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B. PRODUCTS AND SERVICES

(Note: For all products, input from customers has been used to improve products to date. Consultation will be ongoing throughout the year. All products and services support the goals of the Iowa Unified State Plan as discussed in Section A.)

- 1) **ALMIS DATABASE:** Iowa Workforce Development will maintain version 1.1 of the ALMIS database for our current application (IWIN). We will populate and update as required the crosswalk, look-up and core tables of ALMIS database version 2.2 (or most current version) during PY 2003. Funds will be used for staff time, travel, equipment, programming and database development and related costs.

Milestones:

- >> Attend meetings of the ALMIS Resource Center, as scheduled throughout the year.
The following meetings were attended throughout the program year:
Portland, Maine from 8/5/03 to 8/7/03 (two staff members)
Atlanta, Georgia from 11/5/03 to 11/7/03 (three staff members)
Tampa, Florida from 4/13/04 to 4/15/04 (two staff members)
- >> Attend ALMIS Resource Center – Database Structure Subcommittee meetings as scheduled throughout the year.
Although there were no meetings scheduled during the year, one staff member coordinated the ALMIS Database Structure Subcommittee review of the Employer Database structure. The purpose for doing this was to present a revised structure for the Employer Database Subcommittee to present to InfoUSA during negotiations.
- >> Update the ALMIS Database licensing files: license.dbf, licauth.dbf, and lichist.dbf. (December 2003 and December 2004)
The ALMIS Database licensing files were updated during January 2004.
- >> Provide the populated ALMIS licensing files to the National Crosswalk Service Center (NCSC) for display in ACINET. These files will be coded to O*Net SOC. (December 2003 and December 2004).
The populated ALMIS licensing files were provided to the National Crosswalk Service Center in June 2004.
- >> Continue to update the core tables.
(Refer to table on the following page.)
- >> Continue to update non-core tables that have already been populated.
(Refer to table on the following page.)

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ALMIS Table Updates:

Table	Type	Version	Date of Update
ANNSLRNG	Lookup	2.2	created and populated 6/30/04
AREATYPE	Core	2.2	12/01/03
AREATYPE	Lookup	2.2	added new MSA and Micropolitan area codes on 6/11/04
BEAINCOM	Data	1.1	6/28/04
BENCHMARK	Core	2.2	11/12/03
BLDING		1.1	12/08/03
CES	Core	2.2	12/23/03; 2/17/04 with U.S. data (1939-2003)
CPI		2.2	11/12/03
EMPDB	Core	2.2	7/29/03, 10/24/03 and 4/19/04
EMPDB	Data	2.3	2004 Evaluation Edition 6/30/04
ESDATA	Core	1.1	second quarter 2003 on 7/25/03, third quarter 2003 on 10/24/03, and fourth quarter 2003 on 3/5/04
GEOG	Core	2.2	12/01/03
GEOG	Lookup	2.2	added new MSA and Micropolitan area codes on 6/11/04
HUDINCOM		1.1	2004 HUD Family Income uploaded on 4/22/04
INCOME	Core	2.2	11/21/03
INCOMTYPE	Core	2.2	11/13/03
INCSOURC	Core	2.2	11/12/03 and 11/21/03
INDCODES	Core	2.2	11/24/03
INDDIR	Core	2.2	12/01/03
INDPRJ	Core	2.2	12/02/03
INDUSTRY	Core	2.2	11/26/03
INSTTYPE	Lookup	2.2	uploaded on 6/4/04
IOMATRIX	Core	2.2	12/02/03
LABFORCE	Core	1.1	updated monthly with state and U.S. data
LABFORCE	Core	2.2	updated through April on 6/3/04
LICENSE	Data	2.2	6/21/04
LOCSTAT	Core	2.2	9/29/03
MATXSIC	Core	2.2	12/01/03
MATXSOC		2.2	5/28/03
NAICCODE		2.2	11/19/03
NAICSDOM		2.2	11/19/03
NAICDOM	Lookup	2.2	6/15/04
NAICSUPR	Lookup	2.2	6/15/04

