Oregon

Theodore R. Kulongoski, Governor

Employment Department

Research Division

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**WORKSOURCE
OREGON**

September 21, 2006

Mr. Richard Trigg, Regional Administrator
U.S. Department of Labor
Employment and Training Administration, Region 6
81 Stevenson Street, Suite 830
San Francisco, CA 94105-2920

Dear Mr. Trigg:

Please find enclosed Oregon's Program Year 2005 Workforce Information Grant Annual Report.

The report highlights the Employment Department, Workforce and Economic Research Division's achievements in meeting the outcomes laid out in the PY 2005 Grant Plan. Variances, if any, in the outcomes achieved versus planned outcomes and/or variances in actual development/delivery schedules from planned schedules are discussed in the appropriate section of this report.

Sincerely,

Laurie A. Warner
Director, Oregon Employment Department

Elizabeth King, Chair
Oregon Workforce Investment
Board

Enclosures

Oregon

Theodore R. Kulongoski, Governor

Program Year 2005
Workforce Information Core Products and Services Grant
Annual Report

1. Continue to Populate the ALMIS Database with state data.

A. Accomplishments Compared to Plan

- Oregon has been using the latest version of the ALMIS Database (V2.3) since it became available in the fall of 2004. We continue to update the database as releases become available.

- Maintenance was renewed on our Oracle database licenses in May 2006.

- Oregon has attended all ALMIS Database Consortium/Resource Center meetings during this program year.

- *Oregon Licensed Occupations 2006* was published both in hard copy and on OLMIS in December 2005 and incorporated into OLMIS tools at the same time.

- Estimated expenditures for this activity were $35,917 and have not varied significantly.

B. Customer Satisfaction Assessment

- Because the ALMIS database contains confidential information and operates at a level below the interest of our customers, we do not discuss it with the WIBs or other customers per se. However, we do discuss OLMIS and data center products that reside on top of the ALMIS database. These contacts with our customers indicate a high level of satisfaction with OLMIS information.

C. Recommendations for Improvements to Core Product

- No recommendations.

2. Produce and Disseminate Industry and Occupational Employment Projections

A. <u>Accomplishments Compared to Plan</u>

- Produce sub-state long-term industry and occupational employment projections for 2004-2014. Complete October 2005.

- Produce statewide short-term industry and occupational employment projections for 2005-2007. Complete June 2006.

- Populate the ALMIS Database with sub-state projections for 2004-2014. Complete November 2005.

- Populate the ALMIS Database with statewide projections for 2005-2007. Complete June 2006.

- Review training opportunities for employment projections. Decision made not to send staff to training to conserve grant dollars.

- Ensure that NAICS-based historical series are ready for 2004-2014 employment projections. Complete March 2005. (2004-2014 industry and occupational projections were completed and published in October 2005. 2004-2014 projections were included in OLMIS in January 2006 after coding changes to accommodate changes in how projections were published.)

- Estimated expenditures for this activity were $34,348 (plus funding from other sources) and have not varied significantly.

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

- Contacts with WIBs, WIA providers, workforce development professionals, planners, and other customers indicate that these projections are used and valued, especially when used in conjunction with other workforce information as found in the Occupational Information Center or Occupation Explorer.

- Oregon has not previously published short term forecasts so no assessment is available. Discussions with most customer groups have suggested there is little demand for these projections in Oregon. Discussions within the workforce information division's Technical Review Board produced agreement on the serious quality limitations of such short-term projections. These projections were not published, but were available upon demand.

C. <u>Recommendations for Improvements to Core Product</u>

- No recommendations.

State Workforce Investment Board (SWIB)/State Workforce Agency (SWA) Deliverables

3. Provide Occupational and Career Information Products for Public Use

    A. <u>Accomplishments Compared to Plan</u>

- Oregon *CAREERS* was published and distributed in January 2006 (English) and February 2006 (Spanish). 180,000 English language copies and 35,000 Spanish language copies were distributed to high schools, one-stops, community colleges, and other institutions around the state.

- *Oregon Wage Information 2006* was published in June 2006 and is available for download from OLMIS. Information from this publication was also incorporated into the Occupational information Center and Occupation Explorer.

- Occupational tools on OLMIS have been maintained and improved on an ongoing basis. The Occupational Information Center received a new interface and is currently being refactored. The Educational Information Center has been refactored. In addition, the new OLMIS Guide was introduced in February 2006.

- Costs for this grant component were estimated to be $42,846 (plus funding from other sources) and have not varied significantly.

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

- Information gathered from customers such as school guidance counselors, workforce development professionals, vocational rehabilitation counselors, and WIBs indicate that products in this category are highly anticipated, well received and widely used.

    C. <u>Recommendations for Improvements to Core Product</u>

- No recommendations.

4. Ensure that workforce information and support required by state and local workforce investment boards are provided.

   A. <u>Accomplishments Compared to Plan</u>

- Oregon's LMI Director has attended almost all OWIB meetings and will continue to do so. In addition, he has visited several local WIBS during the course of the 2005 program year.

