Annual Performance Report
State of Louisiana
PY 2006 Workforce Information Core products and Services Grant

1. **Continue to populate the workforce Information (formerly ALMIS) Database with state and local data.**

   A. Accomplishments compared to Plan.

   Outcome(s) and system impacts(s):

   - o Labor Market Information was provided to customers in a user-friendly format. Customers were able to obtain data 24/7. LMI users were able to view and download the latest information using NAICS industry codes and SOC occupational code structures.

   Milestones:

   - All LMI statistical databases were updated in a timely manner in the LOIS delivery system. The LMI Unit continued collecting and processing data on training providers, program availability, and performance outcomes. Performance measures were in accordance with the requirements of the Workforce Investment Act. Primary ALMIS tables utilized were *Schools* and *Programs,* in addition to tables specifically designed for state use. Twenty ALMIS database tables, with another six nonstandard school and performance outcome tables, were updated by June 2007.
   - The 2004 – 2014 Industry and Occupational Projections core tables were populated in the LOIS database.
   - Monthly employment and labor force data were updated in the LOIS database in a timely manner.
   - Geosol implemented the conversion to version 2.3 by the beginning of 2007.
   - Two staff persons attended the annual Geosol Conference.

   Cost:

   The cost of updating and maintaining Louisiana's LOIS database was $85,089. There were no leveraged funds identified with this core product. The state's procurement process was used for any equipment or contracts.

   B. Customer satisfaction assessment.

The agency implemented a "Customer Survey" to address any issues anywhere on the LDOL web site. The LMI manager receives responses from this survey in order to address any concerns with the LMI portion of the agency's web site. The LMI staff has continued to rely on the Webtrends reports to monitor web activity and feedback. Customer satisfaction and feedback for improvements were also collected in all training sessions as well as from surveys included in all publications. The "Answer My Question" email application embedded through out the LDOL Website enables LMI customers to receive timely answers to their LMI questions with further follow up if necessary.

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

We currently use Webtrend reports of customer web hits collected in the Labor Market Information portals. In addition, customers have the ability to email LMI staff questions concerning any LMI data on the LDOL site as well as respond to surveys in products. This allows for one-on-one feedback with follow up telephone calls if needed.

2. Produce and disseminate industry and occupational employment projections

A. Accomplishments compared to Plan.

Outcome(s) and system impacts(s):

- o The 2004 – 2014 projections data was added to the ALMIS database after completion of the review process and approved by the Occupational Forecasting Conference (OFC). Educators, career planners, and LWIAs learn what occupations will need more trained workers to steer potential workers to, jobseekers will know what occupations require additional training, and businesses are able to determine staffing shortfalls they may face in certain occupations. The Projections Unit worked with staff of the Workforce Commission to create post hurricane recovery occupational projections in a specialized report.

- o Work was completed on publishing the 2004 - 2014 industry and occupational projections and the short-term projections for 2006 – 2008 were submitted to ETA. The impact of this data are 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, as well as being utilized throughout the workforce development and educational arenas.

Milestones:

- Finalize and publish 2004 – 2014 industry and occupational projections files on the Labor Market Information and LOIS database portion of LDOL's web site.
- Meet ETA deliverable for short term projections

Cost:

Estimated costs (identify equipment purchases of $5,000 or more per unit cost)
The estimated cost of updating and maintaining the Occupational Employment & Industry Projections was $81,521. There were no leveraged funds identified with this core product. The state's procurement process was used for any equipment or contracts.

B. Recommendations for Improvements or Changes to the Core Product.

We recommend that projections training be available annually in two separate sessions, one for long and one for short-term projections, because of continuing staff turnover.

C. Customer satisfaction assessment.

Webtrends reports indicated that projections data in the Labor Market Information portal accounted for eight of the top twenty LMI sites listed. The reception of customers to the 15 career cluster brochures tying together occupational projections by industry cluster with educational requirements and wages was very high at all workshops.

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

A. Accomplishments compared to Plan.

Outcome(s) and system impacts(s):

- o The LMI Unit is in the final editing of the annual economic report for the governor. An analysis of the data collected through our BLS partnership programs for pre and post hurricane Katrina and Rita are detailed in the analysis of this economic summary.

Milestones:

- Three years of data analysis will be reflected in the first annual economic report to the governor.

Cost:

The estimated cost for developing and publishing the Annual Report for the Governor was $88,370. There were no leveraged funds identified with this core product. The state's procurement process was used for any equipment or contracts.

B. Recommendations for Improvements or Changes to the Core Product:

C. **Customer satisfaction assessment:**

Webtrends reports indicated that the career information in the Labor Market Information portal count is very high. The "Answer My Question" email application enables users to receive timely answers to their LMI questions.

4. **Post products, information, and reports on the Internet**

    A. **Accomplishments compared to Plan.**

    Outcome(s) and system impacts(s):

    o A publicly accessible state workforce information delivery system that facilitates customer access to information statewide and across state boundaries 24/7 that is continually updated in a timely manner. Web links are also updated outside of the ALMIS system to give users more flexibility with using our data products.

    Milestones:

    ▪ Updated existing data sets and developed additional information for customers use in the LMI portal as well as in LOIS Louisiana's ALMIS database.
    ▪ Activated and updated the Youth Portal to include the 2004 – 2014 projections.
    ▪ Update the LOIS site with benchmarked CES and LAUS data as well as annual and quarterly QCEW reports.
    ▪ WIB Directors are email whenever any LMI enhancements are made to LOIS or to any LMI content on Louisiana's web site.
    ▪ A complete redesign of the LDOL website and content was released at the beginning of 2007. This involved intensive work by the LMI Unit to make sure that over 400 links were activated correctly with LMI data.

