



JAN 21 2003

MEMORANDUM FOR: MARILYN K. SHEA
Administrator, Office of Financial
and Administrative Management

Attention: Fred Tello

FROM: ANNA W. GODDARD
Regional Administrator

SUBJECT Alabama's Program Year 2002 Workforce Information
Core Products and Services Grant Approval

In accordance with Training and Employment Guidance Letter No. 18-02, dated January 9, 2003, we are submitting the approval package for the State of Alabama.

Attached please find our approval letter, the State's transmittal letter, Application for Federal Assistance forms (SF-424), Budget Plan (SF-424A, Section D only), along with the annual plan narrative for the grant.

If you have any questions, please contact Richard Clark, Office of Financial and Administrative Services, at 404-562-2095, or Darlene Stodolski, Office of Workforce Security, at 404-562-2122.

Attachments

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Richard Clark
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U.S. Department of Labor

Employment and Training Administration
Sam Nunn Atlanta Federal Center
Room 6M12 - 61 Forsyth Street, S.W.
Atlanta, Georgia 30303



JAN 21 2003

Ms. Alice McKinney
Director, Alabama Department
of Industrial Relations
Industrial Relations Building
649 Monroe Street
Montgomery, Alabama 36131

Dear Ms. McKinney:

We are pleased to inform you that Alabama's Workforce Information Core Products and Services grant for Program Year 2002 has been approved for funding at \$615,467 with a period of performance from July 1, 2002 through June 30, 2003. A copy of your approved plan is enclosed.

In accordance with Training and Employment Guidance Letter No. 18-02, dated January 5, 2003, please submit an electronic copy, in PDF format, of the approved annual plan narrative to the ETA National Office at: es-in@dol.gov. A Notice of Obligation will be issued by the Grant Officer subsequent to the receipt of the regional office's approval package.

If you have any questions or need additional information, please contact Richard Clark, Office of Financial and Administrative Services, at 404-562-2095, or Darlene Stodolski, Office of Workforce Security, at 404-562-2122.

Sincerely,

ANNA W. CODDARD
Regional Administrator

Enclosure

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**ALABAMA
STATEMENT OF WORK
PROGRAM YEAR 2001
July 1, 2002 – June 30, 2003
ONE-STOP LABOR MARKET INFORMATION (LMI) FUNDS**

Employment Statistics System

The employment statistics system planned activities for Program Year 2002-2003 are aligned with the framework of the State five-year plan as well as the five-year plan developed by the Workforce Investment Council (WIC) for the period 2000-2004 in order to support state and local workforce development.

Alabama places a strong priority on tasks that support high standards of data collection as well as information delivery. For that reason, effective delivery of information is planned around customer needs and feedback. The tasks listed below also support capacity building for LMI personnel and customer groups in order to continuously improve the employment statistics system in Alabama.

Principal customer groups include counselors, economic developers, employers, job seekers, partner agencies, and students. Customers' workforce information needs have been actively sought out through the use of feedback surveys, participation in WIA board meetings and subsequent contact with Board members and partner agencies. LMI annually presents the work goals, strategies, and objectives to the Workforce Investment Board, and provides updates on products and services. Feedback from board members and partner agencies is always emphasized and a point of contact for LMI made known. The following grant activities reflect this communication.

Customer groups represent three general targets for dissemination: Schools, Workforce Investment Boards, and the Alabama Career Center System. Information will be available to these groups primarily through the Internet. Additionally, hard copies of publications will be available as needed and information for special requests will be sent via email, fax, or regular postal service. Information and services will be delivered through the Alabama Career Center System as staff continue to request specialized LMI training for online product demonstrations and study of LMI methods and materials. Customers in the Career Center are able to access online LMI in the resource room and also through printed publications and products maintained on location.

Measurable outcomes include the number of requests for LMI data, the number of informational presentations/demonstrations given, and the number of training workshops conducted. It is believed that quality customer service, attention to customer's needs, and adherence to U.S. DOL statistical procedures that result in consistently high quality data will produce a measurable outcome through customer satisfaction. A customer satisfaction survey is available for Internet customers to fill out as they wish.

