

**VERMONT
PY 2003 WORKFORCE INFORMATION GRANT
ANNUAL PERFORMANCE REPORT**

A. Accomplishments

1. ALMIS Database

Outcomes: Version 2.2 maintained through monthly and quarterly updates. Staff stays informed about new development through communication from the consortium and the web. Projection for 2012 was added to the database.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$55,000

2. Industry and Occupational Projections

Outcomes: Short run industrial and occupational projections statewide to 2005 completed. Ranking of occupations projected to have the most openings through 2005 is published on the State LMI web page. ETA extract for short run projections has been completed and transmitted per instructions from the consortium.

Long run, statewide industrial and occupational projections are completed. The LMI unit is currently working on updates to web products for statewide projections. ETA extract was transmitted in June of 2004.

Long run, area industrial projections are completed. Occupational projections for two substate areas are expected to be completed in the next program year. Paper publications will also be completed in the next program year.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$70,968

3. Occupational and Career Information Products

Outcomes: The LMI unit has updated the Occupational Information Center with the latest long run projection data for online viewing. Occupational projections files, in Excel format, have also been prepared for download to satisfy the needs of users requiring a comprehensive database.

Work on integrating O'Net skill information into the web site is about 90 percent complete. This project will allow users to view the most important skills, tasks and related details for individual occupations. This project is expected to be completed by the end of September 2004.

Occupational wage estimates have been produced for 4 substate areas using the North Carolina EDS system and data is published on the LMI web site.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$45,000

4. ALMIS Employer Database Access

Outcomes: A Cold Fusion application to access the ALMIS employer database from the Internet was created by LMI staff. A test version was cleared through InfoUSA to ensure compliance with licensing requirements. The web site is kept current with the latest release from InfoUSA. Internet access allows wider distribution and benefits key customers such as the Economic Development staff.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$25,000

5. Provide Information and Support to WIBs

Outcomes: The LMI unit has produced monthly and quarterly updates to data on employment and unemployment by WIB. In addition, regular updates are provided to the Labor Exchange Database from the DET administrative file for active applicants and job openings. This information provides a current indicator of the occupational supply/demand relationship for each WIB.

Work is continuing on the development of a 'Regions' page for the LMI web site. This will provide an integrated economic and demographic view of the various geographic structures. The unique WIB geography will benefit significantly from this development.

All activities completed within planned milestones; however, the development of the 'Regions' tab will extend through Program Year 2004.

Actual Aggregate Expenditures: \$35,000

6. Improve Electronic Workforce Information Delivery System

Outcomes: The VT LMI unit has worked with DET programming staff and Kansas programming staff on creating the Vermont Job Link (VJL). They provided occupational projections and wage files for the labor market information section of the VJL, which is a comprehensive web application allowing both employers and workers to access current job openings and a resume bank. It also contains a 'Career Information' component to allow quick and easy access to labor market information.

LMI staff also upgraded the Internet based Customer Satisfaction Survey for the LMI web site and created a report to show the usage statistics for the LMI products on the web. The results are available in Section B.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$50,000

7. Training Initiatives

Outcomes: Two training presentations were conducted for staff using LMI to help customers with various job search and development activities. Attendees included representatives from DET and various state agencies such as: Vermont Student Assistance Corporation, WIBs, PATH (Welfare Department) and Economic Development. Sessions were held in computer labs providing Internet access to allow hands-on use of the LMI web page. A demonstration of how to access various types of information was followed by a case study exercise to give participants the opportunity to work independently on the web. A summary of how to retrieve information for the exercises was provided as a study guide for the future. Evaluations indicated the sessions were very productive.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$20,071

8. Employer Fringe Benefit Survey

Outcomes: Data collection for the employer fringe benefit survey continued through June 2004. Results will be tabulated and published on the web in July. The fringe benefit survey provides information frequently requested by employers, such as health insurance availability and amount of vacation time provided. The results are available on the web site for employers by employment size, to make the information appropriate for small and large businesses.

LMI staff began discussing the development of a more comprehensive fringe benefit survey with the state Health Department and other interested agencies. Planning for an expanded survey was not in our original plan but evolved from the needs of our customers. We will continue to explore this possibility during program year 2004 if funding allows.

All activities completed within planned milestones; however, publication of the latest survey results will extend into program year 2004.

