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Annual Report
PY 2005 Workforce Information Core Products and Services
Arizona Department of Economic Security
Research Administration

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Section A. <u>Accomplishments</u>:

1. ALMIS Database

Outcomes achieved relative to plan:
   During PY2005, Research Administration continued to populate core data tables of ALMIS
   (Version 2.3) and continued to maintain the database. Data and related products were provided
   for public dissemination via Arizona's Workforce Informer. LMI customers were provided
   access to a full range of state and local labor market information in a timely and efficient
   manner. Updates to the ALMIS occurred as scheduled by data type and periodicity of revision.

   Research Administration staff attended ALMIS and related training and development courses
   during the PY2005.

   Research Administration continued to explore ways to (a) support multiple computer platforms
   to access a single ALMIS database structure, and (b) link current/expanded business needs to
   ALMIS database structure.

Activity conformity to planned milestones:
   Research Administration was in general conformity with planned milestones. Research
   Administration updated ALMIS to version 2.3 in PY2005. No earlier planned milestones were
   compromised in PY2005.

Public Electronic Access to ALMIS Employer Database
Outcomes achieved relative to plan:
   Research Administration was successful in providing the ALMIS Employer Database via
   Arizona's Workforce Informer. Updates were performed within 30 days of receipt and related
   CDs distributed to various Employment and Training Administration groups.

Activity conformity to planned milestones:
   Research Administration was in general conformity with planned milestones. A list of training
   activities is included under No. 6. Research Administration established security agreements with
   the use of the CDs. As well, with the Department of Economic Security and with other agencies,
   Research Administration continued to review and support related security agreements to ensure
   proper levels of use and security were provided with all ALMIS and other data. Research
   Administration was in general conformity with all other planned milestones.

Expended: $158,798
Requested: $229,466
Variance: ($ 70,668)

Explanation of Variance:

Timing of upgrades to the ALMIS database structure planned for PY2005 will be carried forward into PY2006 based on evaluation of options.

2. Industry and Occupational Employment Projections

A. Long-term industry employment projections

Outcomes achieved relative to plan:
State level NAICS based industry forecasts were produced for 2004-2014. Research Administration utilized the Long-Term Industry Projections software developed by the Consortium. Research continued to serve as one of the beta test groups for new and revised versions of forecasting software developed by the Consortium. Research Administration also continued to develop SAS-based models to produce LT forecasts. These data products and information were provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:
Research Administration exceeded planned milestones and was able to produce and provide LT industry employment projections for 2004-2014. Research Administration established a six-month production cycle to coincide with the OES production cycle where updates to data (new and revised) are made possible for state and sub-state regional output.

Research Administration has at times struggled when software updates occur, an experience shared with other consortium member states. There exists little advance notification and coordination/support to states regarding revisions.

B. Long-term occupational employment projections

Outcomes achieved relative to plan:
State level NAICS based occupational projection data were produced for 2004-2014 Statewide, Phoenix MSA and Tucson MSA, and Balance of State (rural region). These data products and information were provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:
Research Administration exceeded planned milestones and was able to produce and provide LT occupational employment projections for 2004-2014. Research Administration established a six-month production cycle to coincide with the OES production cycle where updates to data (new and revised) are made possible.

Research Administration proceeded with updating software as revised versions of LTIP were received. Research Administration continues to express the frustration with updates occurring with little advance notification to states regarding revisions. Software idiosyncrasies and version/patch updates typically cause some disruptions and delays of output and stress limited production resources.

   C. Short-term industry employment projections

Outcomes achieved relative to plan:
   State and substate NAICS based industry level forecast data were produced for 2005-2007.
   These data products and information were produced every six-months and provided to Arizona's
   Workforce Informer and ALMIS. Arizona was successful in producing and distributing sub-
   state MSA and regional data.

Activity conformity to planned milestones:
   Research Administration was successful in producing short-term industry employment
   projections using STIP software in general conformity with planned milestones.

   D. Short-term occupational employment projections—

Outcomes achieved relative to plan:
   State level NAICS based occupational projections data were produced for 2005-2007. These
   data products and information were provided to Arizona's Workforce Informer and ALMIS.
   Additionally, Research Administration produced output for this period for regions: Phoenix
   MSA, Tucson MSA, Flagstaff MSA, Prescott MSA, Yuma MSA, and the rural counties in three
   (3) clusters of Northeast, Southeast, and Western regions. These data products and information
   were provided to Arizona's Workforce Informer and ALMIS.