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NAICSECT	Lookup	2.2	6/15/04
OCCCODES	Core	2.2	11/14/03
OCCDIR	Core	2.2	12/01/03
OCCPRJ	Core	2.2	12/02/03
OCCSUB	Core	2.2	12/01/03
OCCTYPES	Core	2.2	11/13/03
OESCODE		2.2	11/14/03
OESGROUP		2.2	11/14/03
OESLAYTITL		2.2	11/19/03
OESWAGE	Core	2.2	12/04/03
OESXONET	Lookup	2.2	6/11/04
OOHTRNTM		2.2	11/14/03
OWNERSHP	Core	2.2	11/21/03
POPSOURC	Core	2.2	11/24/03
POPULATN	Core	2.2	11/24/03
PRBPSTAT	Core	2.2	9/29/03
PRVGOVST	Lookup	2.2	Created and populated 6/30/04
RACEETHN		2.2	9/30/03
SCHOOLS	Data	2.2	6/21/04
SICXNAIC		2.2	4/26/04
SOCCODE	Core	2.2	12/01/03
SUBGEOG	Core	2.2	12/01/03
SUBGEOG	Lookup	2.2	added new MSA and Micropolitan area codes on 6/11/04
UNITTYPE		2.2	12/08/03
URL	Core	2.2	12/04/03
URLLINKS	Core	2.2	12/04/03
URLTOPIC	Core	2.2	11/13/03
WGSOURCE		2.2	12/02/03

>> Continue to work with neighbor states and North Carolina on the possibilities for database and application sharing using the ALMIS Distributed Access Method (ADAM).

The ADAM system was not used during the course of the program year.

>> Attend applicable ALMIS Database Training.

The following training was attended:

Delivering Solutions: An ALMIS Database Seminar in Atlanta, Georgia from 11/3/03 – 11/5/03. (two persons)

ALMIS Database Training in Raleigh, North Carolina from 6/15/04 – 6/17/04. (one person)

Expenditures through 6/30/2004: \$19,438

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2) INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS: Iowa Workforce Development will prepare and disseminate long and short-term industry and occupational employment projections. Data will be prepared using the methodology, software tools and guidelines developed by the Projections Consortium and the Projections Managing Partnership. Sub-state long-term projections will be developed for the 16 Workforce Development Regions.

(Note: Industry employment projections will be started once training in the new NAICS-based software is received.)

Milestones:

>> Complete statewide long-term industry employment projections for 2002-2012.
(February – April 2004)

The statewide long-term industry employment projections for 2002-2012 were completed in May 2004.

>> Complete statewide long-term occupational employment projections for 2002-2012.
(May-August 2004)

The statewide long-term occupational employment projections for 2002-2012 will be completed in December 2004.

>> Complete sub-state long-term industry employment projections for 16 Workforce Development Regions for 2002-2012 (April – June 2004)

The sub-state long-term industry employment projections for the 16 Workforce Development Regions for 2002-2012 will be completed in December 2004.

>> Complete sub-state long-term occupational employment projections for 16 Workforce Development Regions for 2002-2012. (July – October 2004)

The sub-state long-term occupational employment projections for 16 Workforce Development Regions for 2002-2012 will be completed in May 2005.

>> Develop short-term statewide and sub-state industry employment projections for 16 Workforce Development Regions with base year/quarter of 2003:Q4 and projected year/quarter 2005:Q4. (January – February 2004)

The short-term statewide industry employment projections will be completed in July 2004. The short-term industry employment projections for the 16 Workforce Development Regions will be completed in August 2004.

>> Develop short-term state-level occupational employment projections with a base year/quarter of 2003:Q4 and projected year/quarter 2005:Q4
(November – December 2004)

These projections will be completed in February 2005.

>> Populate the ALMIS database with the above projections data and submit projections for public dissemination following procedures to be established by the Projections Consortium and the Projections Managing Partnership. (December 2004)

The ALMIS database will be populated with projections data and the data will be disseminated to the public by December 2004.

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- >> Participate in training opportunities offered by the Projections Consortium and the Projections Managing Partnership. (throughout the grant period)
One staff member attended Long-Term Industry Projections Training in Austin, Texas from 2/23/04 – 2/25/04.
One staff member attended MicroMatrix Training in Boise, Idaho from 3/16/04 – 3/19/04.

Expenditures through 6/30/2004: \$43,230

3) OCCUPATIONAL AND CAREER INFORMATION PRODUCTS: Iowa Workforce Development will develop occupational analysis products, which meet customer needs. These products will include printed and electronic items as well as presentations on occupations and the labor market.

