

WORKFORCE INFORMATION GRANT  
PY2003  
SOUTH DAKOTA  
Progress Report  
September 30, 2004

The period of performance for most of the activities in this grant is from July 1, 2003 to June 30, 2004. However, there are a few activities that will continue until December 31, 2004. This progress report covers activities completed and dollars spent as part of the PY2003 grant. Fiscal expense reports were available only through June, so actual expenses will be used for activities completed by June 30. Budgeted amounts will be used for activities between July 1 and September 30.

**ALMIS Database**

Nonfarm wage and salaried data and QCEW covered worker data have been converted to the new NAICS taxonomy. With the change to version 2.2, the problems with populating 6-digit NAICS code worker data has been solved. We are in the process of upgrading the ALMIS data base structure to version 2.3, and we expect to have all core tables converted by October 29, 2004. The core tables of the ALMIS database has been populated with statewide and sub-state data. We have put 2003 licensing data into the data base. The licensing data was also sent to the NCSC. All significant milestones have been met.

We continue to have problems getting data into and changing data in the ALMIS data base. For example, exporting the QCEW data into the ALMIS database format is a difficult task. The EXPO program has a program to export the data in the ALMIS database format, but it has some problems, i.e. confidentiality issues. After we run the EXPO program, we have to go through multiple steps before the data is ready for publication.

In addition to the problems of getting data into the ALMIS database, we have other issues with it. For example, the ALMIS database is difficult to use for our website applications. Because of those issues, the data for our website applications are stored in databases separate from the ALMIS data base. Our applications programmer designed separate working file databases that allow us to work on the data before it is published. The application automatically moves the working file data to published data after a specified date.

	Planned	Actual
Dollars Spent: ALMIS database	\$17,050	\$16,328

**Industry and Occupational Employment Projections**

We completed work on the 2002-2012 state-level long-term industry projections by NAICS code. The delay in the publication of the national industry projections and the late delivery of a micro-matrix industry projections software that actually worked was a

major problem. It caused a crunch with respect to workload and caused us to miss some projections deadlines.

We have started work on the 2002-2012 long-term industry projections for the Sioux Falls MSA, the Rapid City MSA and three balance-of-state areas. We have spent a lot of time creating historical county employment data by industry, using the NAICS codes. Determining worker levels for presumed not covered industries has been a major activity. We plan to finish work on the long-term industry projections for the sub-state areas by December 31, 2004. (The PY2003 plan indicated the sub-state area industry projections would be done by August 31, 2004)

LMIC staff produced 2002-2012 state-level long-term occupational projections. Those projections were submitted for public dissemination following procedures established by the Projections Consortium and the Projections Managing Partnership.

We will continue to work on long-term substate occupational projections for the Sioux Falls MSA, the Rapid City MSA, and three balance-of-state areas after the industry projections work is done. That work will not be done until April 15, 2005. (The PY2003 plan showed that the sub-state occupational projections would be done by December 15, 2004.) In addition to the national industry projections and industry projections software problems already noted, the late delivery and problems related to the micro-matrix application caused major delays in the projections activities.

The LMIC used the annual openings data from the long-term projections to determine occupational demand for workers and to determine high growth occupations. The occupational projections are widely used in our career magazines and brochures.

We produced statewide short-term industry employment forecasts from 4<sup>th</sup> Qtr. 2003 to 4<sup>th</sup> Qtr. 2005, using the NAICS industry codes. As with the long-term projections, the late delivery of the short-term industry forecasting software was a major problem in completing all the plan milestones. We had planned to do multiple quarters of forecasts, but ended up doing only the 4<sup>th</sup> Qtr. 2003.

We have populated the ALMIS database with the 2002-2012 statewide long-term industry and occupational projections.

Because of the delays in the delivery of national industry projections, long-term industry projections software and short-term industry forecasting software, we have not completed all the planned short-term forecast work. We had listed 16 required milestones for this activity. By December 31, 2004, we will accomplish ten of those milestones, which amounted to over 60 percent of the goals. Because of the problems previously stated, some of the work had to be moved to PY2004.

