

Annual Performance Report
West Virginia
Workforce Information Core Products and Services
Program Year 2005

1. Continue to populate the ALMIS Database.

The ALMIS Version 2.3 was adopted during PY05 after software upgrades were made to our Virtual LMI system. The database has been populated with core tables 100%. Because of the Virtual LMI system, the ALMIS database is available to our customers twenty-four hours a day, seven days a week. The database remains a key element in all labor market information-training activities.

2. Produce and disseminate industry and occupational employment activities.

Industry and occupational projections for the state and seven workforce investment areas are available on our regular web site and through Virtual LMI for the periods 2005-2007 (short term) and 2004-2014 (long term). All projections were created using standard Consortium and MicroMatrix methodology and software. During PY05 skills-based software and performance were introduced to existing projections.

3. Provide occupational and career information products for public use.

Short-term and long-term projections have been improved by including analysis on job capability, training and educational supplies, wage and salary levels and histories, activity in Longitudinal Employment Dynamics analysis, as well as skills diagnostic tools. The new Estimates Delivery System (EDS) has provided a new assessment tool for data users of occupational employment and wages that crosses industries and geographic regions. Emerging occupations have been identified by evaluating industry and occupational projections. This data has become a popular component of all training activities.

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

All labor market information provided by Research, Information and Analysis for state and local workforce investment boards meets criteria identified in the "Work Force West Virginia" white paper provided by the Governor's Workforce Investment Division. The majority of data produced

for the state is simultaneously produced for each workforce investment area including economic, occupational, and all other labor market information. The Division has frequently produced tailored reports for the boards that contain data specific to their area and economic conditions at a given time. These reports contain elements of the most current issues affecting their community. All efforts directed to workforce investment boards are given preferential action.

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

The Division's regular web site and Virtual LMI system provide the most current and comprehensive labor market data and career information. The number of hits for both sites exceeded 1.5 million during PY05. Virtual LMI, particularly, offers current and detailed information for individuals within the West Virginia workforce system and has come to be a favorite with local workforce offices. The Division's regular web site is consistently re-supplied with updated information as well as new products like the Employee Benefit Survey completed in PY05.

6. Support state workforce training activities.

Training for workforce investment board staff has been conducted across the state at such locations as local offices, One Stop Career Centers and the annual state workforce conference. The training consists of statewide and local labor market information including occupational projections, occupational wages, skills analysis, training requirements, Local Employment Dynamics (LED) data, and overall operation and functions of Virtual LMI. Although the majority of the training pertains to data and information produced normally by Research, Information and Analysis, some limited training has involved special request data training adapted to a particularly need or applicant in a region.

Consultation and Customer Satisfaction Assessment

During PY05 customer satisfaction assessments and customer feedback is frequently collected from the Division's regular web site and responses are prepared soon after. Data requests made via the telephone are chosen at random for customer feedback while every labor market information training session includes assessment by the participants. The suggestions and feedback are reviewed and identified for inclusion or adjustment when applicable.