

**APPLICATION FOR
FEDERAL ASSISTANCE**

Version 7/03

1. TYPE OF SUBMISSION: Application		2. DATE SUBMITTED 7/19/2005	Applicant Identifier
<input type="checkbox"/> Construction	Pre-application	3. DATE RECEIVED BY STATE 5/17/05	State Application Identifier
<input checked="" type="checkbox"/> Non-Construction	<input type="checkbox"/> Construction <input type="checkbox"/> Non-Construction	4. DATE RECEIVED BY FEDERAL AGENCY	Federal Identifier
5. APPLICANT INFORMATION			
Legal Name: Indiana Department of Workforce Development		Organizational Unit: Department: Research & Analysis	
Organizational DUNS: 82-479-9613		Division: Strategic Research & Development	
Address: Street: 10 North Senate Avenue		Name and telephone number of person to be contacted on matters involving this application (give area code) Prefix: First Name: Andrew	
City: Indianapolis		Middle Name James	
County: Marion		Last Name Penca	
State: Indiana	Zip Code 46204	Suffix:	
Country: US		Email: apenca@dwd.in.gov	
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 3 5 - 6 0 0 0 1 5 8		Phone Number (give area code) 317-233-5661	Fax Number (give area code) 317-233-1670
8. TYPE OF APPLICATION: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision If Revision, enter appropriate letter(s) in box(es) (See back of form for description of letters.) Other (specify) <input type="checkbox"/> <input type="checkbox"/>		7. TYPE OF APPLICANT: (See back of form for Application Types) A Other (specify)	
10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: TITLE (Name of Program): Labor Force Statistics 1 7 - 0 0 2		9. NAME OF FEDERAL AGENCY: Department of Labor/ETA	
12. AREAS AFFECTED BY PROJECT (Cities, Counties, States, etc.): Indiana Statewide		11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Core Products Grant	
13. PROPOSED PROJECT Start Date: 07/01/2005 Ending Date: 06/30/2006		14. CONGRESSIONAL DISTRICTS OF: a. Applicant INDIANA 9 b. Project Core Products Grant	
15. ESTIMATED FUNDING:		16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?	
a. Federal	\$ 748,585.00	a. Yes. <input type="checkbox"/> THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON DATE:	
b. Applicant	\$.00	b. No. <input type="checkbox"/> PROGRAM IS NOT COVERED BY E. O. 12372	
c. State	\$.00	<input checked="" type="checkbox"/> OR PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW	
d. Local	\$.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?	
e. Other	\$.00	<input type="checkbox"/> Yes if "Yes" attach an explanation. <input checked="" type="checkbox"/> No	
f. Program Income	\$.00	18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.	
g. TOTAL	\$ 748,585.00	a. Authorized Representative	
		Prefix Mr.	First Name Ron
		Middle Name L.	
		Last Name Stiver	
		Suffix	
		b. Title Commissioner	
		c. Telephone Number (give area code) 317-232-7676	
d. Signature of Authorized Representative		e. Date Signed 7/20/05	

Previous Edition Usable
Authorized for Local Reproduction

Standard Form 424 (Rev.9-2003)
Prescribed by OMB Circular A-102

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		Total (g)
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	
1. Labor Statistics	17.002	\$	\$	\$ 748,585.00	\$	\$ 748,585.00
2.						0.00
3.						0.00
4.						0.00
5. Totals		\$ 0.00	\$ 0.00	\$ 748,585.00	\$ 0.00	\$ 748,585.00

SECTION B - BUDGET CATEGORIES

Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY					Total (5)
	(1)	(2)	(3)	(4)	(5)	
a. Personnel	\$	\$	\$	\$	\$	0.00
b. Fringe Benefits						0.00
c. Travel						0.00
d. Equipment						0.00
e. Supplies						0.00
f. Contractual						0.00
g. Construction						0.00
h. Other						0.00
i. Total Direct Charges (sum of 6a-6h)	0.00	0.00	0.00	0.00	0.00	0.00
j. Indirect Charges						0.00
k. TOTALS (sum of 6i and 6j)	\$	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

7. Program Income	\$	\$	\$	\$	\$	0.00
-------------------	----	----	----	----	----	------

Authorized for Local Reproduction

SECTION C - NON-FEDERAL RESOURCES					
(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS	
8.	\$	\$	\$	\$	0.00
9.					0.00
10.					0.00
11.					0.00
12. TOTAL (sum of lines 8-11)	\$	0.00 \$	0.00 \$	0.00 \$	0.00