Activity conformity to planned milestones:
   Research Administration continued to struggle with the Micro-Matrix software in PY2005 as it
   related to updating revised versions of software. Again, there exists little advance notification to
   states regarding revisions and software idiosyncrasies and version/patch updates caused some
   minor disruptions and delays of output.

Expended: $126,169
Requested:$120,000
Variance: $ 6,169

Explanation of Variance:
   Expenditures were slightly greater due to breaking out WIB regions for Training and Education
   and Resource Model (TERM) report.

3. Occupational and Career Information for Public Use

Outcomes achieved relative to plan:
   * Several forecasting models were revised to include five (5) MSAs and sub-state regions.
   * Occupational projections O*NET SOC based data have been produced.
   * Research Administration further developed a statewide model that broadens the concept to an
   all-encompassing approach beyond the CTE Project. Sub-state models were further developed in
   PY2005 to apply to each WIB region, with the exception of Gila/Pinal. Research Administration

is exploring options to deal with the difficulties of aggregating data for this region. The TERM model was designed to assist local WIBs with workforce development planning and assessment and targets workforce planning performance objectives in consideration of a dynamic economy over a two-year period. Updates to the work plan are possible every six (6) months, which include revised data and forecasts, allowing the plan to be adjusted to the goals as the economy changes.   This new model that was developed as a planning tool for the WIBs was initially referred to as the Training and Education Resource Formula (TERF), but was later renamed to Training and Education and Resource Model (TERM). This model represents a leading edge product of LMI and is the first of its kind among states to be developed. Research Administration has received strong interest in developing this model for use in other states. Research Administration presented this model to the National Association of State Workforce Agencies (NASWA) in Kansas City in PY2005 and later presented the model to Department of Labor (DOL) regional staff during their PY2005 review. The TERM received notable citation as a "Promising Practice" and DOL expressed interest in helping other states to make use of it, once Arizona is successful in applying it.

Activity conformity to planned milestones:
Research Administration was successful in providing all updates and revisions to data and software to provide occupational and career information for public use. All data are represented in NAICS structure and all occupational projections include O*NET SOC based data. Production and maintenance in PY2005 was in general conformity with planned milestones.

Expended: $ 91,213
Requested:$ 91,156
Variance: $ 57

Explanation of Variance:
Expenditures in this area were on track.

4. Information and support to State and Local WIBs and Other Special Demand Information Products & Services

Outcomes achieved relative to plan:
LMI Manager attended several local and regional meetings held by the LWIBs
     NACOG (Northern Arizona Council of Governments)
     Maricopa County
     Phoenix
     Mohave/La Paz
     Cochise County
     Coconino County
     Yavapai County
Research management regularly attended Arizona's GCWP quarterly meetings and provided presentations on status of new website and other developments during PY2005.

Research management participated regularly and as otherwise needed in Arizona's GCWP subcommittees—
        Executive Committee
        Economic Development Committee
        Technical Steering Committee
        Education Committee

Expended: $ 61,375
Requested: $ 61,156
Variance: $ 219

Explanation of Variance:
    Expenditures in this area were on track.

5. Arizona's Workforce Informer Internet Web Site

Outcomes achieved relative to plan:
    Data and related products were provided to the public via Arizona's Workforce Informer website. ALMIS data core files were updated to the database as data became available and all LMI products and articles were provided to the website. Since the deployment of Arizona's Workforce Informer, Research Administration has continued to expand data and products to the website and to develop new features to enhance the website.

    Enhancements to the website during the PY2005 were:
- Updated version of Workforce Informer was tested and implemented to work compatibly with ALMIS 2.3.
- For Rapid Response, developed the ability to publish interactive GIS maps on the Internet/intranet.
  - A multi-user spatial database was developed for GIS data management.
  - QCEW program data was used for creating sample GIS applications
- Website was modified to support LMI Teleconferencing by including schedules and supportive information for attendees, such as training material, maps & directions, etc.
- Expanded website to include TERM related sub-state data.
- To aid access and ease of use, PDF files were added to many files on the website as an additional format option.
- Included database of licensing requirements for Arizona occupations
- Included charts and graphs for earlier provided tables for LMI customers

    Research Administration staff were sent to GIS training and development seminars and related conferences. Two LMI staff were trained in GIS analysis and one Technical Support staff was trained for server-side GIS technological applications.

