \$30,000

2) Produce and disseminate industry and occupational employment projections

PY03 Milestones	Activity Description	Status
Complete 2002-2012 industry projections (statewide)	Using the methodology, software tools and guidelines developed by the Long-term Projections Consortium, Alaska will produce statewide NAICS-based projections.	Done
Complete 2002-2012 occupational projections (statewide)	Using the methodology, software tools and guidelines developed by the Micro-Matrix User Group, Alaska will produce statewide occupational projections.	Completed 7/30/04
Refine the historical NAICS industry database	Staff will refine the historical industry database throughout the program year.	Done
Produce short-term industry projections	Using the Short-term Forecasts Consortium methodology, Alaska will produce statewide and substate (Anchorage, Fairbanks, SE) 2003 – 2005 industry projections.	Statewide completed
Produce short-term occupational forecasts	Alaska will produce a statewide short-term occupational forecast.	To be completed by 11/30/04
Populate the ALMIS database with projections data and submit industry and occupational data for public dissemination	Alaska will populate the ALMIS industry and occupational projections tables and disseminate the data to the public through the WI system and website, AKCIS, published articles and presentations.	Done

Cost: \$89,000

3) Provide occupational and career information products for public use

PY03 Milestones	Activity Description	Status
Develop customer-focused occupational and career information	Alaska will continue to develop and disseminate customer-focused occupational and career information products. Examples include the Alaska Career Information System (AKCIS), the web-based Occupational Table and monthly occupational profiles in the WI delivery system.	Done
Produce occupational products in direct support of the WIBs	SOC-based occupational products will include: <ul style="list-style-type: none"> • analyzing industry/occupational employment in targeted industries • ranking vocational education occupations based on future employment opportunity, average wage, nonresident penetration • determining the percentage of workers nearing retirement age • analyzing youth employment patterns and job opportunities • analyzing wage records to determine hires and separations • using enhanced wage records to define and track career ladders 	Done
Expand the use of O*NET skills data	Incorporate O*NET skills data into occupational products, including <ul style="list-style-type: none"> • Workforce Informer • Alaska's career information delivery system (AKCIS) 	Done

Cost: \$45,900

4) Provide public electronic access to the ALMIS employer database

PY03 Milestones	Activity Description	Status
Provide public electronic access to the ALMIS employer database	Alaska's Workforce Informer delivery system contains two employer name and address files -- InfoUSA and a downloadable database based on Alaska's ES202 data. Both of these datasets are accessible through Alaska's website and are updated as new data become available.	Done
Integrate the ALMIS employer database with the ALMIS database	Both the InfoUSA and ES202 employer data will be included in the ALMIS database	Done

Cost: \$7,500

5) Provide information and support to state and local Workforce Investment Boards and provide other special demand information products and services

PY03 Milestones	Activity Description	Status
Ensure that R&A's workforce information products meet the needs of the AWIB	R&A will both formally and informally solicit WIB feedback throughout the program year. Solicitation will include a customer satisfaction survey, LMI presentations and informal discussions.	Done
Provide information and support to the AWIB	Products will include: <ul style="list-style-type: none"> • presentations on topics such as industry employment, demographics or workforce needs • staff and committee member training on the availability and use of LMI 	Done

Cost: \$47,500

6) Improve and deploy electronic state workforce information delivery systems

PY03 Milestones	Activity Description	Status
Provide electronic public access to Alaska's ALMIS database	Public access to Alaska's ALMIS database is available through the Workforce Informer Internet delivery system. The system is available free-of-charge to users with Internet access.	Done
Continually improve the state-based workforce information delivery system	Delivery of workforce information will be continually improved through website enhancements such as the incorporation of a web-based search engine and the distribution of new or expanded datasets (e.g., fish harvesting employment estimates and 2000 census EEO data).	Ongoing
Facilitate customer access to multi-state LMI	Pilot test the automated interstate ALMIS data access system (ADAM) currently under development by North Carolina.	Not complete

Cost: \$53,400

7) Support State workforce information training activities

PY03 Milestones	Activity Description	Status
Increase external customer understanding of LMI	LMI user workshops will be conducted in four Alaska communities (Anchorage, Fairbanks, Ketchikan and Juneau). Workshop participation will be open to One-Stop staff, community policymakers and employers.	Postponed until Fall '04 ¹
	Staff will conduct economic overview presentations to users throughout the state. User groups will include (but not be limited to) AWIB, chambers of commerce, industry groups, school districts, One-Stop partner agencies (such as the Division of Vocational Rehabilitation and the Division of Public Assistance) the military and state policy makers.	Done
Support Alaska's education initiative through workshops and presentations	As part of its Perkins Section 118 grant commitment, DOLWD/R&A will conduct presentations on the use and availability of career and workforce information products such as the Alaska Career Information System (funded with Alaska's Career Resource Network grant).	Postponed until Fall '04
Increase DOLWD/R&A staff understanding of workforce information/LMI	Alaska will take advantage of LMI Institute training throughout the program year. Of particular interest will be the labor market analyst and forecasting training.	Not complete ²

Cost: \$22,250

¹ To minimize travel costs, the LMI workshops were to be held in conjunction with the Perkins Section 118-funded presentations. The dates of both the LMI and Perkins Section 118 workshops have been postponed to accommodate the needs of the Alaska Department of Education and Early Development

² Due to State budget shortfalls, out-of-state travel was significantly restricted.

SECTION C: DESCRIPTION OF THE STRATEGY TO BE EMPLOYED FOR ASSESSING CUSTOMER SATISFACTION WITH STATE PRODUCED WORKFORCE INFORMATION

Summary of Findings

R&A conducted three customer satisfaction surveys over the program year. The results of the broad-based user mail survey have been compiled and reviewed.³ The companion website survey, implemented in May, is ongoing. (Results of the online survey will be reviewed quarterly.) Results of the annual Alaska Career Information System (AKCIS) user survey have been compiled and reviewed.

The results of R&A's PY03 customer satisfaction surveys confirm that Alaska's workforce information system is, in general, meeting the needs of its users. Nearly 80% of the broad-based customer satisfaction survey respondents expressed satisfaction with the workforce information they received. Users responding to the AKCIS customer satisfaction survey gave AKCIS between "above average" and "outstanding" ratings.

Customer satisfaction survey respondents identified the following areas for improvement or increased emphasis:

Data: Users expressed a desire for more geographically detailed industry and occupational data and timelier wage rate data. In response to this need, R&A will:

1. Publish sub-state occupational employment estimates using the Occupational Employment Statistics (OES) data.
2. Post occupational wage rate updates to the website more frequently. (The OES semi-annual data collection and release should help resolve this issue.)
3. Using UI wage record data, R&A will provide more frequent updates (quarterly) of borough/census area occupational profiles and wage record transaction information by occupation including new hires, exits and turnover.

Training in data availability and usage: To improve the awareness and use of our information, R&A will:

1. Conduct regional LMI training, including overviews of both AKCIS and R&A's website.
2. Conduct hands-on AKCIS regional training.

Delivery systems improvement: R&A will continue to improve its workforce information delivery systems. Specifically, R&A will:

1. Expand its website to include a key word search feature.

³ An overview of the broad-based user survey findings will be published in the November 2004 issue of *Alaska Economic Trends*.

2. Improve the portfolio and occupational sort features of AKCIS.
3. Evaluate R&A's website for ease of use, making improvements where necessary.
4. Expand the vocational/proprietary school information contained in AKCIS to include Washington state programs. The practicality of including other Northwest vocational/proprietary school data in AKCIS will be explored.

Cost: \$34,831