SECTION D - FORECASTED CASH NEEDS					
	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$ 748,585.00	\$ 187,146.00	\$ 187,146.00	\$ 187,146.00	\$ 187,147.00
14. Non-Federal	0.00				
15. TOTAL (sum of lines 13 and 14)	\$ 748,585.00	\$ 187,146.00	\$ 187,146.00	\$ 187,146.00	\$ 187,147.00

SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT					
(a) Grant Program	FUTURE FUNDING PERIODS (Years)				
	(b) First	(c) Second	(d) Third	(e) Fourth	
16.	\$	\$	\$	\$	
17.					
18.					
19.					
20. TOTAL (sum of lines 16-19)	\$	0.00 \$	0.00 \$	0.00 \$	0.00

SECTION F - OTHER BUDGET INFORMATION	
21. Direct Charges:	
22. Indirect Charges:	
23. Remarks:	

WORKFORCE INFORMATION CORE PRODUCTS AND SERVICES ANNUAL PLAN INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT, (IDWD) FOR PROGRAM YEAR 2005

A. Statewide Workforce Information System

The Indiana Department of Workforce Development (DWD) serves as the State Workforce Agency (SWA) for the State of Indiana and is charged with the duties of implementing, reporting and managing the Statewide Workforce Information System (SWIS). In accordance with Section 309 of the Workforce Investment Act (WIA), Strategic Research and Development within DWD is responsible for analyzing, identifying and brokering opportunities to grow jobs and incomes for the people of Indiana. Recently, DWD consolidated the Rapid Response Department and Business Development Team into the Business Consulting and Market Support groups and coupled those personnel with a revamped Research and Analysis Department (formerly Labor Market Information) into the newly created Strategic Research and Development Division.

With Governor Mitchell E. Daniels' leadership, Indiana has sought to bring the SWIS and economic development activities closer together. The Commissioner of DWD, Ronald L. Stiver, and the President of the Indiana Economic Development Corporation (IEDC) both report jointly to the Secretary of Commerce. This alignment between economic and workforce development ensures closer collaboration and is critical in the development of a competitive workforce that meets the needs of 21st century employment. The Strategic Research and Development Division works closely with the IEDC by providing data, information, and analyses for new or existing business expansion.

Two of Governor Mitchell E. Daniels, Jr.'s goals for the State of Indiana are to grow jobs and employment, along with growing personal income. The Indiana Department of Workforce Development has incorporated the Governor's vision and goals in a new Strategic Two-Year Plan for implementation of the Workforce Investment Act (WIA) of 1998 and the Wagner-Peyser Act. A new regional design will allow for more focused planning and better coordination among workforce development, economic development, and industry partners. Regional Analysts from the Strategic Research and Development Division will continue to work in WorkOne offices (Indiana's one-stops) and attend Workforce Investment Board (WIB) meetings. The Regional Analysts' interaction with other research groups (internal/external) will provide additional regional expertise for the areas.

The Regional Analysts will continue to consult with their local WIB Directors to develop customized reports when necessary. Regional reports presently produced are the annual County and Regional Highlights reports, quarterly Occupations and Starting Wages reports, and monthly Labor Market Reviews. Regional Analysts use the DWD Customer Self-Service System (CS3) to produce occupational and career data. CS3 is Indiana's electronic job matching system which will be updated in the near future. A job vacancy and benefit survey are on the horizon. In addition, Indiana will continue to participate in the Local Employment Dynamics system (LED) that was produced by the United States Census Bureau. The LED program helps identify local fluctuations in workforce statistics and is welcomed by the local WIBs.

The State of Indiana utilizes several means of dissemination of products and services to our client base. Long-term and short-term projections, Occupational Employment Surveys (OESs) as well as the results of employer surveys will continue being transmitted through the Regional Analysts and on Indiana's New Economy for Workforce Statistics (INEWS) available at <http://www.in.gov/dwd/inews> DWD will continue to populate America's Labor Market Information System (ALMIS) and utilize that data within INEWS. INEWS is in the process of being updated to a more innovative, user-friendly format Web site. Products are also available to the general public through the WorkOne offices around the state.

