

## **RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING**

### **ONE-STOP LMI PY 2002 ANNUAL PLAN**

#### **A. The Rhode Island Employment Statistics System**

The RI Human Resource Investment Council (HRIC) also serves as the State's Workforce Investment Board under the Workforce Investment Act. The HRIC oversees the State's One-Stop System of Local Offices, called *netWORKri*, as well as the products and activities of the of the State's Employment Statistics System. The Executive Director of the HRIC is also the Director of the Department of Labor and Training (DLT). The Associate Director for Workforce Development at DLT has administrative oversight responsibility for the *netWORKri* offices as well as the Labor Market Information (LMI) unit, which has been assigned responsibility for the State's employment statistics system.

The HRIC established a Labor Market Information Committee to provide advice to DLT's LMI unit concerning the relevance of the products and activities funded by the One-Stop LMI Grant. The chair of the LMI Committee is also the Deputy Director of the Department of Labor and Training. The chair also currently serves as a regional representative on the NASWA LMI Committee. The LMI Committee members come from various agencies including the Department of Human Services, the Office of Rehabilitative Services, the Department of Elementary and Secondary Education, the Community College of RI, the University of Rhode Island, the RI Economic Policy Council, the RI Economic Development Corporation, the United Way of RI, the RI School Counselor Association and includes a business and a labor representative. DLT's LMI unit provides staff support to the committee.

The LMI Committee represents not only the State WIB but also has representation from the largest of the two State WIBs, the Workforce Partnership of Greater Rhode Island, which consists of 37 of the State's 39 cities and towns. The LMI Committee ensures that the activities and planned outcomes support the State's strategic workforce investments as outlined in the State's Five-Year Workforce Investment Plan for WIA/Wagner-Peyser. The LMI Committee also oversees the activities of the State's Career Resource Network, which is also the responsibility of DLT's LMI unit. The LMI Committee was given the draft copy of this year's Planning Guidance letter to provide feedback and suggestions for this year's annual plan. This consultation process with the LMI Committee led to our plans to conduct a Job Vacancy Survey during this program year and to seek to modify the NY CareerZone Internet application to use RI specific data.

This organizational structure has proven to be advantageous to the overall coordination of the State's LMI efforts. The diverse membership of the LMI Committee, which includes WIB and business representation, has enabled all constituencies to provide input into the products and activities produced with the One-Stop LMI Grant funds. It has also helped DLT and the LMI unit in securing support and funding for its LMI training activities from the State WIB. The LMI Committee has taken an active role in advising the LMI

unit and provided active support in securing the LMI training funds. With their support the RI Human Resource Investment Council (HRIC) provided \$40,000 in state funds in PY 2000 to develop LMI's Internet application (the *Analyzer*: [www.dlt.state.ri.us/analyzer](http://www.dlt.state.ri.us/analyzer)) for business and research users. In addition, the HRIC has earmarked up to \$600,000 over a three-year period to support the LMI Committee's LMI Training initiative. This initiative is currently in its second year.

The LMI unit has also designated an employee to act as a liaison to work with the *netWORKri* managers and WIB staff to get direct feedback on its products and services. This person will play an important role in developing and implementing customer satisfaction measures during this upcoming program year.

## **B. Core Products and Services**

### **1. Continue to populate the ALMIS Database with State Data:**

This will be an ongoing task throughout the program year. We are currently using version 1.71 of the ALMIS database. Our projected date for upgrading to Version 2.2 is December 31, 2002.

We have expanded beyond the core data tables and will continue to add and maintain data tables to the extent possible. Tables are updated on a weekly, monthly, quarterly and annual basis depending on the data type and frequency of publication. We will also maintain and update the following occupational licensing files: license.dbf, licauth.dbf and lichist.dbf. These files will be submitted through the National Crosswalk Service Center for inclusion on the America's Career Information Network (ACINet) site. We will ensure that the files for the ACINet will be coded to the O\*NET SOC taxonomy. Funds will be used for personnel costs associated with the collection, review and entering of data.

We had previously sent an individual to the ALMIS Database Training course at the LMI Institute in February 2001 and have now sent the same individual to the Advanced ALMIS Database Training recently conducted by the LMI Institute in July 2002.

We had previously procured through Geographic Solutions two web applications that allow our customers easy access to information on the State ALMIS Database. The *Jobseeker* is geared towards job seekers and students interested in career information while the *Analyzer* is targeted more to our heavy data users and the business community. We continue to maintain and update those applications.

