

September 28, 2004

Mr. David S. Lipnicky  
U. S. Department of Labor/ETA  
525 Griffin St., Room 317  
Dallas, TX. 75202

RE: OS/LMI Grant PY'03

Dear Mr. Lipnicky:

This is the Annual Performance Report required by TEGL No. 9-03 for Louisiana's OS/LMI Cost Reimbursable Grant for PY'03 covering the time period 07/01/03-06/30/05.

If you have any questions, please do not hesitate to contact me at (225) 342-3141.

Cordially,

Michael "Dino" DeMarte  
MD/pl

Enclosure

# Annual Performance Report

## Workforce Information Core Products and Services Grant PY 2003

### 1). CONTINUE TO POPULATE THE ALMIS DATABASE WITH STATE DATA

#### A. Accomplishments Compared to Plan.

##### Outcome(s) and System Impact:

- Labor Market Information was provided to customers in a user-friendly format. LMI users were able to view and download the latest information by NAICS industry codes and SOC occupational codes structures. Twenty ALMIS database tables, with another 6 nonstandard school and performance outcome tables, were updated by the end of June 2004. Updates were made monthly, quarterly, semi-annually, and annually.
- A standing agenda item at the bi-monthly Louisiana Workforce Commission meetings is an update by the LDOL Assistant Secretary of Labor on LOIS and the ongoing staff efforts to respond to customer needs for labor market information and career guidance. Commission members were routinely advised of scheduled presentations to disseminate LMI. Dialog is ongoing between LDOL staff and the Commission on ways to improve the delivery of products and services.

##### Milestones:

- All LMI statistical databases were updated in a timely manner in the LOIS delivery system. The LMI Unit collected and processed data on training providers, program availability, and performance outcomes. Performance measures are in accordance with the requirements of the Workforce Investment Act. Primary ALMIS tables utilized are *Schools* and *Programs*, in addition to tables specifically designed for state use.
- The conversion of the ALMIS database from version 2.1 to 2.2 was finished in September 2003. The staff member responsible for maintaining the database attended the annual GeoSol training in September 2003 and again in May 2004.
- The development of an interactive customer satisfaction survey form to be accessed through the front page of the LOIS Web site to determine customer satisfaction with this product was not achieved because of technical difficulties. However, it is a milestone to be achieved in PY 2004.

##### Cost:

The cost of updating and maintaining the ALMIS database was \$117,085. This exceeded the original estimate by \$24,071. The cost of technical support and staffing exceeded the estimate due to the increases in the cost of operation by the agency and in renewing our contract with GeoSol.

#### B. Customer Satisfaction Assessment.

Obtaining customer satisfaction information about the ALMIS database on the LOIS portal has been a work in progress. Technical aspects prevented this from being developed as planned during PY 2003. However, discussions are in progress with Geographic Solutions, Inc., for the development of a web based customer satisfaction survey form to be accessed through the LMI portal of the LDOL Website. A one-page customer feedback/satisfaction survey is currently being built into this database. It will serve as an interactive customer satisfaction tool with access through the front portal of the LOIS portal. The survey instrument will be designed to measure customer satisfaction with the site and to

offer suggestions on ways of improving the data and its delivery. This assessment tool is being developed and should be implemented in PY 2004.

Currently LDOL has a customer satisfaction survey that is incorporated into the web application that populates the ALMIS tables SCHOOLS and PROGRAMS as well as some additional customized tables relating to school data. The survey is completed on a volunteer basis. The questions asked relate to strengths and weaknesses of the on-line application. In addition, it asks for recommendations. In general, individuals find the system easy to use. Complaints usually refer to the fact that an error message will only appear after the entire form is completed. LDOL staff reviews this customer satisfaction input on a monthly basis. Recommendations are evaluated and prioritized based on benefit to many users, cost, and ease of implementation.