The recently launched DWD Regional Strategic Skills Initiative is designed to support regional consortiums in identifying strategic occupational and skill shortages and related root causes, and funding targeted demand driven solutions.

In addition to the SWIS Core Products, clients entering the WorkOne office may access CAPS, COPS and COPES testing to evaluate occupational interest and capabilities. As of February 2004, job seekers may also schedule to be assessed using WorkKeys. WorkKeys assessments are available in all regions.

At the request of the Employment and Training Administration's (ETA) Training and Employment Guidance Letter 1-04, DWD will ensure that the State Human Resource Investment Council (SHRIC), Indiana's SWIB, will have the ability to evaluate workforce information products and services and determine the benefit to the overall system.

The State of Indiana was a WIA early implementer. Part of that process was to produce a five-year plan that called for the development of Workforce Service Areas (WSAs) that would be governed by local Workforce Investment Boards, and the development of local planning regions. Indiana now maintains 15 WSAs and 12 planning regions. The goal of this effort was to determine local needs for the emerging, dislocated and incumbent workforce. Part of the plan was to disseminate training dollars on a regional basis, which Indiana has done since 1998 through the Regional Skill Alliance grants and now the Advance Indiana grants. Indiana also desired to produce local labor market analysis, specific to each region through a Regional Analyst stationed locally. Indiana has succeeded in this effort by placing Regional Analysts in WorkOne offices.

Customer Needs and Satisfaction Surveys will continue on a regular basis through focus groups, educational seminars, and customer satisfaction comment cards. Information is collected from all client bases such as education, economic development, employers, WIBs, and the general public. During Program Year 2004, DWD changed administrations. With that change, the new leadership proposed a needs assessment survey. DWD dedicated \$40,000 to the LMI Data User Needs Assessment survey and partnered with the Indiana Business Research Center (IBRC) and the Center for Urban Policy and Environment to complete this task. The three partners are in the process of concluding the exhaustive needs assessment with the various customer groups of Indiana workforce development, which is expected to result in a series of rich findings. DWD will be working with regional partners to implement several improvements to enhance the service level provided to our customers in the upcoming months. Another customer satisfaction

assessment method to be implemented in PY2005 is a Customer Comment Cards. Consistent with the newly adopted DWD customer service mission: Exceptional customer service is our attitude, not just our process, the Regional Analysts' group has developed customer comment cards that are consistent with the overall mission, values, and customer promises. These cards will be utilized by the entire division of Strategic Research & Development division to ensure each department and group is providing services that are strongly aligned with the agency's overall customer service mission.

Summary of Customer Satisfaction Findings

The PY03 survey included mailings to 2,851 individual users from whom we received a 25.5% response rate. These surveys were mailed to educators, employers, local economic development organizations (LEDOs), media, policymakers, and job seekers. Employers showed the lowest response rate, returning only at a 19.6% rate. The highest response rate was among individual users of the system who were given surveys at the WorkOne office, 41.7% of these individuals responded.

The survey also discussed the form in which users prefer to receive labor market information. The largest number preferred to receive hard copy reports (37.5%), 22% desired to be e-mailed the information, while 20% preferred to go to INEWS. All other forms had very small preference rates. Some of those forms were newspaper, magazine, career center publications and television. Again, it was interesting to see the difference between the academic and economic development/policymaker communities. The vast majority of academics preferred e-mail or INEWS as opposed to policymakers who widely preferred hard copy material. Seventy percent of the 726 respondents, four out of five respondents, appreciated the understandable information provided.

In May 2005, the Center for Urban Policy and the Environment held focus groups to discuss labor market information (LMI) uses and needs for PY04's Needs Assessment Survey. For the convenience of the participants, four focus groups were scheduled at various locations around the state. The participants included representatives from business, economic development, education, labor, and the WIBs. Fourteen LMI users participated in the Indianapolis focus group, sixteen in the Evansville meeting, eight at Fort Wayne, and seven in Gary for a total of forty-five participants. Five basic questions were asked: 1) What current LMI data the customer uses and what they use it for; 2) Are there other analyses they wish to use LMI for but cannot; 3) What improvements could be made to make data more accessible and useful; 4) What additional data may be useful, and 5) Other suggestions.