The principal beneficiary of this activity will be the *netWORKri* One-Stop Career Centers and their front line employment counselors as they help the unemployed search for work. In addition, since this database is the backbone of our two Internet products, the *Jobseeker* and the *Analyzer*, it will also benefit other customers who have access to the Internet - students and their parents, teachers and career

counselors, job seekers who cannot make it to a netWORKri office during regular business hours, and employers .

<b>Estimated FTE's for this activity:</b>	<b>0.55</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 35,000</b>

2. **Produce and disseminate long-term, industry and occupational employment projections:**

We had previously intended to produce projections with calendar year 2000 as the base year and 2010 as the projected year in PY 2001, in coordination with the BLS National Projections for the same time period. However, due to the need to have the full three-year occupational employment projections file to make estimates at the three-digit SIC level, we sought and received permission from ETA to delay making our Occupational Projections until the end of CY 2002. We will use the methodology, software tools and guidelines developed by the Long-Term Employment Projections Consortium and the MicroMatrix User's Group, in consultation with BLS and ETA. This data will be used to populate the ALMIS database and will be submitted for public dissemination following procedures established by the Consortium in consultation with BLS and ETA.

Rhode Island does not plan to produce sub-State, long-term projections. Our State LMI Committee has previously discussed this issue and it was agreed that the State's small size negates the need and usability of such data for RI. Since RI is essentially one large labor market it makes little sense to try and break the projections down into smaller areas. Every resident is within easy commuting distance to any point in the state. The issue may be considered again in future years.

The principal customers for the long-term industry and occupational projections include career counselors, students and their parents, teachers, training providers, state & local planners and economic development professionals.

While most funds will be used for Personnel-Related costs we will also use funds to pay for the cost of our annual projections publication and for smaller one-page pamphlets targeted to selected industries.

<b>Estimated FTE's for this activity:</b>	<b>0.55</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 37,000</b>
<b>Estimated Cost of Annual Projections Publication:</b>	<b>\$ 3,000</b>
<b>Estimated Cost of Industry-Specific Projections Pamphlets:</b>	<b>\$ 1,500</b>

*Note: Our Department recently leased a color printer/copier that is now being used to do one-page pamphlets and small booklets. The above figures reflect our estimated share of the color printer/copier lease and use charges to produce these items. These charges replace our normal printing charges for many items we now produce. This change enables us to produce our products on demand in only the*

*quantities needed. This gives us the flexibility to make changes as often as we wish and eliminates waste through the overprinting of materials that get outdated.*

3. **Produce and disseminate short-term, industry and occupational employment forecasts:**

We will produce and disseminate State-level, short-term industry and occupational employment forecasts using the methodology, software tools and guidelines developed by the Short-Term Forecasts Consortium and the MicroMatrix User's Group, in consultation with ETA. We plan to use the fourth quarter 2002 as the base quarter and forecast to the fourth quarter 2004. We will submit the forecast data for public dissemination in accordance with procedures to be developed by the Consortium in consultation with ETA.

As with the Long-Term projections, Rhode Island does not plan to produce sub-State, short-term forecasts. Our State LMI Committee discussed this issue and it was agreed that the State's small size negates the need and usability of such data for RI. Every resident is within easy commuting distance to any point in the state. The issue may be considered again in future years.

The principal customers for the short-term industry and occupational forecasts will likely be training providers, employment counselors and state & local planners.

<b>Estimated FTE's for this activity:</b>	<b>0.1</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 8,642</b>
<b>Estimated completion date:</b>	<b>September 2003</b>

4. **Develop Occupational Analysis Products:**

Rhode Island has joined a consortium of states that is interested in exporting New York's "Careerzone" Internet application to other states using state specific data. Our plans are to work with New York to modify the system with RI data for our users. This site has been demonstrated in RI at several training sessions and interest has been expressed by members of our LMI Committee in having a site with RI specific information. New York has estimated our costs for acquiring their system at \$15,000. There will likely be additional personnel costs on our end for installing and maintaining the system. The principal customers for this information will be students, parents and counselors as well as individuals exploring a career change.