	Planned	Actual
Dollars Spent: Projections	\$37,800	\$ 37,237

## **Occupational and Career Information Products**

We conducted a survey of private post-secondary institutions and collected 2003 graduate data by educational program. We used the data from this survey and the data from the SD Follow-up Project (public educational and training programs) to determine trained supply by occupation.

LMIC staff determined and published high growth occupations by educational level. High growth and high wage occupations were published in the **Career Spotlights** brochures. The high growth and high demand information is also used to answer many requests for occupational and career information.

We used a combination of Employment Services job applicant data and graduate/completer numbers to determine occupational supply. Information from wage records was used to establish controls for the total supply of new workers. The occupational demand (new workers need yearly) were compared to occupational supply to determine a numerical overall job outlook rating and a SD worker trend rating. The numerical ratings were converted to graphic descriptors. The graphic descriptors were published in the **Careerways** magazine.

From July 1, 2003 through September 30, 2004, we designed, published and disseminated 8,459 copies of the **Careerwise** magazine, 32,652 copies of the **Career Spotlights** brochures and 54,340 copies of the **Careerways** magazine to students, teachers, counselors, businesses and workforce development professionals. A total of 11,875 copies of the **Careerwise**, **Career Spotlights** and **Careerways** were sent to Career Center, SD DOL, or partner agency staff. The **Careerwise** magazine is designed for adults and has been a huge success at the Career Centers. The **Career Spotlights** and **Careerways** are also widely used with customers at the Career Centers. In addition, Career Center staff use the magazines when they visit local schools in their areas.

We also published 46,885 copies of the Bookmarks, 27,653 copies of the Parents Brochure, 28,376 copies of the **Career Wonders** magazine, 300 copies of Kid Posters, 1,068 copies of the Career Peeks activities brochures, and 20,078 copies of the **Career Aware** and 5,862 copies of the Pocket Resume. Approximately 21,018 copies of these products were provided to Career Center, SD DOL, or partner agency staff. The Bookmarks and Pocket Resumes are widely used and distributed by Career Centers for workforce development activities. Some of the products are used by Career Center staff when they visit local schools and employers. The other biggest users of these products are school counselors, teachers and school administrators

LMIC staff answered requests for occupational and career information; approximately 5,739 requests from all types of users were completed. We handled 454 requests from Career Center, SD DOL, or partner agency staff.

We tabulated and published occupational wage data. The occupational wage data was placed on our internet website; the wage data on the website is updated (aged) every quarter. LMIC staff developed and published the **2003 South Dakota Occupational Wage** publication in December, 2004. We charged \$15 for this hard copy publication (to help pay paper and printing costs). Almost 1,900 copies of the publication were sent to customers. The publication contained wage data for statewide, two MSAs and three Balance of State wage areas. The 2002-2003 OES wage data was aged to June 2004 for the publication. Only a few copies of the publication were provided to Career Centers. This year, we have attempted to cut down on the number of hard copy publications. We try to steer customers to our website application. In addition, we used e-mail to notify customers about the availability of the publication and that the occupational wage data is on the LMIC website. All employers who responded to the OES survey (and provided e-mail addresses) were contacted via the e-mail form letter.

We conducted a 2004 benefits survey to collect employee fringe benefits information. We worked with the employee benefits consortium to develop a survey instrument. The data collection was part of a pilot test of the benefits consortium questionnaires. The fringe benefits information included both the frequency of benefits and the costs. We published the SD 2004 Employee Benefits brochure in September 2004. We designed the brochure to be more “executive friendly,” and the new format was a great success. Approximately 663 copies of the brochure have been distributed. The more detailed benefits data was published on the LMIC website.

Staff collected 2003 licensing information from the state’s licensing and certification boards. We used the licensing information in the SD Follow-up Project reports and will use the data in our new career information website. We provided the licensing data to the national site and populated the ALMIS data base.

We completed all the significant milestones for occupational and career information products. We greatly exceeded the measurable outcomes for this activity, including the number of publications distributed.