Focus group participants noted that they use LMI data for determining wage rates, skill sets, unemployment numbers, applicant pool, 'hot jobs', target low-wage industries, provide data to employers and promote region, track clients for training and employment, apply for grants and prepare annual reports, plan programs and course offerings, and establish employment trends. Group participants recommended improving LMI accessibility: modifying the DWD and INEWS websites, making it more user friendly, downloadable, flexibility in data aggregation, and links to data in publications. Participants said LMI data would be more helpful if it included sub-county level data, longer time series data, sectorized and targeted data, more current information,

more information on the labor force for example job titles, education, and skills. Other reported areas of interest would be job vacancy surveys, skills currently in demand, industry/regional analysis, industry cluster analysis, LMI training, career guides/ladders, GIS analysis of employment opportunities and job seekers, benefits data, and labor force characteristics such as turnover and absenteeism. Focus group participants recommended the following: partner with higher educational institutions to provide on-site services, promote and market LMI more, package data about emerging occupations for schools, utilize GIS, and establish a collaborative effort between DWD and IECD.

Please see the Labor Market Information Needs Assessment Report near the end of this document.

B. Products and Services

1. Continue to Populate the ALMIS Database with State Data.

The ALMIS Database provides states with a common structure for storing information in a single database in each state. The database is intended to serve as the cornerstone for information delivery, workforce research, and product development in a standard and comparable method across all states. The database, once populated, brings together critical market information from many sources to promote better analysis and more sophisticated interpretation. Using the same version of the database in all states is important for providing interstate access to workforce information. Therefore, states are required to implement and maintain the most current version of the ALMIS Database and populate all tables designated as core tables in accordance with guidelines issued by the ALMIS Resource Center (ARC). Database content must be updated timely in order to be as current as the state's most recent publications and data releases. Information and technical support is provided on the ARC Web site at: <http://www.almisdb.org>. The listing of the current core data elements (i.e., those elements that must be populated by all states) and associated tables may be found at the same address.

States are required to populate the database with the following licensing files: license.dbf and licauth.dbf. Licensing data must be updated every two years. States are required to submit licensing data through the National Crosswalk Service Center (NCSC) for inclusion on the America's Career InfoNet (ACINet) site. The licensed occupations information on Career InfoNet has been recoded from OES to the Occupational Information Network (O*NET)/Standard Occupational Classification System (SOC) taxonomy. The NCSC will assist states in recoding their files to O*NET/SOC for submittal to ACINet, if necessary. States may access information and support through the NCSC Web site at <http://www.xwalkcenter.org> or by calling 515-242-5034.

Now that the basic building and population of the ALMIS Database has been accomplished in all states, a major emphasis in states should be the full utilization of this resource in meeting national, state, and local customer information needs. At the national level, the focus will be on providing tools to states to help them realize the full potential of the ALMIS Database and related resources. More information will be forthcoming from the ARC.

At DWD, new and more effective methods are being developed for providing staff training and information updates. Many materials are provided electronically, and on-site training requiring staff travel is kept to a minimum. It is important that all states take advantage of the ARC resources and training opportunities provided. Funds may be used for any costs required to implement and maintain the database, including staff training.

DWD will continue to populate the ALMIS database with state and local data that are seasonally adjusted and provide annual averages that cover the most recent five-year period. Additionally, DWD will upgrade the database to the most recent version, ALMIS 2.3. The target date for updating the ALMIS database is December 30, 2005.

Customer satisfaction surveys and focus groups have indicated an overall approval for DWD's products. However, most customers are unfamiliar with how the data is collected and with the fact that it is used to populate ALMIS. ALMIS is the database used to support Strategic Research and Development Division's Web site, INEWS, and will be used to support the redesign of the INEWS Web site.

Indiana's recently submitted WIA Strategic Two-Year Plan emphasizes the need to support and promote regional economies. It is imperative that useful data be obtained and available to local economic developers and educators as well as other interested clients. Those clients include job seekers, employers, policymakers, WIBs, media, IEDC, WorkOne offices, the academic community, and economic developers.

Continued population of the ALMIS database will allow the above mentioned clients to access the best, most recent data possible. ALMIS is the key to establishing a baseline for Indiana's current workforce, the key to the redesign of the INEWS Web site, and the indicator of where DWD needs to focus more training.