We have been producing and will continue to produce a number of occupational information brochures and pamphlets with wage data and occupational projections data. The *Occupations in Tomorrow's Workforce* and *RI's Expanding and Declining Industries* brochures are dependent on new occupational projections data and will, therefore, be updated in early 2003. We will continue to produce our industry specific wage and employment pamphlets. To date we have done three: *Opportunities in Health Services*, *Opportunities in Retail Trade*, and *Opportunities in Finance, Insurance and Accounting*. This year, we plan to add several others:

*Opportunities in High Tech, Opportunities in Manufacturing, Opportunities in Construction, Opportunities in Education, and Opportunities in Engineering.* Most of these materials will be printed in-house on our Color Copier/Printer and funds will be used to pay the associated costs. The principal customers will be individuals who attend our LMI Training sessions, our One-Stop Career Center staff and the unemployed customers as they seek to determine their employment prospects in various occupations.

<b>Estimated FTE's for this activity:</b>	<b>0.25</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 17,500</b>
<b>Estimated Software Cost from New York for CareerZone:</b>	<b>\$ 15,000</b>
<b>Estimated Cost of Printing Services:</b>	<b>\$ 5,000</b>
<b>Expected Completion Date:</b>	<b>March 2003</b>

5. **Provide an employer name and address list that can be accessed by the public:**

As we have done in past years, LMI will purchase and provide additional copies of the employer database to the six netWORKri One-Stop Career Centers in RI and to the Donley Rehabilitation Center. These will be loaded onto the network servers in each office. In addition to these locations, the general public has access to this database through our two Internet applications, the Jobseeker and Analyzer. The initial purchase of this employer database will be in the second quarter of this program year with an update provided in the fourth quarter.

The principal customers for this product are the staff of the One-Stop Career Centers and the Donley Rehabilitation Center as they help the unemployed conduct their job search. In addition, since this database is integrated into our Jobseeker and Analyzer Internet products, it can be searched by individuals seeking a job or wishing to change jobs who cannot visit a netWORKri office, employers who wish to find out more about the potential competition in an industry for a locality, and other employment counselors who are not part of or do not work in a netWORKri facility.

<b>Estimated Cost of additional Employer Database Copies:</b>	<b>\$ 1,750</b>
<b>Estimated Personnel Cost to install Database:</b>	<b>\$ 2,000</b>

6. **Provide information and support to Workforce Investment Boards and produce other State information products and services:**

The LMI unit will continue to provide staff support for the State LMI Committee which serves as the LMI authority for the State Workforce Investment Board (also known as the RI Human Resource Investment Council). The LMI Committee also has representation from the largest of the two State WIBs, the Workforce Partnership of Greater Rhode Island, which consists of 37 of the State's 39 cities and towns. We will work with the LMI Committee to add representation from the remaining Providence/Cranston WIB to the Committee membership. LMI Committee support will be an ongoing activity and provides for continuous feedback from our users.

The principal customer or beneficiary of our work with the State LMI Committee is the netWORKri system itself as we get feedback and suggestions for improvements to LMI data and products. In the past, our work with the committee directly resulted in state funds to support the development of the LMI Analyzer Internet product (\$40,000) and the current three-year (now in its second year) LMI Training project with Northeastern University for career and employment counselors (\$600,000). These projects result in better service and information to all workers and employers who use the system.

**Estimated FTE's for this activity:** **0.30**  
**Estimated Personnel-Related Cost:** **\$ 20,000**

The LMI unit will also continue to maintain and update its LMI web site. We are in the process of redesigning and improving this site. This effort began this past spring and is expected to continue through the first half of this program year. A new server was purchased and installed in the last program year as part of this effort.

The maintenance and improvements to our LMI web site allows us to service anyone with access to the Internet. Data can be accessed by students at school or at home, by their teachers and guidance counselors, by the unemployed at home or from public access areas such as local libraries, and by employers from their businesses. The most important aspect is the availability of this information 24 hours a day, 7 days a week.

A new feature we are introducing in August 2002 is our electronic notification called "*LMI Stat Track*" to let customers know when a new product, news release or updated information is available on the LMI web site. We will begin soliciting the names of those interested in receiving the electronic announcements and maintain a database. We think this will be a good customer service tool and will help us solicit customer feedback and gauge satisfaction with our products.