Cost:

The estimated cost of updating and initiating new deliverables was $122,839. There were no leveraged funds identified with this core product. The state's procurement process was used for contracts and equipment.

    B. **Recommendations for Improvements or Changes to the Core Product:**

    Funding issues have restricted staffing with the loss of two LMI Unit positions. Additional staff is needed in order to continue the current level of development of LMI products as well to continue on-site training.

    C. **Customer satisfaction assessment:**

To determine customer needs the LMI Unit uses Webtrends Reports, emailed questions, telephone inquiries, and product and training evaluations to meet the needs of the local WIBs.

5. **PARTNER AND CONSULT WITH WIBS.**

   A. **Accomplishments compared to Plan.**

   Outcome(s) and system impact(s)

   o A publicly accessible state workforce information delivery system that facilitates customer access to information statewide and across state boundaries 24/7.

   Milestones:

   ▪ Updated existing data sets and developed additional information for customer use in the LMI portal as well as in LOIS Louisiana's ALMIS database.
   ▪ Activated and updated the Youth Portal to include brochures created through a partnership with the Board of Regents using the 2002 – 2012 projections.
   ▪ Update the LOIS site with benchmarked CES and LAUS data as well as annual and quarterly QCEW reports.
   ▪ WIB Directors are email whenever any LMI enhancements are made to LOIS or to any LMI content on Louisiana's web site. Feedback and questions are solicited by this email as well.
   ▪ WIBs will also receive a copy of the LMI Unit's report for the Governor

   Costs:

   The estimated cost of providing information and support to the Workforce Investment Boards and producing other state demand information products and services was $181,286. The state's procurement process was used for contracts and equipment.

   B. **Recommendations for Improvements or Changes to the Core Product:**

   This core product ensures the web application of LMI products and services. The LMI unit continually updates in a timely manner all statistical data produced by BLS programs and other funded research within Research and Statistics. As staff and funding levels constrict, this core product will become the primary delivery means of labor market information. Staff will continue to attend workshops, when available, on improving LMI electronic delivery of products and services.

   C. **Customer satisfaction assessment:**

   The LMI staff continued to use the Webtrends reports to monitor web activity and feedback. Customer satisfaction and feedback for improvements are also collected in all

training sessions. Staff used a comprehensive count of Web activity, WEBTRENDS, to track access to the different components of the LDOL Website. This included the number of hits, frequent visitors, downloaded data, and the keywords entered by users to locate data. These reports were evaluated to determine customer usage patterns of products/data that are most widely accessed. The reports are an important tool in tracking the number of visitors to our Website. Our goal was to increase the number of repeat visitors to our LMI sites.

6. CONDUCT SPECIAL STUDIES AND ANALYSIS

A. Accomplishments compared to Plan.

Outcome(s) and system impact(s)

o   Increased awareness of the information available through the LMI delivery system and furthered the understanding of its practical applications in the performance of our LWIA and One-Stop staff's job duties. By increasing the LWIA and One-Stop staffs awareness of LMI products, the potential and current workforce are directed to tools and information that will improve their earnings levels and their quality of life.

Milestones:

▪   Staff training to include: staff attendance at the ALMIS database meeting; staff participation in training offered by the LMI NASWA Directors Conference; and a staff member attended the LMI Forum.
▪   The LMI Manager represented the LDOL, Research and Statistics Division on the NASWA LMI Committee.

Costs:

The estimated cost of providing support and training for this statewide initiative was $38,143. The state's procurement process was used for contracts and equipment and the states travel guide was used for expenses related to the state training of WIBs, One-Stops, and Job Centers as well as for federal training for in-house LMI staff.

B. Recommendations for Improvements or Changes to the Core Product:

The LMI Unit has no authority to mandate LMI training for LWIA or One-Stop staff. This is entirely a customer driven core product. Our recommendation, as staff and funding allows, is to promote value added outcomes for One-Stops and LWIAs service programs by their requesting products and training from the LMI Unit.

C. Customer Satisfaction Assessment:

Following all LMI training presentations, participants were asked to complete a customer satisfaction survey instrument rating the presentation, providing suggestions for improvement and additional topics to be covered in future training.

All publications or special information request provided in hard copy in these training sessions have a customer satisfaction survey instrument attached. These can be mailed or faxed to the LMI office. Tallies of the results were calculated monthly to determine if any changes need to be made to the publications prior to the next printing. Feedback from the LMI customers help to determine if we provided them with the tools needed for them to provide the necessary customer services and serve us as a tool to use to improve our products.

SUMMARY PAGE

ONE STOP LABOR MARKET INFORMATION GRANT PY'05

EXPENSES:

Core Products and Services	**Budgeted**	**Actual**
ALMIS DATABASE	$112,883	$128,626
INDUSTRY & OCCUPATIONAL PROJECTIONS	$ 71,837	$ 81,855
State Workforce Investment Board Deliverables		
OCCUPATIONAL & CAREER INFORMATION	$ 67,849	$ 77,311
WORKFORCE INVESTMENT BOARDS	$108,683	$123,840
WORKFORCE INFORMATION DELIVERY	$181,286	$206,569
WORKFORCE INFORMATION TRAINING	$38,143	$ 43,463
TOTAL ALL PRODUCTS	**$580,681**	**$661,664**

REVENUE:

Carry Over PY 04	$150,931
Grant PY 05	$580,681
TOTAL REVENUE	**$731,612**