Efforts in PY2005 also continued in the development/testing of GIS applications in Research Administration, especially since the BLS program has been coding Quarterly Census of Employment and Wages (QCEW) data and Census data has been resourced for eventual GIS applications. Research Administration aims to leverage efforts of BLS and Census in providing GIS applications/products to LMI users and discussed possible options with other stakeholders.

Activity conformity to planned milestones:
  Updating and revising products and data to the website to support the public's efficient access was in general conformity with planned milestones.

Expended: $ 129,509
Requested: $ 121,157
Variance: $ 8,352

Explanation of Variance:
  Expenditures fluctuated slightly between quarters depending on production and support functions.

6. State workforce information training activities

Outcomes achieved relative to plan:
  Research Administration staff combined efforts to provide promotion and LMI training to One-Stop Career Centers, Job Service, and Local Workforce Development Area (LWDA) staff and other DES program staff. There were 14 activities for 167 participants conducted in PY 2005.

  Training/Presentation topics included but were not limited to the following:
            LMI—Where to Get it & What to do with it (Information Access and Uses)
            LMI for Workforce Development Planning and Performance Measure Assessment
            Arizona's Workforce Informer—Data & Information for YOU
            Economic Trends in Arizona
            Arizona's Employment Forecast
            Where Are the Jobs? Arizona's Fastest Growing Occupations!
            Career Exploration

  Research Administration continued to provide customized LMI training to serve four targeted groups.   Presentations were provided upon request for business and workforce development groups.

The following chronology represents the major presentations that were conducted in PY2005:

Month	Day	Presentation to:
July	13	Pima County, at Research Administration
August	3	Presentation of TERM to Department of Education w//Mellegard & Masters

	16	KFHX (small business radio)
	18	Workforce Excellence Conference, LMI & TERM
	20	KFHX (small business radio)
	23-26	NASWA Director's Conference In Kansas City, Missouri
September	17	KFHX (small business radio)
	19	Presentation of TERM to Tribal Council w/Dollie Chauvin
	21	ADOT Revenue Forecast Meeting
October	3	TV Interview with Jobing.com
	13-Nov	Arizona Librarian Association - Keynote Speaker, presentation
	15-Jan	KFHX (small business radio)
November	9	Arizona Business Education Advisory Council, Presentation CTE/TERM
	19	KFHX (small business radio)
December	13	KFHX (small business radio)
January	15	KFHX (small business radio)
	20	Scottsdale Workforce Development, TERM
	25	ABEAC at DES, Presentation by Van Braswell
February	8	WIA & DOL Regional Staff, TERM
	18	KFHX (small business radio)
	13	REESC, Russians Evaluating US Labor System/Infrastructure
	15	ASU Institute for Social Science
March	9	AZ Association of Workforce Developers
	14-15	Assisted WIC Conference in Tucson
	18	KFHX (small business radio)
April	19	Rapid Resonse Presentation
	27	NAU Invitation Yavapai Mini Med School
	31	FOX news interview
May	27	WIA Forum - Presentation of TERM
June	1	NACOG Presentation of LMI, LEHD, TERM
	22	City of Phoenix, Presentation/Discussion of Industry Clusters

Other Activities with Presentations/Discussions:
        Governor's Office of Strategic Planning and Budget -- Monthly
        Joint Legislative Budget Committee's Financial Advisory Committee -- Quarterly
        Dept of Commerce Economic Research Advisory Committee – Quarterly (or when scheduled)
        Arizona's Business Education Advisory Council – Quarterly
        Arizona Governor's Office Economic Research Information Exchange Cabinet, Monthly

    Activity conformity to planned milestones:
        Research Administration provided training and support activities during PY2005 on how to
        access and LMI data and information from its website. Training activities were in general
        conformity with planned milestones.
        Research Administration collaborated with GCWP Economic Development Subcommittee in
        pursuit of additional funds and organization of regional focus groups. The GCWP Economic
        Development Subcommittee elected to re-evaluate this activity and defer further action during
        the PY2005 year.