One Stop funds will be used to supplement activities involving the development of local data in areas not funded by the Bureau of Labor Statistics. The ALMIS database is accessed online through Alabama's Comprehensive Labor Market Information System (ACLMIS). These funds may also be used to upgrade or add proprietary software products to the ACLMIS.

Products and Services

The State of Alabama plans to work on the following eight objectives outlined below for Program Year 2002-2003. Several tasks have an inherent need for continuous revision and lack completion dates. Their milestones are defined as having an ongoing or continuous period rather than a specific date.

1. Continue to populate the ALMIS Database.

The Labor Market Information Division uses Alabama's Comprehensive Labor Market Information System (ACLMIS) as the means for online access of the ALMIS database. Alabama currently uses version 1.1 of the ALMIS structure and will continue to populate all tables to the fullest extent possible given current levels of access to such data. Alabama will continue to explore options for sharing data with other states. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>version 2.2</i>	System Update	Converted in July 2002	N/A	
•	Data update	Continuing process	All	
•	Correcting Data Gaps	30 days after receipt of table revisions from ETA	All	
• <i>to associated databases</i>	Data update	Continuing process	All	
• <i>table</i>	Data update	Continuing process; will resume after ALMIS 2.2 update in July 2002	All	
• <i>occupational licensing tables</i>	Data update	Continuous update	1, 4, 6	
• <i>to DOL/ETA for ACINet</i>	DOL deliverable	Sent to DOL/ETA December 2002	1, 4, 6	
• <i>projections data for 2010</i>	Data update	Completion by June 30, 2003	All	
• <i>other states' Internet LMI sites</i>	Data update	Ongoing	All	\$52,109

2. Produce long term industry/occupational projections

In program year 2002-2003, we will produce and disseminate long-term projections using 2000 as the base year and 2010 as the projected year. Industry projections were completed in PY 2001-2002. PY 2002-2003 will be used to develop occupational long-term projections through 2010. All detailed long-term projections are produced for statewide and metropolitan statistical areas to the extent that confidentiality is not compromised. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
•	Data development	Ongoing	N/A	
• <i>projected levels</i>	Data development	Completion by February 2003	N/A	
• <i>and area projections for 2010</i>	Data development/Analysis	This task is carried over from PY 2001-2002. Waiting on 3 rd year of OES survey data based on SOC. Current delivery date of December, 2002	All	

• <i>Publication of occupational statewide and area projections</i>	Information delivery	This task is carried over from PY 2001-2002. Waiting on 3 rd year of OES survey data based on SOC. Current delivery date of December, 2002	All	
• <i>to DOL/ETA for ACINet.</i>	DOL deliverable	Carryover from PY2001-2002 due to OES SOC conversion. Completed December 2002	All	\$70,000

3. Produce short term industry/occupational projections

The Center of Business and Economic Research (CBER) at the University of Alabama has agreed to provide short-term growth projections for the major industry groups. Using those projections as control totals, LMI will produce occupational projections. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>for 2002-2003</i>	Data development	Completed by March 2003		
• <i>industries</i>	Data development	Completion by May 2003	N/A	
• <i>short term projections for PY 2003</i>	Data development/Analysis	Completion by June 30, 2003	All	
• <i>DOL/ETA for ACINet.</i>	DOL deliverable	Completion by June 30, 2003	All	
• <i>and area publications for 2003</i>	Information delivery	Sent to publisher on or before June 30, 2003	All	\$30,747

4. Develop occupational analysis products

We will use a variety of media to provide customers with occupational analysis information. These products will allow customers to have a broader range of informational resources, allowing for more informed decision-making. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>ACINet homepage</i>	DOL deliverable/Information delivery	Continuing process	All	
• <i>occupational projections</i>	Information delivery	Carryover from PY2001-2002 due to OES SOC conversion. Completed December 2002	All	
• <i>patterns for state and local WIA areas</i>	Data development for analysis	Carryover from PY2001-2002 due to data development. Continuing process	All	
• <i>informational posters and flyers</i>	Information delivery	Continuing process	1, 4, 6	
• <i>occupational products</i>	Information delivery	Ongoing	All	\$60,000