### **C. Recommendations for Improvements or Changes to the Core Product.**

Research is under way to further enhance the LOIS database. Ways to include additional data tables are currently being explored. The LMI staff has greater flexibility to refine the front page of the LOIS database and we are currently exploring possible improvements using our available resources.

## **2). PRODUCE AND DISSEMINATE INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS**

### **A. Accomplishments Compared to Plan.**

#### **Outcome(s) and System Impact:**

At the conclusion of this program year, staff received relevant training for both the long-term and short-term projections. The 2000-2010 long-term projection data were finalized and disseminated for the use by our customers, and work is in progress on the 2002-2012 data, as well as the short-term projections for 2003-2005. The impact of this data is widespread, as it is used in determining training needs and curriculum, allocations of training funds, economic development efforts, determining career paths and courses of study, and throughout the workforce development and educational arenas.

#### **Milestones:**

- Final review of sub-state occupational projections, 2000-2010
- Participate in short-term industry projections training (10/27/03-10/31/03)
- Tested long-term industry projections (2002-2012)
- Released top demand occupations, developed under the guidance of the Louisiana Occupational Forecasting Conference (2000-2010)
- Posted occupational projections (2000-2010) for state and sub-state on Website
- Begin preparation of sub-state short-term industry projections (2003-2005)
- Tested MicroMatrix (version 1.03)
- Participated in short-term methodology training (1/12/2004-1/16/2004).
- Completed preliminary statewide 2002-2012 industry projections.
- Prepared state short-term industry forecast (2003 – 2005)
- Prepared preliminary statewide 2002 – 2012 occupational projections.
- Prepared preliminary statewide (2003-2005) short-term occupational projections
- Participated in long-term projections training (2/23/2004-2/25/2004)

- Participated in MicroMaxtrix training (3/30/2004-4/2/2004)

**Cost:**

The cost of updating and maintaining the Occupational Employment & Industry Projections was \$71,820. This is \$1,401 more than the original estimate. The cost of technical support and staffing exceeded the estimate due to the increases in the cost of operation by the agency.

**B. Customer Satisfaction Assessment.**

Discussions are in progress with Geographic Solutions, Inc., for the development of a web based customer satisfaction survey form to be accessed through the LMI portal of the LDOL Website. A one-page customer feedback/satisfaction survey is currently being built into this database. It will serve as an interactive customer satisfaction tool with access through the front portal of the LOIS site. It will be designed to measure customer satisfaction with the site and to offer suggestions on ways of improving the data and its delivery.

The Occupational Forecasting Conference, which is staffed by the Governor's Office of the Workforce Commission, and LDOL, conducted regional reviews of both the industry and occupational projections. As part of this review, stakeholders were asked to provide comment and make suggestions on the available labor market information. These comments were a part of the final projections for each of the eight regions of the state.

**C. Recommendations for Improvements or Changes to the Core Product.**

None.

3). **PROVIDE OCCUPATIONAL & CAREER INFORMATION PRODUCTS FOR PUBLIC USE**

**A. Accomplishments Compared to Plan.**

**Outcome(s) and System Impact:**

This product is in support of state legislation that requires local level school guidance counselors to provide 8<sup>th</sup> through 12<sup>th</sup> graders with resources for career plans and goals. One major outcome was to help students be better prepared to make informed career decisions.

**Milestones**

- LMI workshops conducted for local one-stop staff (11 sessions throughout the state)
- As LISA was introduced to educational and workforce development professionals throughout the state, LDOL staff documented the feedback on this product to enable future enhancements to fully address customer needs. This product was updated to include SOC-based projections data (2000 – 2010) and the 2001 OES wages data.
- Updated these publications with the 2000 – 2010 occupational projections.
- Worked with the local WIBs to develop specialized LMI training.
- From July 1, 2003 through the end of the year, the LMI mailed out 95,009 career publications to high schools, technical schools, Job Center Offices and WIBs.
- Increased awareness of LISA and the Occupational Analyzer as aides for making informed career decisions. Geared LMI Learning Labs to cover these topics. Responses on evaluations were very positive.