Staff Workforce Information Training and Development:

Jack York attended:
ALMIS Database Seminar
ALMIS Resource Center and Employment Security Commission of North Carolina in San Diego, CA
August 2005

Long Term Industry Projections Seminar
Projections Managing Partnership (PMP) between US Department of Labor and State Governments in Boise, Idaho
September 2005

MicroMatrix Occupational Projections Software Seminar
Projections Managing Partnership (PMP) between US Department of Labor and State Governments in Boise, Idaho
March 2006

ArcGIS I & II Desktop Software Training
ESRI and Northern Arizona University in Flagstaff, Arizona
May 2006

Cheri Levenson attended:
 Estimates Delivery System Training, May 2-4 2006 (Atlanta)
 ESRI Introduction to ArcGIS II, May 24-26(Flagstaff)

Frances Griego attended:
 EDS training: Boise, Idaho June 5-8 2006

Development of a Customer Satisfaction Assessment Strategy—LMI Products and Service

   Outcomes achieved relative to plan:
      Research Administration developed, distributed and otherwise made available customer
      satisfaction surveys during PY2005. Arizona's Workforce Informer required a great deal of
      attention and customer support to LMI customers. Customer satisfaction survey information and
      data was collected, tabulated, and statistically analyzed for meaningful interpretation toward
      improving LMI products and delivery of services.

   Activity conformity to planned milestones:
      Information received has and will provide general guidance for Research Administration's LMI
      products and services and outreach efforts.   Research Administration was in general conformity
      with planned milestones.

Additional activities, products, and services were performed during PY2005 period:

Several additional Arizona LMI publications/products:
* LMI Directory – *Annual update*
* *Growing and Declining Industries* by county from QCEW data—Updates produced each quarter for each county region.
* *Employer Size Distributions* by county from QCEW data—Updates were produced each quarter for each county region.
* *Detailed Unemployment Insurance Claims and Claimant data*—Updates produced each month. Prior to being made public, UI data is undergoing a process of validation. To support this effort and to integrate where needed, Research Administration has established a "core team" which is currently working with the UI Administration programming staff to document and assist the validation process. A substantive amount of the data, referred to as Characteristics of the Insured Unemployed, has not yet been provided to Arizona's Workforce Informer, but the data was established on the development site and prepared for DERS review.
* Assistance and support was provided to the Department of Labor, Employment and Training Administration (DOL ETA) State Unemployment Insurance Benefit Financing Model (SBFM) in Arizona. Research Administration provides continued or on-demand assistance with this model, and it should be noted that this model is expected to assist other state agencies, legislative planning, and beneficiaries of local distributions. Additional products and information are possible for use in improved local planning of UI distributions.
* Provided significant assistance to the WDA and WIB staff in reviewing and editing the Workforce Development Two-year Plans.

    Expended: $ 55,369
    Requested:$ 61,156
    Variance: ($ 5,787)

    Explanation of Variance:
        These were savings due to the teleconferencing.

Section B. <u>Customer Satisfaction Assessment</u>:

The methods used for collecting customer satisfaction information and for interpreting the collected information in PY2005 were as follows:

- Customer survey form provided to Arizona's Workforce Informer web site to collect comments
- Customer survey form provided at LMI presentations and training sessions
- Arizona Workforce Informer web site application (WebTrends) provides comprehensive and summary reports on most requested/downloaded LMI products and data, etc.
- Telephone and in-person feedback provided by LMI customers

- All survey and website data collected was tabulated, statistically analyzed and summarized for identification of improvements

An assessment of the principal customers' satisfaction with the product or service:

1. ALMIS—customers are excited to have access to this data. Customers have expressed eagerness to have access to the broader cross integration of data between states for which the ALMIS is being developed. Arizona's GCWP and LWIBs have provided many complimentary comments regarding the electronic access to LMI employer data and related products.