	Planned	Actual
Dollars Spent: Careerwise	\$ 7,610	\$12,441
Benefits Survey	\$ 8,100	\$ 8,346
Occupational & Career Inf. Requests	\$ 7,325	\$ 9,312
Job Opportunities Ratings by Occupation	\$ 3,620	\$ 4,138
Licensing by Occupation	\$ 4,275	\$ 5,471
Total	\$30,930	\$39,708

### **ALMIS Employer Database**

Career Center staff and customers and other SD DOL staff are provided access to the ALMIS Employer Database through three different levels of access. The general public will be provided access through the Employer Locator on the Career InfoNet website.

We provided access to the Employer Database for Career Center staff and customers through a state government Intranet site. This application provides information about selected employers and has limited file download capability.

One LMIC staff person has the Employer Database on her computer hard drive. This allows the LMIC staff to download larger files and do more intensive searches. We also have a link on the LMIC web site to the Career InfoNet web site.

We installed two updates to the ALMIS Employer Database; the current installed version is 2004 2nd Edition.

All significant milestones were met.

	Planned	Actual
Dollars Spent: ALMIS Employer database	\$ 3,100	\$ 4,201

## **Support Workforce Investment Boards**

We moved our affirmative action from hard copy brochures to a html file on the LMIC website. We used feed back from our users to determine what we should make available to our customers. The Affirmative Action information is provided to assist employers in the completion of their Affirmative Action Plan (AAP). Specifically, information is provided that will allow employers to compare the percentage that women and minorities comprise of all employment in their establishment to the percentage of women and minorities with requisite skills in the recruitment area. Information is also provided regarding the percentage of women and minorities in the population and in the labor force. Because the affirmative action tables contain a lot of labor force data by gender and race, employers use it for other needs (in addition to affirmative action purposes). The following items are available on the website:

**2000 Census EEO Data Tool**

*(Employment by gender, race and occupational group)*

**2000 South Dakota Census Population and Civilian Labor Force by Gender and Race**

**Affirmative Action information for surrounding States**

**Contact information regarding the preparation of an Affirmative Action Plans**

**Contact information regarding the Census 2000 EEO Tabulations**

**Information on filing EEO-1 reports, including instructions and contact information Two Factor Analysis**

LMIC staff produced 12 monthly issues of the **South Dakota Labor Bulletin** and distributed 24,443 copies to all types of users. Career Center, SD DOL and partner agency staff received approximately 4,580 copies of the publication. Great care is taken to make sure that the **South Dakota Labor Bulletin** is published on the due date.

We produced **Community Labor Profiles** for Career Center staff, businesses, and economic development groups. The Career Center staff use the CLPs for meetings with businesses and economic development groups. Customers can get a CLP by either using the LMIC interactive website application or by requesting a CLP from LMIC staff. (The recent change to the interactive website application was a cost-saving move that has enhanced the quality and availability of labor supply information. The website application allows the user to use a default area configuration based on commuting patterns or they can pick the areas to include in a custom CLP. LMIC staff completed 21 CLPs for customers. In addition, customers used the website application to create approximately 375 CLPs on their own. The profiles provide a wide range of labor market information about the area, including labor supply. The CLP uses a combination of unemployed and underemployed data to determine available labor supply.

LMIC staff answered many requests from workforce investment boards, Career Centers, Career Learning Centers, and other SD DOL staff, topping 5,090 requests. We met with the Workforce Development Council in July 2004 to discuss the PY2003 grant and ask for input on the PY2004 grant.

A major workforce information request topic this past year was analysis of training programs, helping educational planners determine if new or expanded training is needed. Health care occupations were the focus of several projects conducted in cooperation with other state agencies. LMIC staff met with the SD Board of Regents staff in Pierre to discuss the demand for and supply of workers in health care occupations. We met with members of a health care taskforce in Mitchell to discuss health care workers trends and information. LMIC staff attended Health Careers Planning meeting in Chamberlain to discuss availability of information about health care occupations.

LMIC staff met with SD Tourism and State Development staff to determine their workforce development information needs. We established a plan to provide them the information they need.