Milestones:

- >> Respond to requests for on-site LMI presentations. Requests are typically received from schools, school-to-work staff, IWD and partners, and various other users (throughout the grant period)
The LMI Project Manager and other LMI staff provided a total of 70 presentations to 2,030 people. The audiences consisted of school counselors, Nigerian guests, chambers of commerce, community college staff, students, educators, dislocated workers, employers, Workforce Investment Board members, job seekers, the State Workforce Development Board, parents, media, nursing home administrators and rehabilitation counselors.
- >> Compile, print and distribute the Iowa Licensed Occupations publication. (December 2003 and December 2004)
The 2003 Licensed Occupations publication was completed in October 2003. Copies of the publication were printed in November 2003 and mailed to users in December 2003.
- >> Upload a digital version of the Iowa Licensed Occupations publication to the Iowa Workforce Development Internet Home Page (December 2003 and December 2004)
The 2003 Licensed Occupations publication became available on the Iowa Workforce Development Internet Home Page in October 2003.
- >> Disseminate the 2003 Condition of Employment Publication (October 2003)
The publication was disseminated to users in November 2003.
- >> Design, layout and print Iowa Job Outlooks for the state and 16 regions. (May 2005)
The Job Outlooks for the 2002-2012 projection period for the state and 16 regions will be completed in August 2005.
- >> Continue dissemination of current supply/demand data in existing hard copy and electronic forms for the state and Workforce Development regions. (Quarterly throughout grant period)
Job Applicants and Openings for Iowa and Regions:
Second Quarter 2003: available on the Web and in hard copy in August 2003

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Job Applicants and Openings for Iowa and Regions:

Third Quarter 2003: available on the Web in October 2003; disseminated in hard copy in November 2003

Fourth Quarter 2003: available on the Web in February 2004; disseminated in hard copy in February 2004

First Quarter 2004: available on the Web in May 2004; disseminated in hard copy in May 2004

- >> Investigate user need for other occupational analysis products, using SOC and O*Net as appropriate, based on presentations to the Regional Boards. (throughout the grant period)

The transition to SOC coding has been made in several publications: *Job Applicants and Openings for Iowa and Regions, Higher Education Means Greater Earnings Potential, and the 2000-2010 occupational projections.*

- >> Review existing publications for format, content and users' needs (throughout the grant period)

The following publications have been reviewed, and subsequently redesigned, to better meet users' needs: *Job Applicants and Openings for Iowa and Regions, Affirmative Action, WorkNet and the e-Directory.*

Expenditures through 6/30/2004: \$41,102

4) ALMIS EMPLOYER DATABASE: Iowa Workforce Development will utilize the ALMIS Employer Database. The database will be accessible by the public through the Iowa Workforce Information Network (IWIN) and will be accessible through the IWD Web page.

Milestones:

- >> Update employer name and address list twice a year when the updated ALMIS Employer Database is received.

The *infoUSA* Employer Database, First Edition 2003 was uploaded in July 2003.

The *infoUSA* Employer Database, Second Edition 2003 was uploaded in Oct. 2003.

The *infoUSA* Employer Database, First Edition 2004 was uploaded in April 2004.

Expenditures through 6/30/2004: \$4,259

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5) INFORMATION FOR WORKFORCE INVESTMENT BOARDS AND OTHER INFORMATION PRODUCTS. Iowa will develop and provide products to help support the goals of the Boards, planning, analysis and program development. Quarterly brochures will continue to provide regional and state data and analysis. New products will be developed to respond to specific user needs, such as regional profiles, county or industry analyses.

Milestones:

- >> Continue production of Quarterly LMI brochures for each region. (throughout grant period)
Job Applicants and Openings brochures were prepared for 3rd Quarter 2003, 4th Quarter 2003, and 1st Quarter 2004. Brochures were completed for all 16 Workforce Development regions.
- >> Research local needs through on-site presentations, focus groups, or surveys. (throughout the grant period)
A customer satisfaction survey was developed for the web. On June 7, 2004, the survey was placed on the web in a testing mode. A survey will be added for most products at a later date.
- >> Develop regional information in either existing publications or new publications. (throughout the grant period)
Regional profiles have been developed for the 16 IWD regions that are updated annually. The latest annual update occurred in June 2004.
- >> Prepare and disseminate quarterly LMI newsletters (*WorkNet*). (throughout grant period).
WorkNet was prepared for the following quarters:
Second Quarter 2003 – available on Web in August 2003; printed copies mailed in August 2003
Third Quarter 2003 – available on Web in October 2003; disseminated in hard copy in November 2003
Fourth Quarter 2003 – available on Web in February 2004; disseminated in hard copy in February 2004
First Quarter 2004 – available on Web in May 2004; disseminated in hard copy in May 2004
- >> Prepare and disseminate 2003 Affirmative Action Data Book for employers. (January 2004)
The 2003 Affirmative Action Data Book was completed and on the Web in January 2004. An EEO-1 Supplement was also completed and made available on the Web.
- >> Prepare and disseminate 2003 LMI Directory e-card (November 2003)
The e-cards were completed and disseminated via the Internet in October 2003.
- >> Prepare and disseminate 2003 LMI Directory hard copy (January-February 2004)
Printed copies of the 2003 LMI Directory were disseminated in October 2003.