**Cost:**

The cost for developing occupational & career information products was \$71,216. This was \$10,575 over the estimated amount. The cost of technical support and staffing exceeded the estimate due to the increases in the cost of operation by the agency.

**B. Customer Satisfaction Assessment.**

The level of customer satisfaction with the information presented at each LMI workshop or presentation was measured using a customer satisfaction survey of all participants. These evaluations were satisfactory or higher in 80 percent of the responses. Attendees were encouraged to provide comments as well as specific suggestions for improving our workshops and career products.

A strong measure of the usefulness of the new publications, "Get Your Career in Gear" (regional career guidance), and "Louisiana Career Paths" (career exploration and education planning guide) was determined by the demand for the publications, which was 102,793 pieces delivered to requesters.

**C. Recommendations for Improvements or Changes to the Core Product.**

The LMI unit had to limit the number of copies of the career products that a school could receive because of limited printing dollars available. Research & Statistics Division is in the process of leveraging funds to secure copies needed by the local Job Center Offices and WIBs. The career products were added to the LMI portal with links from the LOIS database. A flyer was developed with detailed instructions for finding these publications on the LDOL Website.

**4). PROVIDE PUBLIC ELECTRONIC ACCESS TO THE EMPLOYER DATABASE**

**A. Accomplishments Compared to Plan.**

**Outcome(s) and System Impact:**

- Readily available resource of employer names and addresses for jobseekers to send resumes.
- This system provides an employer data bank that allows claimants to search by industry for employment.
- The business community can use the employer database as a search tool in developing supply lists as well as a customer base. Therefore, it is considered to fill a data gap and provide a One-Stop service delivery system.

**Milestones:**

- Database training sponsored by the LMI Institute was attended and changes in the contract with InfoUSA to provide this data were renegotiated.
- The Employer files are updated twice a year. Research enhancements for InfoUSA are designated as a continual process.

**Cost:**

The cost of updating and maintaining the employer database was \$29,453. This was \$3,737 less than estimated.

**B. Customer Satisfaction Assessment.**

This piece of the LOIS database is one of the favorites at all the training sessions. Counselors and front-line Job Center staff access the Employer Database on a continuous bases to provide core services to their clientele.

**C. Recommendations for Improvements or Changes to the Core Product.**

One improvement to this product would be to allow users to narrow their search to the zip code level and then to have the option of choosing an industry based on the zip code information.

**5). PROVIDE INFORMATION AND SUPPORT TO STATE AND LOCAL WORKFORCE INVESTMENT BOARDS (WIBs) AND PROVIDE OTHER SPECIAL DEMAND INFORMATION PRODUCTS AND SERVICES**

**A. Accomplishments Compared to Plan.**

**Outcome(s) and System Impact:**

The expected outcome of ongoing emphasis by LDOL to provide information and support to state and local Workforce Investment Boards is continuous improvement in our collaborative efforts to serve the public and provide the resources needed for them to make informed educational and career decisions. In addition, the data provided in the Consumer Reports component, is crucial to the effective expenditure of Individual Training Account funds issued under WIA Title IB.

**Milestones:**

- Presentations were made to LWIBs and other user groups throughout the state. More than 20 presentations were made during this program year (see Attachment 1).
- LMI staff attended and participated in bimonthly Workforce Commission meetings.
- Final testing and implementation of new versions of LOIS were completed.
- The latest demand occupation list, based on 2000 – 2010 projections, was incorporated into the Consumer Reports component.
- Conducted a Job Vacancy Survey at the Regional Labor Market Area (RLMA) level. Results will be available in third quarter 2004.
- Began talks with the WIA concerning the development of profile reports for each WIB office

**Cost:**

The cost of providing information and support to the Workforce Investment Boards and producing other state demand information products and services was \$114,068. This was \$12,594 over the original estimate for this product. The cost of technical support and staffing exceeded the estimate due to the increases in the cost of operation by the agency.