- Out-stationed Research Division staff have personally visited every local WIB at least once. This activity is ongoing. In fact, some out-stationed staff routinely attend local WIB meetings.

- Research Division staff completed and published the Oregon Employer Benefits Survey for all WIBs in March 2006 and the Health Care Needs Assessment in September 2006.

- Oregon's LMI Director sought input from chairs, vice-chairs, and executive staff of Oregon's statewide and local WIBs regarding the next Oregon Employer Survey, to be undertaken in the spring of 2007,

- Oregon continues its participation and leadership role in the Census Local Employment Dynamics (LED) project, and provides LED data (including new mapping tools) to WIBs and other customer groups.

- Costs for this grant component were estimated to be $101,109 (plus funding from other sources) and have not varied significantly. Note: Almost all activities in this area were funded outside of this grant.

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

- Information gathered from WIB members (from a formal customer satisfaction survey in the spring of 2005) indicates that Research Division staff efforts to provide WIBs with high quality, timely, and localized information and products result in a high level of satisfaction at both the state and local level.

- As indicated above, some local WIBs now expect their local out-stationed Research Division staff to be at all WIB meetings to provide information to enhance decision making.

   C. <u>Recommendations for Improvements to Core Product</u>

- Based on feedback from WIBS, Oregon will continue developing or assisting in developing, more regional, focused information for local WIBS.

5. Maintain and enhance electronic state workforce information delivery systems.

A. Accomplishments Compared to Plan

- Ensure that all components of OLMIS are maintained in a timely and accurate way. Ongoing.

- Complete and implement a new *Business Information Center* on OLMIS. Complete August 2005. The Business Information Center received the 2005 NASWA LMI Publications Award.

    Continue database, JSP, and user interface work on OLMIS. Using the Business Information Center as a model, the OLMIS design team has created working prototype Cascading Style Sheets (CSS) for the Occupational Information Center. In addition, JAVA code has been developed using JAVA Server Pages as the primary method. This allows for more simplicity, modularity, and repeatability in the base code. The new JSP method has allowed the refactoring of the Educational Information Center, and several smaller tools such as the Wage and Salary Conversion Calculator and the Consumer Price Index Calculator. Refactoring of all OLMIS zines and tools and moving them to CSS will be an ongoing project.

    Continue development of Oregon's GIS capability from an intranet tool for internal staff use to an internet-based tool for all customers. A database schema has been designed and initial tables chosen for population. Work on this project will continue on an ongoing basis. Changes to Oregon's confidentiality statute will be proposed during the 2007 legislative session.

- Develop a skills analysis system, providing real time analysis are reporting based on Oregon's iMatchSkills job match product. Queries have been developed allowing retrieval into static reports. Work on this project will continue on an ongoing basis.

- Estimated expenditures for these activities were expected to be $261,738 and have not varied significantly.

B. Customer Satisfaction Assessment

- Oregon uses several different methods for assessing customer satisfaction with OLMIS. We use the feedback garnered through the "Write Us" feature available on the OLMIS home page. We use anecdotal information and feedback from Research and other Employment Department staff located in the field that have contact with both our business and job seeker customers.

- In addition, we post an online Internet based customer satisfaction survey on OLMIS every other quarter.

- We include customer satisfaction surveys in all publications (or once each year for those publications delivered monthly).

- These assessment methods indicate that our customers have a high degree of satisfaction with the variety of information and tools available within the OLMIS website and with the information itself. 89% of the survey respondents indicated that they understood the information presented on OLMIS, while 81% said the information was timely enough for their purposes. 76% indicated that they easily found the information they were looking for, and 78% indicated that the information had sufficient geographic detail. 80% of respondents would give OLMIS a grade of B or better. These numbers do not vary significantly from 2005.

C. <u>Recommendations for Improvements to Core Product</u>

- No recommendations for change to this core product. Improvements to the OLMIS website will continue to be made on an ongoing basis.

7. Fund State Workforce Training Initiatives

A. <u>Accomplishments Compared to Plan</u>

- Offer at least one LMI training session in all workforce regions of the state. Complete. During the 2005 program year Oregon held 30 different LMI training sessions throughout the state with 279 participants.

- Develop and offer customized LMI training sessions to any audiences that request them. Complete. During the 2005 program year 11 LMI training sessions were held for counselors, teachers, delinquent juveniles and others.

- Estimated expenditures for these activities were expected to be $78,453 and have not varied significantly.

B. Customer Satisfaction Assessment

- All participants in OLMIS/LMI training are given the chance to complete an evaluation form immediately upon completion of the class. The eight questions in the evaluation cover the instructor, class content, and ask for suggestions for improvement. Based on these evaluations, the training is very valuable to front line employment service and workforce development partner staff, and they are very satisfied with the training.

C. <u>Recommendations for Improvements to Core Product</u>

- No changes recommended for this core product.