



State of Alaska
PY 2007 Workforce Information Grant
Performance Report
(July 1, 2007 – June 30, 2008)

A. Statewide Workforce Information System

During Program Year 2007, the Alaska Department of Labor & Workforce Development's Research and Analysis Section (R&A) produced a significant amount of work in support of the Workforce Information Grant core products outlined in TEGGL No. 29-06.

A. PY 2007 Accomplishments

1. Continue to populate the Workforce Information Database (WID)

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska maintained the WID, populating all of the core database tables, throughout the program year. The WID served as the collection point and delivery mechanism for many of Alaska's Internet products and special reports that were supplied to the business community, Alaska Workforce Investment Board (AWIB), individuals and workforce development professionals.

Due to inadequate data processing resources, Alaska was unable to implement the most current version of WID during the program year. Based on current resource levels, Alaska expects to convert to WID version 2.3 no later than September 30, 2008; conversion to 2.4 will be complete by the end of the program year.

2. Produce and disseminate industry and occupational employment projections

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Due to staffing shortages, the long-term 2006-2016 occupational projections were not finalized during PY07. Both the ten-year industry and occupational forecasts are expected to be complete by mid-October 2008 and will be highlighted in the December issue of the monthly magazine *Alaska Economic Trends*.

Short-term, 2008, industry projections were prepared for statewide and the Southeast, Anchorage and Fairbanks regions of the state and featured in the January 2008 issue of *Alaska Economic Trends*. The 2006-2008 occupational projections were completed in December 2007 and delivered to North Carolina in January 2008. The 2007-2009 occupational projections are expected to follow a similar schedule with the final file available for distribution in January 2009.

3. Publish an annual economic analysis report for the governor and the AWIB

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

R&A produced the economic portion of the *Alaska Gasline Inducement Act Training Strategic Plan: A Call to Action*. The *AGIA Strategic Training Plan's* overall purpose is to foster collaboration and innovation among educators and training providers to create world-class training and education systems that meet the economic and workforce development needs of the state.

The plan was delivered to the governor and the Alaska Workforce Investment Board. The plan is also available on both DOLWD's and the Office of the Governor's web sites.

4. Post products, information and reports on the Internet

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska continued to expand access to labor market information through the maintenance and enhancements of its workforce information delivery systems. Alaska's WI Web site is a user friendly, comprehensive online resource for jobs and careers, labor market research, education and training programs/providers and employer information. Alaska's career information delivery system – the Alaska Career Information System -- seamlessly links state-specific occupational and educational information.

5. Partner and consult with the AWIB

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

During the program year, Alaska continued to work with the AWIB staff and committee members to produce products and services in support of the AWIB's strategic plan. Alaska's workforce board has been uniformly supportive of the workforce information products and services provided by R&A.

6. Conduct special studies and economic analyses

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska worked on a number of special studies during PY07. Of specific interest to Alaska's policymakers and training providers, Alaska used empirical labor market data to analyze labor market movements and identify occupational career ladders.

B. Customer Satisfaction Assessment

- **The method used for collecting customer satisfaction information and for interpreting the collected information.**

Alaska relied on two primary methods of customer satisfaction assessment, including biennial customer satisfaction surveys conducted during PY06 and informal discussions with our customers. Briefly described:

1. Customer satisfaction surveys: During PY06, R&A conducted a broad-based mail survey and a continuously conducted online survey. The combined online and mail-based surveys indicated that over 97% of R&A's customers were satisfied with the service received.
2. Informal discussions and collaboration: R&A worked closely with its primary user groups, including the AWIB, employers, and the Alaska Department of Labor & Workforce Development's Divisions of Employment Security and Business Partnerships, to ensure that data needs are being met. Alaska's principal customers expressed strong support for R&A and the services and products provided.

Though no specific improvements have been identified by Alaska's primary customers, R&A will continue to work with its customers to closely align its products and services with their needs. The primary enhancement identified for Program Year 2008 involves expanding the regional economic data and related analyses available on R&A's web site.