Expenditures through 6/30/2004: \$21,206

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- 6) **WORKFORCE INFORMATION DELIVERY SYSTEM:** Iowa Workforce Development is currently using the SARAS system for its electronic labor market information delivery system. The Iowa system is called Iowa Workforce Information Network (IWIN) and can currently be accessed at <http://iwin.iowaworkforce.org/websaras/>.

During this grant period, we plan to proceed with acquiring a replacement system. This will most likely require additional funding beyond this grant.

Milestones:

- >> Update IWIN as updates are made to the ALMIS database. (throughout the grant period)

Table	Date of Update
LABFORCE	updated monthly throughout program year
ESDATA	updated with third quarter 2003 on 10/29/03
ESDATA	updated with fourth quarter 2003 on 3/5/04
ESDATA	updated with first quarter 2004 on 4/21/04
EMPDB	uploaded <i>infoUSA</i> Employer Database, First Edition 2004 on 4/19/04
HUDINCOM	uploaded 2004 HUD Family Income on 4/22/04
BLDING	uploaded on 12/8/03
BEAINCOM	uploaded on 6/28/04

- >> Investigate other resources to be added to IWIN. (throughout the grant period)
A considerable amount of the program year was devoted to evaluating various LMI display systems as a successor to IWIN.
- >> Enhance current LMI page on the World Wide Web (throughout the grant period)
A Local Employment Dynamics (LED) site was added. Quarterly downloads were added for the Quarterly Census of Employment & Wages (covered employment). Frequently Asked Questions (FAQ's) were added as well as a site map and a search engine.
- >> Receive requests for LMI through e-mail on the Internet (throughout the grant period)
A total of 96 of these requests were received for the program year.
- >> Investigate new LMI Display Systems and secure funding needed to implement.
A Request for Proposal is currently being written for the purpose of purchasing a new LMI Display System.

Expenditures through 6/30/2004: \$24,260

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- 7) **WORKFORCE INFORMATION TRAINING:** Iowa Workforce Development will introduce LMI to new users and will provide refresher training to other users. We will continue to train LMI professionals and LMI users utilizing a variety of techniques, such as formal classes, on-site seminars, one-to-one sessions, ICN (fiber optics) sessions and user conferences.

During this grant period, we will implement a new series of hands-on LMI training for agency staff. The intended trainees will be Business Service Representatives and local Workforce Center staff who are most likely to use LMI frequently on their jobs. A post-training certification will also be possible to attain by completing on-line exercises.

Milestones:

- >> LMI analysts attend LMI Institute sessions (throughout the grant period)
One staff member attended LMI Applications of Geographic Information Systems in Indianapolis, Indiana, from August 18-21, 2003. Another staff member attended the LMI Forum in St. Louis, Missouri, from October 6-8, 2003.
- >> Continue “Using LMI On Your Job” training as requested (throughout the grant period)
This training was provided on November 19, 2003 to a group of rehabilitation counselors from Vocational Rehabilitation in Iowa Workforce Development Region 9.
- >> Continue refresher training and workshops using modules developed in prior years and updated to fit the audiences (throughout the grant period):
 - Using LMI for Career Decision Making
 - Resources for Building Career Awareness
 - Resources for Serving Job Seekers
 - Resources for Employers and Economic Developers
 - Career One-Stop Refresher**Twenty-three training sessions were provided to 390 participants. These customized sessions were targeted to a variety of groups such as students, school counselors, dislocated workers, employers and rehabilitation counselors. The training modules that were conducted included: *Using LMI for Career Decision Making, Researching Careers, Resources for Building Career Awareness, Resources for Businesses, Workforce Trends and Resources for Job Search.***
- >> Develop and deliver new hands-on training to agency staff (April-September 2004)
A training session on LMI Resources will be provided to IWD local office management staff in October 2004.
- >> Conduct training on new LMI Electronic Display System (April-September 2004 depending on receipt of any new system)
The IWD local office staff and partners will be trained on the new LMI Electronic Display System as soon as it is fully operational.

Expenditures through 6/30/2004: \$42,913

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C. CUSTOMER SATISFACTION ASSESSMENT

A Web-based survey tool is currently being piloted to solicit customer feedback on two specific LMI products—Laborshed Studies and the Trends Page. If this customer assessment tool proves to be successful, it will be extended to include all LMI products.

The LMI Project Coordinator obtains evaluations from the participants in her training sessions. The feedback provided on these evaluations consistently rank the training as excellent or very good.

The LMI Bureau also obtains feedback from customers in many other forms. All suggestions for improvement are considered, and frequently products are redesigned based on the constructive criticism that is received.