

# RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

## One-Stop LMI PY 2003 Annual Report

July 1, 2003 – August 31, 2004

This annual report is being submitted in accordance with the requirements of Training and Employment Guidance Letter No. 9-03. It summarizes the achievements and outcomes for each planned activity outlined in Rhode Island's PY 2003 Workforce Investment Core Products and Services Annual Plan.

### A. Accomplishments

1. ***Continue to Populate the ALMIS Database with State Data -***
  - Currently using version 2.2 of the ALMIS database
  - Exceeded the mandated requirements in populating the ALMIS database. Tables are updated on a weekly, monthly, quarterly and annual basis depending on the data type and frequency of the data.
  - Maintained occupational license files for inclusion in America's Career Information Network site.
  - Updated the occupational license files using 2002 data in March 2004. The three files, license.dbf, licauth.dbf. and lichist.dbf. were submitted through the National Crosswalk Service Center for inclusion on the ACINet site. The files were coded to the O\*Net SOC taxonomy.
  - These tasks required the attention of a Research Technician an average of 5 to 6 days per month along with some supervisory oversight for an estimated personnel cost of approximately \$3,000 per month.
  
2. a. ***Long-Term Projections -***
  - Multiple problems with the MicroMatrix database delayed progress on the completion of the new round of projections. However, our staff completed its work on the industry and occupational projections with calendar year 2000 as the base year and 2010 as the projected year in June 2003.
  - Currently, our 2000-2010 projections are available on our LMI web page ([www.dlt.ri.gov/lmi](http://www.dlt.ri.gov/lmi)) and are included in the new version of the ALMIS database. As requested by the Consortium, these files have also been transmitted electronically for posting on the Internet. We updated our brochures to include the new data in the fall of 2003.
  - As indicated in our Annual Plan, RI did not produce sub-State, long-term projections. Our Labor Market Information (LMI) Committee previously discussed this issue and decided that our State's small size negated the need and usability of such a breakdown for RI.
  - Completed work on our 2002-2012 Industry and Occupational Projections in August 2004. We had requested and received an extension of this task from our ETA Regional Office.

- Approximately one-half of an FTE was dedicated to these tasks through August 2004 with an estimated personnel cost of \$35,000. An additional \$4,500 was spent on producing publications and pamphlets.
- b. ***Short-Term Forecast*** –
- The LMI Unit completed the short-term forecasts for two-digit industries with a base year/quarter of 2003:Q4 and projected year/quarter of 2005:Q4 using the forecasting system developed by the Short-Term Forecasting Consortium.
  - Additionally, we also produced occupational employment forecasts with a base year/quarter of 2003:Q4 and projected year/quarter of 2005:Q4.
  - Sub-state data was not produced for the same reasons as stated for sub-state long-term projections data.
  - Approximately 0.15 of an FTE was dedicated to these tasks through June 2004 with an estimated personnel cost of \$10,500.
3. ***Provide Occupational and Career Information Products for Public Use -***
- Worked with Career Resource Network staff to produce a new *RI Career Anchor* during this program year. LMI staff helped develop the information included in this publication.
  - Continued to produce a series of eight industry specific wage and employment pamphlets titled "*Opportunities in....*" These were updated using the 2000-2010 projections and latest wage data during this year.
  - The *Occupations in Tomorrow's Workforce* and *RI's Expanding and Declining Industries* brochures were also updated with new occupational projections data in PY 2003.
  - Updated our web site and Internet applications with the latest projections and wage data.
  - Produced four posters and a combined brochure for our *netWORKri* Career Centers on *Tips for Finding a Good Job; Secrets to a Successful Job Interview; You Got the Job! Now What?;* and a *Wage Conversion* table.
  - Staff (0.25 FTEs) and printing/copying costs for the production of these brochures and posters were an estimated \$21,500.
4. ***Provide an Employer Name and Address List that can be Accessed by the Public***
- Purchased and provided 6 additional copies of this database for the *netWORKri* One-Stop Centers in RI and for the Donley Rehabilitation Center.
  - Loaded this information onto the network servers in each office.
  - Provided general public access to this database through our two Internet applications - one designed for job seekers and students (the *Jobseeker*) and one for businesses and researchers (the *Analyzer*). Also incorporated this data into our *Virtual LMI* application (called *RI Research and Economic Database*).
  - Enhanced the Employer Database by adding employer web links to make user navigation easier.