**Estimated FTE's for this activity:** **0.15**  
**Estimated Personnel-Related Cost:** **\$ 10,000**

We have also made a commitment, based on the recommendation of our LMI Committee, to conduct a Job Vacancy Survey in this Program Year. We are sending an individual to the Job Vacancy Statistics Workshop in St. Paul, Minnesota in August 2002. This will give us the expertise to conduct the Job Vacancy Survey in RI once the complete package of tools developed by the National Job Vacancy Survey Workgroup is available (expected to be released in October 2002). We will also purchase the required Base SAS software as part of this effort. We have also been discussing the possibility of collaborating with Connecticut and, possibly, other New England States on a regional Job Vacancy Survey sponsored through the New England Governors' Council. This is still in the discussion stage but is actively under consideration. There is a possibility that the NE Governors' Council may provide funds to each state towards this effort as well.

<b>Estimated FTE's for this activity:</b>	<b>0.65</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 40,000</b>
<b>Estimated Travel Cost for Job Vacancy Workshop:</b>	<b>\$1,400</b>
<b>Estimated Cost of the required Base SAS software:</b>	<b>\$ 2,760</b>
<b>Estimated Cost of Publication and Pamphlets:</b>	<b>\$ 2,750</b>

We will also use some funds to pay our prorated share of the Agency's membership in the National Association of State Workforce Agencies. Our annual membership provides us with valuable information and provides support for our LMI efforts. We estimate our LMI share of the membership cost to be about \$3,000.

Finally, this activity will include the cost of our monthly Employment Bulletin, our annual Employment Trends publication, and our revised LMI Directory. Our principal customers for these products are the employers, workforce professionals in the netWORKri system, and State and local government personnel involved in economic planning. In addition, the pamphlets we produce describing the Internet products are geared towards instructing the general public on where to find LMI data they need. We are using many of these items, as well as our Occupational brochures, as handouts in our ongoing LMI Training project with Northeastern University.

<b>Estimated FTE's for this activity:</b>	<b>0.1</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 7,280</b>
<b>Share of NASWA Membership Cost:</b>	<b>\$ 3,000</b>
<b>Estimated Publication Costs:</b>	<b>\$ 9,300</b>

7. **Support the development of State-based workforce information delivery systems:**

As previously indicated, we contracted with a vendor (Geographic Solutions) to provide two RI specific Internet applications, the Jobseeker ([www.dlt.state.ri.us/jobseeker](http://www.dlt.state.ri.us/jobseeker)) and the Analyzer ([www.dlt.state.ri.us/analyzer](http://www.dlt.state.ri.us/analyzer)). Staff time will be devoted to maintaining these systems throughout the year. In addition, we will purchase an annual maintenance contract from the vendor. Finally, RI was a member of the LMI Access Consortium that has since reformed into the WORKFORCE i-NFORMER Consortium working to produce an Internet-based LMI delivery system. Even though we currently have an Internet delivery system and have no plans to change at the present time, we will maintain our membership in this consortium until we see their final product.

The maintenance and improvements to our LMI Internet products and web site allow us to service anyone with access to the Internet. Data can be accessed by students at school or at home, by their teachers and guidance counselors, by the unemployed at home or from public access areas such as local libraries, and by employers from their businesses. The most important aspect is the availability of this information 24 hours a day, 7 days a week.

<b>Estimated Cost of Maintenance Contract for Jobseeker/Analyzer:</b>	<b>\$ 25,000</b>
<b>WORFFORCE i-NFORMER Consortium membership fee:</b>	<b>\$ 2,000</b>
<b>Estimated FTE's for this activity:</b>	<b>0.25</b>
<b>Estimated Personnel-Related Cost:</b>	<b>\$ 15,000</b>
<b>Estimated Costs of web site pamphlets:</b>	<b>\$ 2,600</b>

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

Two years ago, the State Workforce Information Board (also known as the RI Human Resource Investment Council) approved a recommendation by the State LMI Committee to provide up to \$600,000 for LMI training for career and employment professionals. As a result of that grant, we contracted with Northeastern University to spearhead this project. Part of the grant requirements involved including LMI staff as an integral part of this training. LMI staff time spent on this project will be charged to our One-Stop LMI grant. The training, which began in February 2001, will continue over the next two years and involve career and employment professionals from throughout the state. In our first year, thirty-eight training sessions were held and attended by over 900 individuals. It is designed to provide training in the practical use of LMI in their jobs. As part of this training, several LMI staff members have been participating with Northeastern University staff in presenting the material and have gained valuable experience in public speaking. This joint effort will continue.

