

Annual Performance Report PY 05

A. Accomplishments – Products and Services

1. Continue to populate ALMIS Database

Compliance with measurable outcomes

Data updating continued on an ongoing basis.

Compliance with planned milestones

All milestones were met with the exception of the completion of the licensing database updating. Progress on the updating was impeded by staffing issues and by difficulties in obtaining cooperation with data contributors. Those contributors failing to respond, of which there are quite a few, have recently been recontacted and advised that licensing information will be submitted “as is” unless they submit a response to the contrary.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 05 proposals.

2. Produce/disseminate industry/occupational employment projections

Compliance with measurable outcomes

- ❑ Long-term industry/occupations at the WIA level were completed and made available on our website.
- ❑ Short-term (2005-2007) industry/occupation projections were completed and submitted as required.
- ❑ Long-term industry/occupations (2004-2014) for the state were completed and submitted as required.

Compliance with planned milestones

All milestones were met.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 04 proposals.

3. Provide occupational and career information products for public use

Compliance with measurable outcomes

- ❑ Publication of OES wage data survey results and updating of data (using ECI) between cycles was completed as scheduled.
- ❑ WIA occupational data by educational requirements and occupations with greatest skills gaps was addressed in a 5 page industry and occupational outlook publication released during the 3rd quarter PY 05.

❑ **Specialized LED products:**

- Analysis of the workforce demographics of the Finance & Insurance and Manufacturing Clusters
- Analysis of employment and new hires in select NAICS codes associated with Hospitality and Tourism by WIA
- Developed graphics of workforce demographics for the Susquehanna WIA – to be submitted to the local newspaper promoting a One-Stop Job Fair
- Created tables and graphics on employment, new hires, turnover in healthcare by sex and age for Montgomery County Steering Committee

❑ **Special requests for industry/occupational data/information production:**

- Occupational staffing pattern for healthcare in the Susquehanna Region – included demand and training code by occupation
- Developed list of top 100 demand occupations and their wages for Montgomery County
- Developed both industrial and occupational demand data to support a BRAC grant proposal submitted by Economic Development
- Developed economic overview, focusing on bioscience and healthcare industries, for WIRE grant proposal
- Provided stats for planning purposes to MD Health Dept on industry and occupational demand in healthcare industries
- Provided current/projected data and staffing patterns for doctors' offices to Howard County Economic Development
- Provided Construction Industry Council with both industry and occupational projections/wages
- Served on a MD Higher Education Committee and provided occupational data for program certification
- Developed specialized wage data (statewide) and industry size class (county) for MD Health Services Cost Review Commission
- Developed list of top employers by county, including NAICS codes and size class stratifications for website presentation
- Developed specialized industry and wage data for Baltimore City Planning Department
- Provided updated wage data, both statewide and at WIA level, to Economic Development for their annual publication
- For Bowie (Prince George's County) and Bethesda (Montgomery County), ran a list of employers (with employment size class, wage and NAICS code identification) by zip code

Compliance with planned milestones

Proposed timelines were met for the completion/release of all proposed products with the exception of 2nd qtr. release of occupations by educational requirements (by WIA). This product was merged into an Industrial/Occupational Outlook publication for MD and WIA's that was released during the 3rd quarter PY 05.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 05 proposals.

4. Ensure that workforce information and support required by State/Local WIB's

Compliance with measurable outcomes

- ❑ **Fact Sheets by County and WIA** – following discussions with the WIA's, production of Fact Sheets was changed from quarterly to biannually to better support their needs. The initial Fact Sheet was reworked and released as a publication entitled Market View. Production on the second Fact Sheet was begun in June 2006 for a July (PY 06) release.
- ❑ **Unemployment by WIA** – produced/published monthly, quarterly and annually as planned.

Special Requests:

- At request of Frederick County WIA, developed a census tract map of the county, accompanied by census tract labor force data
- Developed labor force stats for several municipalities in Baltimore County for use in a grant application being submitted by County Economic Development
- ❑ **Industry Cluster Chartbooks and Updates** – chartbook production and updates originally planned were modified to accommodate schedule of GWIB
- ❑ **Cluster Employment Committee Meetings**
- ❑ **Employer Listings by Clusters**
 - Business Services Chartbook produced in Nov 2005
 - Finance and Insurance Chartbook produced in Jan 2006 – LED Workforce Demographics publication also produced
 - Manufacturing Chartbook produced in April 2006 – LED Workforce Demographics publication also produced
 - At request of employer committee, Hospitality and Tourism Chartbooks, originally produced individually, were merged into one. Upon merging, data was also updated. – May 2006

Special Requests for Information to Support LWIB's, GWIB and Cluster Activities:

- Lists of top growth (numeric) and fastest growing (% increase) industries at the 3 digit NAICS code level done for each WIA and WIA component counties
- Prepared maps for WIA's depicting various educational attainment statistics -- % with HS, with bachelor's, with advanced degrees
- Developed selected stats and graphics for Baltimore County WIA to be used in a report they were preparing for distribution to their LWIB Committee
- Developed top employer listings and employer size class data by WIA
- Provided data/assistance to both Anne Arundel and Susquehanna WIA's for grant proposals and impact studies relative to BRAC – both WIA's have federal installations that will be absorbing personnel relocating from New Jersey
- Developed selected stats and graphics for Baltimore County WIA to be used in a report they were preparing for distribution to their LWIB Committee