- The cost of the additional copies of the employer database was \$1,750. Staff time was devoted to installing the updated databases received every six-months and maintaining their connection with our Internet applications at a cost of approximately \$2,000.
5. ***Provide Information and Support to State and Local Workforce Investment Boards and Produce Other State Information Products and Services -***
- Staff from the LMI Unit continued to provide support to the RI Human Resource Investment Council's (HRIC) Labor Market Information Committee during this program year. The HRIC is the State WIB and has delegated responsibility for State LMI matters to the HRIC LMI Committee.
  - LMI continued to work with the LMI Committee and Northeastern University on the Labor Market Information Training project funded by a three-year \$555,555 grant from the HRIC. The targeted audience includes career and employment professionals from various organizations throughout the state as well as the staff and members of the State and local Workforce Investment Boards. The grant was awarded to Northeastern University in November 2001. This project received a 2002 National Customer Service Award in the *Building a World Class Workforce: Professional Development and Capacity Building* category from the US Department of Labor and the National Association of State Workforce Agencies.
  - Approximately, two month's staff time (estimated personnel cost of \$25,000) was spent working with and preparing information for the LMI Committee during this grant year. This does not include time spent preparing for and working with Northeastern University on the actual provision of the training which is covered in item 7 below.
  - Continued our electronic notification bulletin, *LMI Stat Track*, which alerts our customers to new products, news releases and/or updated information available on the LMI web site. There are now some 700 people on this email list and it continues to grow each month. LMI Stat Track has proven to be a great resource for our customers interested in receiving timely notification of new and/or updated LMI products. Approximately, \$10,000 was spent on staff support for this activity during the PY.
  - Completed work on our State's first Job Vacancy Survey in September 2003. The data generated from this survey provided a measure of employer demand for workers in local communities and allowed for an analysis of job vacancy characteristics, including full or part-time status, wages and benefits offered, and education and experience required. Nearly 2,000 establishments were selected to participate. Followed up this survey with a second Job Vacancy Survey in the spring of 2004 focused on Health Care and Social Assistance sector. Survey was completed in August 2004 and results were published in September 2004. Approximately \$54,000 (staff time, postage, software & publication costs) was spent on these two surveys during PY 2003.
  - Produced *"State of the State"* - an analysis of the state and local economies using 1990 & 2000 Census data, 1992 & 2001 wage and employment data.

- Produced a "*Decade of Change in Rhode Island*" - an analysis of private sector employment over the 1992 - 2002 period by major industry group.
- Produced "*Rhode Island Commuting Patterns - Census 2000*" - detailed breakdown of commuting patterns for the state and individual cities & towns.
- Produced "*Health Services in the Ocean State*" - an analysis of employment and wages in RI's Health Care industry.
- Updated RI's "*Expanding and Declining Industries*" brochure using the 2000 - 2010 industry projections.
- The cost of staff time spent on these publications was approximately \$15,000 with another \$5,000 for publication expenses.
- Used a portion of these funds (\$3,000) for our prorated share of our Agency's membership fee to the National Association of State Workforce Agencies. Our annual membership provides us with valuable information and support for our LMI efforts.

6. ***Support State-Based Workforce Information Delivery Systems and Maintain Common Systems/Web-Based Systems Support -***

- Staff time was spent maintaining and troubleshooting our two Internet applications, the *Jobseeker* and the *Analyzer* during the first half of the program year. A portion of these grant funds was also used for the maintenance contracts for these two Internet applications. The annual maintenance contract for both systems took effect January 1, 2003 at a total cost of \$22,104. An estimated \$15,000 was spent on staff time maintaining these systems with current data during the program year.
- Staff worked with our vendor (Geosolutions) to implement a new product, *RI Research and Economic Database (RI RED)*, designed to replace our current separate systems, the *Jobseeker* and the *Analyzer*. Brought this application on-line in the spring of 2004. An estimated \$10,000 in staff time was devoted to reviewing, debugging, and commenting on changes needed for this system. An additional \$2,600 was spent on producing training and informational brochures/pamphlets for this new system.
- Staff continuously maintained and updated data files for our revised LMI web site at a cost of approximately \$17,500 for the program year.

