

STATE OF ALASKA
DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT
OFFICE OF THE COMMISSIONER

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January 15, 2008

Mr. Richard Trigg
Regional Administrator
Attn: Diane Walton
U.S. Department of Labor
Employment & Training Administration
90 Seventh Street, Suite 17-300
San Francisco, CA 94103-1516


Dear Mr. Trigg:

The Alaska Department of Labor & Workforce Development respectfully submits our PY06 Workforce Information Core Products and Services grant performance report. During PY06, the Alaska Department of Labor & Workforce Development's Research and Analysis Section completed work in five of the six core products and services outlined in TEGL 03-06:

- Continue to populate the ALMIS database
- Produce and disseminate industry and occupational employment projections
- Publish an annual economic analysis report for the governor and the AWIB
- Post products, information and reports on the Internet
- Partner and consult with the AWIB
- Conduct special studies and economic analyses

Due to staff shortages, Alaska did not publish an annual economic analyses report. Alaska's detailed performance report is attached.

Sincerely:


Clark Bishop, Commissioner
Alaska Department of Labor &
Workforce Development


Andy Baker, Chair
Alaska Workforce Investment Board



A. Statewide Workforce Information System

During Program Year 2006, the Alaska Department of Labor & Workforce Development's Research and Analysis Section (R&A) produced a significant amount of work in support of the Workforce Information Grant core products outlined in TEGGL No. 03-06. Though Alaska met the majority of the PY06 deliverables, staffing shortages resulted in the delay of the annual economic analysis report.

A. PY 2006 Accomplishments

Continue to populate the Workforce Information Database (WID)

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska maintained the WID, populating all of the core database tables, throughout the program year. The WID served as the collection point and delivery mechanism for many of Alaska's Internet products and special reports that were supplied to the business community, Alaska Workforce Investment Board (AWIB), individuals and workforce development professionals.

Due to inadequate data processing resources, Alaska was unable to implement the most current version of WID during the program year. Based on current resource levels, Alaska expects to convert to WID version 2.3 no later than 3/30/08.

2. Produce and disseminate industry and occupational employment projections

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Due to staffing shortages, the long-term 2004-2014 occupational projections were not finalized until September 2006. Both the ten-year industry and occupational forecasts were highlighted in the November 2006 issue of the monthly magazine *Alaska Economic Trends*.

Short-term, 2007-2008, industry projections were prepared for statewide and the Southeast, Anchorage and Fairbanks regions of the state and featured in the January 2007 issue of *Alaska Economic Trends*. Due to staffing shortages, production of the two-year occupational projections was delayed until December 2007.

3. Publish an annual economic analysis report for the governor and the AYIB

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Due to staff turnover and shortages, this project was not completed during the program year. Assuming staffing shortages are addressed during PY07, this deliverable will be completed by June 30, 2008.

4. Post products, information and reports on the Internet

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska continued to expand access to labor market information through the maintenance and enhancements of its workforce information delivery systems. Alaska's WI Web site is a user friendly, comprehensive online resource for jobs and careers, labor market research, education and training programs/providers and employer information. Alaska's career information delivery system (AKCIS) seamlessly links state-specific occupational and educational information.

5. Partner and consult with the AWIB

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

During the program year, Alaska continued to work with the AWIB staff and committee members to produce products and services in support of the AWIB's strategic plan. Alaska's workforce board has been uniformly supportive of the workforce information products and services provided by R&A.

6. Conduct special studies and economic analyses

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska worked on a number of special studies during PY06. Of specific interest to Alaska's policymakers and training providers, R&A began an extensive, multi-year project assessing the workforce needs of a natural gas pipeline project.

B. Customer Satisfaction Assessment

- **The method used for collecting customer satisfaction information and for interpreting the collected information.**

Alaska relied on two primary methods of customer satisfaction assessment during the program year, including customer satisfaction surveys and informal discussions with our customers. Briefly described:

1. **Customer satisfaction surveys**: During PY06, R&A conducted both a broad-based mail survey and a continuously conducted online survey. The combined online and mail-based surveys indicate that over 97% of R&A's customers are satisfied with the service received.
2. **Informal discussions and collaboration**: R&A worked closely with its primary user groups, including the AWIB, employers, and the Alaska Department of Labor & Workforce Development's Divisions of Employment Security and Business Partnerships, to ensure that data needs are being met. Alaska's principal customers expressed strong support for R&A and the services and products provided.

Though no specific improvements have been identified by Alaska's primary customers, R&A will continue to work with its customers to closely align its products and services with their needs. The primary enhancement identified for Program Year 2007 involves expanding the regional economic data and related analyses available on R&A's website.

Sandi - Please
scan these LMI reports
and save them to

a folder in the shared
drive called "2007 LMI Reports"

Thanks,

Rosemary