<b>Estimated FTE's for this activity:</b>	<b>0.7</b>
<b>Estimated Personnel-Related Costs:</b>	<b>\$ 45,000</b>
<b>Estimated Cost of Handouts (Brochures/Pamphlets, etc.):</b>	<b>\$ 4,000</b>

As in the past, we intend to take advantage of courses provided through the LMI Institute and the various State Consortia in the coming year to upgrade LMI staff capabilities. We've already made arrangements for staff to attend the Advanced ALMIS Database class in Raleigh, NC in July 2002 and the Job Vacancy Survey Workshop class offered in St. Paul, MN in August 2002. We intend to take advantage of other opportunities offered by the LMI Institute as they are announced. We are also sending an individual to the LMI Users' Group meeting being held by Geographic Solutions (the vendor for our Internet Applications) in Clearwater, FL from Sept. 9-13, 2002. In addition, we intend to send representatives to this year's LMI Forum and the NASWA LMI Conference. Finally, we will attend a regional LMI Conference if one is held again next spring. This grant will be used to cover tuition costs and related travel expenses for these items.

The principal beneficiaries of this activity are our State LMI staff as they advance in their professional development. A trained and knowledgeable staff allows us to serve our other customers better.

<b>Estimated Travel, Tuition &amp; Registration Costs:</b>	<b>\$ 15,000</b>
<b>Estimated Personnel-Related Costs:</b>	<b>\$ 10,000</b>



### **C. Customer Satisfaction Assessment**

Our plan is to provide several options to solicit customer feedback – customer surveys by mail, by phone, over the Internet and in person with Career Center Managers and through focus groups. These options will enable us to receive feedback from the business community, job seekers and the workforce system.

In January 2002, we appointed an LMI staff person to serve as a liaison to our six *netWORKri* Career Centers. Because of our State's small size, this person is able to make periodic visits to each Center to learn first hand how LMI can provide useful resources to the staff and the populations they serve. Over the months, this staff person has developed a good working relationship with the Center managers and, through this interaction, has received feedback on the products and services we provide as well as recommendations for customized products that, they feel, would be beneficial to their clients. As a result of this customer satisfaction process, we have already developed some LMI resources that are targeted to their needs.

In addition, we provide training to Career Center staff to introduce them to our new products. We feel this has been a positive experience for both LMI and our Career Center staff. As part of the customer satisfaction process, our LMI liaison will be involved in Employer Focus Groups organized through our *netWORKri* Career Centers. This liaison will work with our Employer Service Representatives, who deal directly with the employer community, to address employer needs regarding labor market information. This connection will enable us to get some direct customer satisfaction from the business community. This also strengthens our ties with the Employer Service Representatives.

In collaboration with the staff from the Center for Labor Market Studies at Northeastern University, we currently offer LMI training to career and workforce development professionals from various Agencies and nonprofit organizations from throughout the State. In addition to the regular evaluation forms, the participants are also asked to critique the LMI products we provide at the training sessions. We currently include a customer satisfaction survey form with each packet of information we provide. After the participant has had a chance to review the material, they are asked to return the form to us for product evaluation.

Over the past two months, we have completed a number of customer satisfaction surveys targeting employers, jobseekers, *netWORKri* professional staff, employment service representatives, users of the LMI web site, and specific LMI Products such as "RI's Career Anchor" and our monthly newsletter, "RI Employment Bulletin."

To date, we have received responses from surveys mailed to recipients of our "Career Anchor" publication and the "Employment Bulletin" newsletter. We are in the process of analyzing the responses from the returned survey forms. Our intention is to incorporate some customer suggestions/recommendations in our next edition of the "Career Anchor," which should be available in late fall. Plans are also in the works to revamp our Department Newsletter, "RI Employment Bulletin," based on the feedback we received.

One of our goals in the next PY is to provide customer satisfaction surveys via the Internet so a person can fill out the form on-line and return it electronically. This will be our primary source of feedback from the job seeker community but will also result in feedback from our other customers as well. Our contact with the staff and management of the *netWORKri* Career Centers also provides the opportunity for customer feedback from job seekers.

Finally, we will be tracking usage of our LMI web site pages using software such as Web Trends to give us an indication of the most popular sites from our customers' perspective.

**Estimated Personnel Costs for Customer Satisfaction Efforts:                      \$ 18,700**

**TOTAL ONE-STOP LMI GRANT EXPENDITURES FOR PY 2002:      \$ 360,182**