7. ***Fund State Workforce Information Training Initiatives -***

- Continued to work with the Center for Labor Market Studies at Northeastern University to provide training on the practical use of labor market information resources to career and employment professionals throughout the State.
- Two LMI staff members participated in several of the training sessions along with Northeastern University staff. In addition, other LMI staff spent a considerable amount of time preparing data and publications for the training sessions. Total cost of staff resources for these activities was approximately \$25,000 over the PY with an additional cost of \$4,000 for various materials provided to the training participants. These efforts were supplemented by the \$25,000 received from the US Department of Labor as a Customer Service Award for the LMI Training effort in 2002.

- LMI staff also took advantage of several training opportunities from the LMI Institute and other sources during this program year. We sent individuals to the following training:

- *Virtual LMI* users group meeting in Clearwater Florida, September 2003
- Two staff members attended the *LMI Forum* in St. Louis, MO, October 2003
- *Short-Term Industry Projections* training in Kansas City, MO., October 2003
- Two staff members attended the *Long-Term Industry Projections* training in Austin, TX., February 2004
- Two staff members attended the *OES MicroMatrix Software* training in Kansas City, MO, April 2004

In addition, the LMI Director attended:

- The NASWA LMI Directors Conference in Denver, CO., August 2003
- The NASWA LMI Committee meeting in Arlington, VA., January 2004
- The ETA Policy Forum (for the Director) in Chicago, IL., February 2004

The LMI Director also participated in several conference calls as part of his responsibilities as a member of the NASWA LMI Committee.

- Personnel and travel related costs amounted to some \$26,000 for these activities during the program year.

## **B. Customer Satisfaction Assessment**

- The LMI liaison to the *netWORKri* Centers continued to provide LMI products and services to our six Career Centers throughout the state. She works directly with the Center managers to solicit feedback on the products we offer. As a result of this relationship, the LMI Unit develops resources specifically targeted to the staff and the populations they serve.
- Staff also provide a customer focus since they have regular communication with customers. We have also developed feedback forms for the pamphlets other LMI products produced which encourage customer (mostly employer) input.
- During the last Program Year, our *netWORKri* liaison also strengthened LMI's ties with the Employer Service Representatives (ESRs) who work directly with the employer community. This connection has enabled us to get some direct feedback from the business community.
- A first-time publication, "*State of the State*", stemmed from these customer requests. This publication contains population demographics, educational attainment levels and employment opportunities at the city/town level. The "*State of the State*" publication received the second place award in the category of "Localized LMI Product/Service for Workforce Development" in the 2003 NASWA LMI Communications Publication Award competition.
- Another new publication - "*Ten Years Later*", which compares RI industry employment with other states, was produced following a request from the Governor's Office for state employment data.

- Our *"Rhode Island Commuting Patterns - Census 2000"* was produced based on information requests we had received from our State's Economic Development Corporation for such data.
- Our series of eight *"Opportunities in..."* brochures received the 2004 NASWA LMI Communications Publication award in the category of Product or Service for One Stops.
- Our *"Health Services in the Ocean State"* placed second in the 2004 NASWA LMI Communications Publication award in the category of Product or Service for Businesses.
- Our new internet application, the *RI Research and Economic Database (RI RED)*, has been well received by our users. One example was an unsolicited e-mail received from a *netWORKri* Career Center staff member who wrote "Congratulations on this new web site. I am beginning to use it and am telling others in the office about it. Tremendous job!!!!!" This was received before any formal training was even conducted.
- One *netWORKri* manager wrote concerning the brochures we LMI produced on *Mapping a course to Career Success*, "The staff got a peek at the brochures and are already fighting over them. Those who work in specific programs are asking if they can obtain a supply to give to their customers..."
- We continue to use Web Trends software package, which gives us the capability to track the usage of our web pages. This analytical software package gives us an indication of the most popular sites from our customers' perspective.
- Staff time devoted to the liaison activities noted above amounted to approximately \$20,000 during the program year.

### **C. Recommendations for Improvements or Changes to the Suite of Core Products**

We believe that the current suite of core products and services provides sufficient flexibility for states to tailor their products/services to the needs of their respective customers.