- Prepared speaking points on general movements in the economy and a power point presentation for DLLR Assistant Secretary presentation to SWIB Executive Committee
 - Developed color highlighted map for GWIB to be used in presentations and in handouts
 - Developed detailed information on bioscience cluster in Baltimore City WIA – information in support of a Biotech Business Park which is being established
 - Developed staffing pattern data and occupational wage data for the manufacturing industry at request of Frederick County WIA
 - Assisted GWIB's data coordinator in responding to various questions from Cluster Committees re data availability/production capabilities
 - Worked with Economic Development to identify NAICS codes for approximately 800 businesses (their Biotech list)
 - At the request of GWIB, crosschecked companies solicited for cluster committee representation to ensure that appropriate NAICS coded industries were being captured
- **Target Group Data Development:**
- Provided demographics (labor force status/occupation/income) on females for presentation being given by Western MD WIA Director
 - Using decennial censuses, developed stats on labor force status of Hispanic population by county. These stats, along with related demographic/economic data, were used to produce a bulleted overview of Hispanic population in Maryland
 - Provided GWIB with MD workforce statistics/speaking points addressing movement of baby boomers out of the workforce
 - Assisted Susquehanna WIA with identifying and collecting demographics (national, statewide, local) for a seminar they were sponsoring on Managing Generation X and Y in the Workplace
 - Developed data on occupational demand, training codes and wages for computer occupations, along with workforce demographics for an Employment/Training agency planning training programs for the disabled
- **Performance Measurement Analysis**
- Developed selected industry and unemployment indicators for WIA program evaluation/allocation
 - Identified ASU's for WIA funding allocation purposes
 - Economic analysis of current and projected market conditions for the state – for WIA Annual Plan

Compliance with planned milestones

All activities with the exception of Fact Sheets (see explanation above) and the Industry Cluster Books (see explanation above) were accomplished as planned.

Compliance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 05 proposals.

5. Maintain/enhance electronic state workforce information delivery system

Compliance with measurable outcomes

The LMAI website is the vehicle through which both regularly produced data under the BLS programs and special data/information products are made available to LMI users. During PY 05, many of the selections on the website were also made available in downloadable excel or word format in order to broaden utility.

Compliance with planned milestones

Information delivery/system updating continued on an ongoing and timely basis.

Conformance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 05 proposals.

6. Support state workforce training activities

Compliance with measurable outcomes

- ❑ Internal Virtual LMI and LED Training – planned for 1st quarter PY 2005 – held during 2nd quarter PY 2005 to accommodate attendee work schedules and to ensure maximum participation. Training provided to approximately 20 participants involved with One-Stop/WIA Outreach activities
- ❑ General LMI Training for Cluster Employer Committees – training took the form of technical assistance provided to GWIB Industry Cluster Coordinators who, during their direct interaction with committees, would approach us to explain data collection/development processes and to interpret data. Additional data development activities also resulted.
- ❑ Training/Technical Assistance as requested:
 - Staff member was involved with reviewing/critiquing changes made to LED website and evolving LED data production capabilities
 - Presentation on LMI and its utility given to:
 - Career Counselors at U.S. Naval Academy
 - Business leaders at a State Economic Development meeting
 - Newly hired Industry Cluster Coordinators and Data Analyst
 - A user group, comprised of local planning and budget personnel, state economic development business resource specialists and university researchers, was convened to provide training/technical assistance on the concept of non-economic code changes and their impact on industry employment data interpretation

During the PY, LMAI staff attended capacity training offered by BLS, GeoSolutions and LED. A staff person also attended Access Training (Levels I, II and III). LMAI Representation at WIC meetings and at Higher Education Program Planning/Evaluation Committee meetings continued.

Compliance with planned milestones

All identified training occurred as scheduled

Conformance with budget proposal

Our fiscal operations are unable to monitor expenditures by designated activities; however, overall expenditures charged against the One-Stop Grant were in line with submitted PY 05 proposals.

B. Customer Satisfaction Assessment

Methods Used

Internet Survey
E-mail Solicitation

Assessment

Internet Survey – despite repeated efforts to encourage users to complete our Internet survey, response rates have been low. Those responding, however, have been very favorable in their assessment of data availability/presentation and overall website format. Satisfaction is running at about the 85% level.
E-mail Solicitation – prior to product publication, a select group of users (WIA Directors, One-Stop Managers and Economic Development Specialists) are asked to review and comment upon product presentation/content. In general, comments received were very favorable. Based on comments, some minor tweaking was done on occasion. The e-mail solicitations were very effective in promoting a dialogue with users, prompting quite a few requests for technical assistance and special data production.

Needs for Improvement

Internet Survey – website products offered in excel and word formats
E-mail Survey – slight modifications, based on comments/suggestions, made prior to final product release

Test marketing products through e-mail exchange prior to final release has been particularly useful in assessing user needs and has been an effective means of obtaining feedback. This practice will most definitely be continued.

C. Recommendations for Improvement or Changes to the Suite of Core Products

General Comment

None