2. Industry and Occupational Employment Projections—
   a. This data has high demand and LMI customers (policymakers, government agencies and private companies, education, economic developers, training providers, and One-Stops) provide a significant amount of comments via telephone requests, in-person comments, and during meetings.
   b. Customers/users of this data and information want more local data
   c. Customers/users of this data express appreciation for Research Administration's timeliness and frequency of updates

3. Occupational and Career Information for Public Use—
   a. NAICS and O*NET data are in high demand and primary customers, such as education, One-Stops, and training providers express need to have more local and recent data.
   b. Increased attention has been drawn to (and expressed demand is high) for incorporating LMI data into curriculum development, training programs, and public service-provider program planning.

4. Information and Support to State and Local WIBs and Other Special Demand—
   a. Research Administration continued to work with representatives of local areas to further identify and develop products to support their needs.
   b. Research Administration continued to develop and provide substate data and LMI products beyond the core deliverable requirements to further assist and support local areas. More data at substate level is also planned.

5. Arizona Workforce Informer Internet Web Site—
   a. LMI customers have expressed with enthusiasm their praise for providing all LMI information via Arizona's Workforce Informer.
   b. PY2005 experienced continued development. LMI customers have been finding information on our website and proving positive feedback
   c. Arizona's GCWP and LWIBs have provided many complimentary comments regarding the electronic access to LMI data and related products
   d. Both casual and sophisticated users have increasingly provided general praise for providing the abundance and altered formatted data and information.

6. State Workforce Information Training Activities—
    a. In PY2005 Research Administration deployed monthly training programs via teleconference facilities owned/operated by the Department of Economic Security. DOL highly complimented this process and favorably cited it in their review.
    b. The method used for collecting customer satisfaction with state workforce training activities was a feedback form provided to all participants at presentations/training.
    c. Customer satisfaction feedback was quantified on a 5-point scale in four areas, with 5 being the highest satisfaction level.
    d. Participants could also add and score additional areas with the same scale, and also add comments and suggestions.
    e. The scores were compiled, and the average overall score was 4.4 across all areas.
    f. Comments are not so easily summarized and quantified but generally reflect the same trend as the numerical scores.
    g. Suggestions and comments are reviewed and implemented when and where feasible.
    h. LMI clients expressed demand for GIS related applications.

Activities to be undertaken to add customer value to the product or service, where needs for improvement are identified:

- Arizona in PY2005 provided "local" data in several of its products
- Research Administration coordinated with the production cycles of BLS programs to, in most cases, include as frequent distribution of LMI data and product updates.
- Collaboration with stakeholders in PY2005 was planned to provide assistance with training and development of web site and products.
- Research Administration plans to collaborate with the Department of Commerce in developing focus groups did not occur in PY2005. This activity is pending re-evaluation by the GCWP Economic Development Committee and availability of leveraged funds.

Section C. <u>Recommendations for Improvements or Changes to the Suite of Core Products</u>:

Recommendations based on accomplishments—
    Core products

- Industry and occupational employment projections have been aligned with production cycles of data collection sources.
- Software (consortium-produced) used in production output should be documented and communication regarding updates well coordinated to front-line user groups in states. Additionally, the output format required of states to provide ETA (at the federal level) should be well communicated to the states and within the capacity of the software to produce.

Recommendations based on customer satisfaction assessment findings—
   As expressed by our regular users of LMI, of key importance are the following:

- Accurate data and information
- Local data and information
- Timeliness of data and information
- Training should be provided and targeted for specific type of users

Recommendations based on consultation with customers—
   Resulting from direct feedback from our customers, Research Administration developed/enacted:

- Improved ease of use by providing more details of products on website via links.
- Redesigned and reformatted Arizona Workforce tables products to make them easier to read and more consistent with other products.
- Added several new PDF file format products for user ease of access.
- Provided several new tables and graphs of Price Indexes (CPI, PPI, ECI).
- Provided history file for Motor Vehicle Department data
- Compiled database of licensing requirements for Arizona occupations.
- Developed TERM reports and data for WIB regions
- Developed and provided OES clusters by region to minimize
- Combined Data File (occupation projections, wages, & training requirements combined in one file for ease of reference)
- Applying for Government Jobs update
- Employers Only Page
- Direct Link to Arizona's Job Bank
- Glossary Page
- Additional local data and information
- Additional training and outreach targeted to specific customer groups
- Related Web Sites