Of the 32,015 information requests handled by LMIC, almost 43 percent (13,640) were from businesses or economic development groups. Business and industry was by far the largest single requester group. Excluding the 3,284 requests for career magazines (paid for by ACRN funds), business and industry accounted for over 50 percent of the requests for labor market information. All information requests are answered within one business day unless a different completion date has been agreed upon.

LMIC staff conducted several research projects. Each professional staff is assigned research projects and is required to write up the findings. In most cases, the research papers are used as a basis for articles for the **South Dakota Labor Bulletin**. Staff prepared 14 research articles; ten of these articles have been or will be published in the **South Dakota Labor Bulletin**. The following topics were researched:

Topic	Start date	End date	Published
Teaching Occupations	05/01/2004	08/31/2004	Backup
Job Tenure & Work Experience	07/01/2004	09/30/2004	October, 2004
Stereotyped Occupations	08/01/2004	12/31/2004	Backup
Nonfarm Workers-Year in Review	12/01/2003	01/31/2004	February, 2004
Occupational Wage Trends	09/01/2003	01/31/2004	March, 2004
Employee Benefits	09/01/2003	02/28/2004	April, 2004
Lone Eagles	01/01/2004	03/31/2004	May, 2004
Summer Jobs in 2004	03/01/2004	05/31/2004	June, 2004
Wage Records Research	03/01/2004	05/31/2004	July, 2004
Births and Deaths	03/01/2004	06/30/2004	August, 2004
Minimum Wage	05/01/2004	07/31/2004	Backup
Follow-up	06/01/2004	08/31/2004	Backup
Statewide Occupational Trends	07/01/2004	09/30/2004	November, 2004
High Tech Industries	07/01/2004	09/30/2004	October, 2004

A topic of great interest and usefulness is wage records research. Because we have access to other administrative data that we can combine with wage records, we are able to answer many workforce development questions without having to implement a new survey or a new data collection. We have used wage records to answer many questions on worker characteristics and job turnover. LMIC staff worked with other regional states on a LAUS AAMC to determine unemployed entrants and reentrants using wage records and other administrative data. One of the major breakthroughs in the research was to develop a procedure to transform worker transactions (from a single employer perspective) to a labor market concept.

We started work on three GIS projects, but we were not able to complete them because our GIS person left for a position in another division in the SD DOL. However, we have hired a new economic analyst and are getting her trained on GIS applications.

	Planned	Actual
Dollars Spent: GIS applications	\$ 10,700	\$ 5,318
Publish monthly Labor Bulletin	\$ 29,600	\$ 26,912
Workforce Development Info	\$ 53,950	\$ 39,804
Community Labor Profiles	\$ 15,025	\$ 5,780
Workforce Development Research	\$ 28,750	\$ 30,768
Wage Records Research	\$ 22,650	\$ 27,973
Workforce development planning	\$ 950	\$ 397
Total	\$161,625	\$136,952

### **State-based Workforce Information Delivery Systems**

We used PY2003 funds to work on the next phase of the new Career InSite “virtual career information” web site. The web site is being developed for use by Career Center staff and their customers and other career decision-makers who don’t have access to career development information elsewhere.

We are working to incorporate LMIC career information into the Career InSite application. In addition, O\*NET data will be part of this application. Some of the work on Career InSite has been delayed and will not be completed until the fall and winter of 2004, because programming staff have not been available to do the work.

We made enhancements to the South Dakota Training Provider and Program Planning website application. This website is the most comprehensive site of information on educational programs and training programs, including both private and public training. The application is used to certify WIA training providers. Except for programs wanting to be WIA certified, all other listings are voluntary. Program outcomes data from the SD Follow-up project and other sources have been used to populate the program planning modules. Potential students can compare outcomes from various providers and programs and make decisions about the education or training that meets their needs. LMIC staff worked very hard to encourage training providers to list their programs. When we shared information about the Training Provider and Program Planning application with school counselors, they were quite excited about this new source of information.