5. Provide employer information

We will continue to use the InfoUSA, Inc. database to provide our customers with employer information. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>employer search page</i>	DOL deliverable	Ongoing	All	
• <i>ALMIS Employer database</i>	Information delivery	Ongoing	All	\$18,233

6. Provide information and support to the Workforce Investment Boards and produce other State information products and services.

Alabama will actively seek to increase the visibility of LMI products and findings to partner agencies and workforce investment boards. Innovative products will include development of methodologies and adherence to standards of statistical reliability. Customer information requirements will be assessed through Workforce Investment board meetings and feedback from partner agencies. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>program data using GIS, administrative records, and outside research.</i>	Information delivery	Continuing process	All	
• <i>of Older Worker and Youth information</i>	Data Development/ Analysis	Continuing process	All	
• <i>analysis of workforce investment advisory areas.</i>	Analysis/ Information Delivery	Continuing process	1, 2, 3, 4	
	Analysis/ Information delivery	Continuing process	All	\$100,000

7. Support state-based workforce information delivery systems and maintain common systems/web-based systems support.

We will seek to make more LMI products user-friendly and available on-line, including customer support. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>Internet on LMI home page</i>	Information delivery	Ongoing	All	
• <i>Virtual One Stop (ARVOS)</i>	Information delivery	Ongoing as products are developed/updated	All	
• <i>Spanish version of ARVOS</i>	System maintenance	Continuing process	All	
• <i>Spanish version of the Job Seeker module in ACLMIS</i>	System maintenance	Online by June 2002; Maintenance ongoing	3, 4	
• <i>(database maintained by partner agency) for the Internet-based Consumer Information System</i>	System maintenance	Online by June 2002; Maintenance ongoing	3, 4	
	System maintenance	Ongoing	All	\$110,000

8. Support State workforce information training.

We will continue to train both LMI personnel and users of LMI. This will be done through a variety of training opportunities that include development of specific training measures for different customer groups. The tasks for this objective are:

<i>Task</i>	<i>Task Focus</i>	<i>Significant Milestones</i>	<i>Principal Customers</i>	<i>Estimated Cost</i>
• <i>Attend 2002 LMI Forum</i>	Training	Complete by October 2002	N/A	
• <i>Attend the LMI Institute training</i>	Training	Continuing process as classes are offered	All	
• <i>Conduct training sessions for users of LMI through seminars, workshops, and Internet</i>	Training	Continuing process as training is requested/offered	All	
• <i>Sponsor LMI training</i>	Training	As needed	All	
• <i>Provide technical assistance as needed</i>	Training	Ongoing	All	
				\$174,378

Customer Satisfaction

In Alabama, customer satisfaction has been measured through point-of-activity feedback surveys, customer satisfaction input from the Internet, and actual customer comments received through fax, regular mail, and email. In program year 2002-2003, these feedback surveys will be continued.

A point-of-activity survey may take the form of a general feedback form that is delivered with the requested information. A feedback and order postcard is included in new publications as a tear-out form and is postage paid. The products that will receive feedback forms include the Alabama Wage Survey, 2003 Edition; 2002 Edition of the Licensed Occupations Guide; Career Video CD's, and miscellaneous information requests received from economic developers, chambers of commerce and governmental offices. Also included in feedback requests are recipients of labor market training such as school counselors, librarians and conference attendees.

The general feedback form identifies customer groups and the products and services being evaluated. is used to assist in consulting with board members. It provides a reference for improvement of selected system components. Because this form is also used for instances involving training or presentations, it enhances communications between the LMI office and the customer.

All of this feedback is used for analysis of publications and information and services provided to customer groups. It serves as a vehicle for communicating to our office areas of excellence as well areas needing more detailed attention.