**B. Customer Satisfaction Assessment.**

Focus groups with local WIBS were conducted to better tailor LMI products to the local needs of the customer. Customer choice was used to help determine the LMI deliverables after the users were informed of the currently available products and services. This effort will be continued, as new products become available to LMI.

**C. Recommendations for Improvements or Changes to the Core Product.**

Additional funding would provide for a designated staff position to prepare and up date continuously specialized reports at the WIB level. Staffing level has limited LMI to data currently available by publication or web; often this data is not available below the RLMA or MSA level. Additional staff would be trained and acquire the needed expertise to use BLS enhancements to provide data at the city level or for smaller clusters of parishes (counties) to meet WIB needs.

6). **IMPROVE AND DEPLOY ELECTRONIC STATE WORKFORCE INFORMATION DELIVERY SYSTEMS**

**A. Accomplishments Compared to Plan.**

Our goal is to increase the outreach of Labor Market Information by means of the LDOL Web site and by providing data to customers in Excel and PDF electronic format. LMI dissemination was expanded due to the amount of data now available on the agency's Web site. Various LMI cooperative program data can be found under the Labor Market Information icon on the agency's home page at [www.LAWORKS.net](http://www.LAWORKS.net).

A listing of the available information in both electronic as of June 30, 2004 are as follows:

- Quarterly Employment & Wages Reports
- Monthly Labor Market Information Bulletins
- Monthly press releases for the unemployment rates
- Frequently asked LMI questions
- Nonfarm employment data for 1990-2003 benchmarked for the state & MSAs
- Civilian labor force summary 1990-2003 for the state, MSAs, & all parishes
- Publication order form – interactive
- A list of acronyms
- Updated and expanded LOIS (ALMIS database) information system
- Career Compass* and *Career Paths*
- Career Gear regional brochures and Louisiana Career Gear Instructor's Study Guide
- Louisiana Integrated Skills Assessment tool (LISA)
- Job Vacancy Survey brochures for four MSAs and Statewide and a comprehensive statewide report which includes results for the "balance of state"

Expanded data added to the LMI Website for 2003– 2004 program year are:

- Employment & Wages annual publication for 2002
- Employment & Wages quarterly reports for first through the third quarters of 2003 (Excel)
- Employment Projections 2000 – 2010 by industry and occupation (Excel)
- Louisiana Occupational Employment Wage Survey released June 2003 (Excel)
- Revised Career Compass
- Job Vacancy Survey Report – summary publication

A series of data users training sessions was conducted around the state to inform data users on how to navigate and use the LMI Web site. Training session participants included but were not limited to economic development groups, Chamber of Commerce staff, senior and in-house agency staff, employer representatives, and Workforce Development Boards.

The "*Answer My Question*" email response system on the LMI portion of the agency's Web site provides a direct link between data users and the LMI shop. The "*Automatic E-mail Notification*" link under Labor Market Info/LOIS, Publications and Reports notifies users of any additions to the LMI portion of the web 24/7.

LMI is moving forward with securing GIS capabilities. Software has been installed and staff has attended GIS training. Two LMI staff are members of the state GIS Council and attend their meeting regularly.

**Outcome(s) and System Impact:**

- Provided a multi-delivery system to meet the wide range of field offices requirements in both an electronic and hard copy user-friendly format.

**Milestones:**

- Initiated GIS products for the delivery of LMI data at the local level. Staff has attended a training session. The LMI Supervisor is a member of the Louisiana GIS Council and attends all meeting to stay current with statewide initiatives.
- Maintained and updated all LMI related data on Web, as it becomes available.
- The use of the email notification option on the Publications and Reports site has increased the dissemination of the data by letting the users know anytime data has been added to the site.
- Press releases to the media has increased awareness of the data and exemplified uses of LMI information through the media's articles.
- Users can access LMI to ask questions in an electronic format by clicking on "Answer My Question;" this is an ongoing deliverable of the LMI unit.