Staff made changes to the LMIC web site to make it much more interactive and functional for users. We added quarterly QCEW data to the website. In recent months, the SD DOL made a major change to their website, and LMIC staff have started work redesigning our website to have the same “look and feel” as the SD DOL site. The web site can be found at <http://www.sdjobs.org/lmic>

	Planned	Actual
Dollars Spent: Career InSite	\$ 31,950	\$ 49,685
Training Provider & Program Performance	\$ 30,300	\$ 26,084
LMIC web programs	\$ 13,100	\$ 12,298
Total	\$ 75,350	\$ 88,067

### **State Workforce Information Training**

We made two presentations at the Statewide WIA/Workforce Development conference in Yankton in October 2003. One presentation was on the Community Labor Profiles and the second was on the Training Provider and Program Planning application. In September 2004, LMIC staff provided occupational trends information at the Statewide WIA/Workforce Development conference in Spearfish. We also had an LMIC exhibit table at the conference. We made a presentation on the Training Provider and Program Planning application to Career Center staff in Mitchell in February 2004.

Staff presented information on labor supply to the Brookings Chamber of Commerce annual meeting. The Brookings Career Center manager was also on the same panel.

We presented information on career trends at the Rural Health Workforce Symposium in Chamberlain. (ACRN funds were used for this activity.)



We presented career and occupational information at a new (school) counselors meeting and six fall guidance workshops. (These meetings are part of the ACRN grant.)

Staff developed a plan to provide LMI training to the Career Center staff. Bernie Moran will attend the Career Center staff meeting to provide an LMI overview. After the staff meeting, she will then provide one-on-one training to any Career Center staff who request it.

LMIC staff worked on plans to provide Career Development Facilitator training to Career Center and partner agency staff. The training will be part of two-part, three day training for LMI users and for professional development for workforce development professionals, school counselors and teachers. (This will be a joint project with other state agencies and involve ACRN funding.)

Staff attended professional and technical training to improve their skills and learn about new procedures. The following training was attended by LMIC staff. (Some of this training was paid for by PY2002 funds.)

- ALMIS Database Training in Atlanta
- ALMIS Intro to ArcGIS Training in Indianapolis
- LED Quality Workforce Indicators training
- LMI Forum in St. Louis
- NASWA LMI Directors Conference in Denver
- STIP training in Kansas City
- NASWA LMI Directors Conference in Minneapolis
- Adobe Photoshop training in Sioux Falls
- EDS training in Albuquerque
- Frontpage 2002 training in Aberdeen

Dollars Spent:		Planned	Actual
	Workforce development & LMI professional staff training	\$12,500	\$ 14,825

**Customer Satisfaction**

We conducted a customer satisfaction survey for our SD Workers and Pay Publication. Although the response was pretty low, the survey yielded important information. From the survey, we learned that 17.6 percent of the customers were business owners or employees or business association professionals. The largest customer group was workforce development professionals, sitting at 26.5 percent. Government agency staff (excluding workforce professionals) made up 23.5 percent of the total. Economic development professionals accounted for 11.8 percent of the publication subscribers. Individuals and the other group made up the remaining 23.5 percent.

Using a scale of 1-10, customers ranked their satisfaction using three different comparisons. The publication received two scores of eight and one score of nine. Using a process very similar to the one used by the Employment Security agencies, the publication received an index score of 81.8. The previous year, we surveyed the SD Labor Bulletin's customers who also ranked it; the SD Labor Bulletin received a 78.4 indexed score.

We document information requests received by the LMIC. Information about each request is entered into an Access data base, including the subject and user type. We are able to query the data base and report on the types of information requested and who is making the information requests. We can tabulate data on just businesses or on Career Centers and other professional workforce development agencies.

We designed and mailed a customer satisfaction survey to the mailing list for the **South Dakota Labor Bulletin**. Although we have not reached the 50 percent response goal, the feed-back has been very useful.

The LMIC presenters at the WIA Conference/LMI Users Conference received higher scores than the average for all presenters at the conference.

		Planned	Actual
Dollars Spent:	Customer Satisfaction	\$ 7,575	\$ 8,612