

Tennessee
Section b: Core Products and Services to be Provided
LMI/One-Stop Grant Plan 2003 - 2004

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

- a. Update Job Service and UI, Labor Force, CES Data- **These have been completed on a monthly basis as the data become available. The data are loaded into the ALMIS database and onto the Source web site (www.tennessee.gov/labor-wfd/source).**
- b. Update Education ('00-01), Analysis, OES Wages, and 202 Data- **The education data and analysis files were updated. OES wages were updated to 2003. The 202, now called the QCEW, is available for counties and LWIAs. The county data now are updated to first quarter 2004 (on ALMIS and the Source web site).**
- c. Short term statewide industry projections to 2005 based on NAICS: **This was completed.**
- d. Long term projections to 2012 for state and LWIAs: **Long term state projections were completed and submitted to the ETA web site.**

2. Produce and disseminate industry and occupational employment projections.

Statewide long term projections were completed by June 30 and submitted to ETA.

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

Access to skills-based information. The 6.0 version of *The Source* allows individuals to input their job skills and their personal skills and obtain matching occupations based on O*Net characteristics. They can also input the occupation they are (or were) in and the O*Net characteristics will be used to display related occupations. Reports of the skills (and other) characteristics of occupations can be printed.

Job Outlook publications: The statewide and the 13 area “Job Outlook In Brief” publications were updated and have been placed in .pdf format on the Internet. A limited number of copies of each of the 14 areas have been printed for distribution.

The “In Brief” 6 page publications contain a short area description, top occupations by educational area (bachelor’s degree and up, specialized training, and short-term or moderate-term training), and for each occupation the job outlook, annual openings, training requirements, average annual wage, and interest codes. Other web sites of interest and Tennessee Career Center phone numbers are included.

4. Provide public electronic access to the ALMIS Employer Database.

The ALMIS employer database continues to be accessible in *The Source*. We will continue to purchase the annual subscription for this database from InfoUSA. Under our maintenance agreement, GeoSol will update the ALMIS tables twice a year as the files become available. *The Source* is also linked to CMATS, the Department’s Case Management and Tracking System, in use by our agency and workforce partners.

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

In conjunction with the department’s Employment and Training Division Technical Assistance Section, three training sessions were held for employees of workforce boards across the state. The focus was primarily on the use of *The Source* to extract labor market information for their purposes.

The 24-member member Source Advisory Group has recently been reconstituted and three meeting dates have been set for the upcoming year, with the first in September. Two members have been appointed by the commissioner of the department to represent the State Workforce Investment Board. Another will represent a local WIA board. These representatives will continue to be consulted on matters dealing with *The Source* Internet product, including publicizing it broadly to ensure the widest possible access. Consultation with members of our Advisory Group is accomplished through meetings and mail, telephone, and email contacts.

6. Improve and deploy electronic state workforce information delivery systems.

The electronic state workforce information delivery system for Tennessee is called “The Source” (www.tennessee.gov/labor-wfd/source). The focus is on providing a continuously updated, comprehensive, interactive labor market information product with universal access through the Internet; providing maintenance and enhancement to the system; and publicizing it to the greatest extent possible given staff time and travel constraints. The system includes four modules:

- **Services for Individuals;**
- **Services for Employers;**
- **Labor Market Analysis; and**
- **Reports.**

Important changes are in place with the 6.0 version of *The Source* just finalized.

1. The maintenance contract with Geographic Solutions included moving Tennessee's system to an Oracle platform. The Oracle 6.0 version has been thoroughly tested. The change over to hosting the system in Tennessee will now begin.
2. A customer feedback form based on the national customer feedback study was implemented with database functionality.
3. Enhancements Geographic Solutions has provided to the product include:
 - 1..Enhanced Occupation and Industry Drills (Includes ONET Lay titles)
 2. Enhanced Occupation, Industry and Area Profiles. (Includes tabular or narrative summary) This choice is a link at the bottom of the profile.
 3. Enhanced Comparison of Industries, Occupations and Area (geographic area and time comparisons).
 - 4.Customer Selection of Preferences for Data Output, to allow the user to develop customized reports.
 - 5.Addition of Latest ONET Data.
 - 6.Addition of Latest BLS Occupation Outlook Handbook Data.
 - 7.Labor Market Facts System (Shows top 25 etc).
 - 8.Enhanced Web Content Management System.
 - 9.Personal Web Page, where registered users' choices and preferences are stored.
4. Over this grant year, Geosol has improved its updating of job listings from AJB and private job boards. This updating is now done on a daily basis (during the work week).
5. A users group of the 15 states using the Geographic Solutions product, in which Tennessee participates, has worked through telephone and email contacts and an annual meeting to increase the accuracy, efficiency, and user friendliness of the product's features.
6. Feedback from frequent training sessions with state Department of Human Services staff and others clarifies user difficulties in using *The Source*. This feedback has resulted in changes to the system which increase usability.
7. The home page, with its frequently changing news features and Resource Links to other valuable labor market information, has a site map developed in house.

8. Usage: Usage reports show weekly averages of visits and hits.

7. Support state workforce information training activities

Description:

The focus of our training is similar for internal customers and for external customers: To increase training participants' understanding of labor market information available from TN and our national partners, how to access it and to provide guidelines for using the data accurately for their purposes. For R & S analysts, there is also the need for them to continue to most efficiently provide accurate information and training to customers.

Internal customers.

1. One staff member attended the ALMIS Resource Center training; two attended the LMI Training Institute in St. Louis; one attended the Short Term Projections System training, and one attended Geographic Solutions training.
2. We continue to provide training to R & S central office statistical analysts, our field analysts, and department marketing and technical assistance staff.

External customers.

Type	Purpose	Recipients	Internal or External Customer	Number of classes or other method
ALMIS Database (Resource Center)	Train LMI staff in use of ALMIS Database	Database supervisor	Internal	1- completed
Short Term Software Methods	Train LMI staff on revised software	Projections supervisor	Internal	1
Long Term Projections	Train LMI staff on new software/methods	Projections supervisor	Internal	1
Using the Source for Counseling	Train Employment Career Specialists on Demand Occupations	Human Services Career Spec.	External	3
Using the Source-Focus on Youth	Orientation to LMI	Youth Council	External	1- Clarksville, Feb 18
Using the Source Employer Services Module	Train Marketing Staff on LMI	TN Dept. of Labor and Workforce, Marketing Staff	Internal	1 - completed
Workforce Boards Regional Technical Assistance/LMI	Train LWIA workforce boards and staff on use of LMI	LWIA Workforce Boards and staff	External	3

Tennessee
Section c: Customer Satisfaction Assessment

Assessment of Customer Satisfaction with The Source and Related Products and Services.

The Source on the Internet, "Job Outlook in Brief", Monthly LMI Reports

All customers: A customer feedback form based on the national customer feedback study was implemented as part of the *Source* Internet system.

For monthly LMI products, feedback/address change cards are periodically sent to individuals on the mailing lists.

Business customers: We expect the new executive director of the Tennessee Business Roundtable to be an active member of our advisory group, as was the previous director, and to provide ongoing consultation.

Individuals trained in using *The Source*: Customer satisfaction is assessed from evaluation forms at each training session. Feedback has been used to continuously improve training materials and methods as well as to improve *The Source* itself.