**Cost:**

The cost of support development and deployment of state-based workforce information delivery was \$161,275. This was \$25,704 less than the original estimate. All products have not been updated as was planned and therefore, all the funding was not used. However, these updates should occur in PY 2004.

**B. Customer Satisfaction Assessment.**

Customer satisfaction results are collected with the delivery of all of our products. Increased web hits can be directly linked to dates of press releases and emails to the list of automatic email notification users of information added to the Website.

**C. Recommendations for Improvements or Changes to the Core Product.**

The addition of a custom satisfaction survey on the Website in multiple locations will open doors to data and site improvements.

If training is pertinent to one's job duties, funds are available, and it will not interrupt the work process, then staff should be allowed to attend all appropriate training sessions. If more than one person needs to attend, it should not be a deterrent.

**7). SUPPORT STATE WORKFORCE INFORMATION TRAINING INITIATIVES**

**A. Accomplishments Compared to Plan.**

**Outcome(s) and System Impact:**

The expected outcomes of the LMI outreach efforts are an increased awareness of the information available through the Louisiana Department of Labor and furthering the understanding of its practical applications.



**Milestones:**

- Presentations were made to user groups throughout the state upon requested (see Attachment 1).
- Bureau of Labor Statistics (BLS) mandated training to ensure quality and comparability of data used in the LMI shop was attended by support staff. Participation in the IAWP-sponsored Employer Institute as a presenter
- Presentations to LWIB and one-stop staff on updated versions of LOIS and LaVOS
- Staff training on short term projections
- Staff training on Rapid Response
- Staff training on Work Keys
- Staff training on short term methodology
- Staff training on long term projections
- Staff attendance at ALMIS database meeting
- Staff participation in training offered by LMI Institute
- Two staff members attended the LMI forum
- Staff training in GIS software
- Training By Design outreach to WIBs through customer survey (see Attachment 2).

**Cost:**

The cost to support state workforce information training initiatives was \$38,615. This is \$184 more than originally estimated. Because of travel cost variances, the estimated cost was slightly lower than the actual cost.

**B. Customer Satisfaction Assessment.**

During the past year, a “needs” survey was developed by LMI to assist in the customizing of training sessions to the needs of the audience. The surveys are sent to all pre-registered training participants, asking them to indicate the LMI products and data currently being utilized, the venue through which the product/data is accessed, and other topics about which the participant would like to learn more during the course of the training. LMI staff reviews the surveys prior to planning the program content for each session. This “needs” survey will be utilized in the upcoming year for all customers for whom LMI presentations are given.

**C. Recommendations for Improvements or Changes to the Core Product.**

Redesign hands-on training around computer lab settings for front line staff. Develop LMI web-based tutorials for new staff to use at offices around the state. Provide more self-help guides on accessing the multiple LMI products.

**SUMMARY PAGE  
ONE STOP LABOR MARKET INFORMATION GRANT  
PY'03**

*EXPENSES:*

ALMIS DATABASE	\$ 117,085
INDUSTRY & OCCUPATIONAL PROJECTIONS	\$ 71,820
OCCUPATIONAL & CAREER INFORMATION	\$ 71,216
ALMIS EMPLOYER DATABASE	\$ 29,453
WORKFORCE INVESTMENT BOARDS	\$ 114,068
WORKFORCE INFORMATION DELIVERY	\$ 161,275
WORKFORCE INFORMATION TRAINING	\$ 38,615
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<b>TOTAL CORE PRODUCTS</b>	<b>\$ 603,532</b>

*REVENUE:*

CARRY OVER PY 02	\$248,658
GRANT PY 03	<u>584,148</u>
<b>TOTAL REVENUE</b>	<b>\$832,806</b>