Actual Aggregate Expenditures: \$10,000

9. Monthly Newsletter Publication

Outcome: The DET newsletter is published monthly and covers all facets of DET program activities. Articles are written each month by the VT LMI unit to cover various departmental activities, including plans for training programs, proposed legislative changes relating to WIA, information relating to interaction with other state agencies, such as the Department of Education and the Department of Corrections. Announcements about recent data releases, such as the availability of the EEO file, are provided to help employers working on affirmative action plans. Quantitative information and analysis of labor market conditions are provided each month to help employers understand recent employment trends.

All activities completed within planned milestones.

Actual Aggregate Expenditures: \$10,000

B. Customer Satisfaction Assessment

The Customer Satisfaction Survey available through the LMI web site was simplified to encourage more responses and posted in January 2004. However, the number of people who completed the survey was still very modest, eleven responses for the six months ending June 30, 2004. The results generally indicate the information is relatively easy to understand but some people had a difficult time finding what they were looking for. A summary of the results shows:

Customer Satisfaction Survey

www.vtLmi.info

The information was:	1	2	3	4	5	0	Overall	% of All
Indicate your level of agreement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A 1/	Rating 2/	Resp. 2/
	Number of Responses							
Easy to find	1	2	0	1	2	5	3.2	55
Timely	0	0	1	1	3	6	4.4	45
Detailed Enough	0	0	1	1	3	6	4.4	45
Easy to Understand	0	0	0	2	3	6	4.6	45
Helpful	0	1	0	1	3	6	4.2	45
In a useful format	0	1	2	1	1	6	3.4	45
Satisfied with the website	2	0	0	3	1	5	3.2	55
1/ - Checked by default, includes both those who checked it and those who skipped the question.								
2/ - Based on those respondents who checked one of the five rating levels.								

In order to make it easier to find information, the PY 2004 annual plan will include a project to improve the 'Regions' tab on the LMI web site. Some work was done on this in PY 2003 but more needs to be done to provide users with a single access point to get a summary of local information. We will also continue to offer LMI training based on the web site that will familiarize customers with the logic and structure of our information.

Vermont Web Usage

In order to assess which sections of the LMI web page are being used the most, LMI staff developed a FoxPro program to count the 'Visitor Sessions' from the web log for our site. Based on the activity from July 2003 through June 2004, the following sections of our site were used the most:

Vermont LMI Web Products Highest Usage

Web product / page	Visitors	Visitor Sessions	Page Views	Hits
TOTAL	33,203	95,488	169,413	758,114
home	10,001	19,281	23,108	112,667
/index.cfm	9,261	17,461	20,806	103,474
occupations home	8,811	14,300	19,488	107,303
/occupation.cfm	8,811	14,300	19,488	107,303
occupational info center	7,389	12,091	33,406	92,383
career exploration	6,080	11,890	15,673	69,633
/oic2.cfm - occupation list	6,322	9,549	21,097	45,642
qcew	4,626	9,293	12,889	30,260
/oic3.cfm - occupation report	5,884	9,112	20,200	45,811
wages & income home	5,516	8,188	8,979	36,985
/wageincome.htm	5,516	8,188	8,979	36,985
ces	2,864	5,924	7,197	13,262
downloads	1,845	5,557	7,171	8,454
/career.cfm	3,366	5,307	5,907	22,731
economic and travel indicators	1,002	5,250	7,877	10,650
unemployment home	3,030	4,679	5,274	19,708
/unemp.cfm	3,030	4,679	5,274	19,708

The table shows the strong demand for occupational information and that is where we are concentrating our development efforts. As indicated in the core products, we are expanding the Occupational Information Center to include occupational skill information to complement other occupational details.

C. Recommendations for Improvements

Recommendations for improvement need to be viewed in the context of the resources available. Based on the current level of funding, we are able to make gradual improvements to our web product that help people find what they want and add new items periodically. Based on the comments from users and meetings with managers of different state agencies, I think an important area for expansion is the fringe benefit survey. We have looked at the work from the fringe benefit consortium and think they have developed a good survey instrument. We are discussing with state agencies possible improvements to our survey and may use the consortium's questionnaire in our next survey round. This would provide considerably more detailed information on fringe benefits and satisfy more users.