After the target date for updating the ALMIS database is reached by December 30, 2005, ALMIS will be ongoing. This activity is fairly consistent for year-to-year.

Estimated cost is \$60,500 for PY05.

2. Produce and Disseminate Industry Occupational Employment Projections.

Indiana will continue to produce long range projections at both the statewide and local economic growth regional levels. These projections will be performed using the Micro-Matrix System. The ten-year projections (2004-2014) will be coordinated with the BLS National Projections covering the same period. In addition, Indiana will produce and disseminate short-term projections during the second quarter of 2006.

Both the short and long-term projections have been essential in the support of the various recent initiatives including Indiana's Strategic Skills Initiative to identify and address key skill shortages at the regional level. The satisfaction report for PY03 showed that economic developers strongly supported the projection products as well as educators. Four recent focus groups around the state (convened in connection with a "needs assessment" for labor market

information products) showed strong generalized support for DWD's products, but an ongoing demand for more localized data, including regional projections, both long- and short-term. A postcard survey system is being implemented for use in obtaining customer feedback/satisfaction regarding specific Strategic Research and Development Division's reports/products being provided on a regular or on-demand basis. It is very important that Indiana continue to perform projections through SWIS in order to produce DWD's "hot-jobs" report for the general public.

The production of projection materials satisfies Indiana's goal of supplying useful data to local WIA partners and allows the state to better identify current and anticipated skill gaps. The production of this material addresses regional economies. Principle customers for our long and short-term projections include the SHRIC, WIB partners, job seekers, the Indiana Economic Development Corporation, and policymakers. Continued generation of long and short-term projections will allow DWD and WIB partners to address skill-gaps of the current workforce measured against near-term needs and anticipated trends

Statewide Industry Projections and Statewide Occupational will be completed by June 30, 2006, and short-term forecasting will be completed by June 30, 2006.

Estimated Cost is \$186,853, based on 3.55 FTE

3. Provide Occupational and Career Information Products for Public Use.

Job Vacancy & Benefits Survey (JVBS)

In an effort to further expand the scope of our Research & Analysis department, a job vacancy and benefits survey will be initiated. The purpose of the JVBS will be prove to be two-fold for the division: 1. The JVBS will provide real-time, quarterly updates on the specific high-wage, high-demand occupations in the marketplace that are currently experiencing shortages, and, 2. The specific employers who are contacted will then be forwarded to the Business Consulting department in the form of "leads". The business consultants will merge and utilize this micro-data with their currently existing strategic and tactical calling guides.

Through the execution of the Innovating Indiana Strategic Skills Initiative, the division is gaining first-hand knowledge of the JVBS process. The eleven regions engaging in the SSI are utilizing the JVBS to identify the base-year shortage, from which, they will produce two and ten-year projections. Research & Analysis will utilize the methodology that was undertaken by the regions and will utilize the same sample of employers at the beginning of the second quarter of 2007. The regions are implementing solutions for the root causes and associated shortages in March of '06. Going back to this same sample and survey the exact occupations that were addressed via the SSI will assist in determining the effectiveness, or return on investment, of the Strategic Skills Initiative.

The current timeline for the implementation of the JVBS as a regular, ongoing study by Research and Analysis (to be carried out by the Advanced Economic and Market Analysis Group) is as follows:

September 2005: Begin RFI process for potential vendors who will execute the actual JVBS. IDWD's Advanced Economic and Market Analysis (AEMA) will drive methodology by creating the call script, assisting with sample stratification, and the analysis of the data.

September 2005: Conduct formal presentation to potential vendors on what exactly Research & Analysis is seeking in this study

October 2005: Vendors put together proposals and submit to IDWD and Indiana Department of Administration (IDOA)

Nov-Dec. 2005: IDWD and IDOA review proposals and demos from potential vendors

January 2006: IDWD and IDOA will select vendor to execute JVBS over set period of quarters.

April 2006: First JVBS is conducted

The JVBS data will also be cross-referenced with the new job matching system to be implemented by IDWD's Customer Solutions division. The job match system will be used as a common repository for job opportunities throughout the state. The system will serve to match supply (workers) with demand (employers), whereas, the JVBS will be used as a means to perpetuate the findings in the Strategic Skills Initiative that is much more targeted and specific with respect to occupations and job openings. Analysis to be performed on the JVBS data will be in-line with the existing efforts being put forth by both the states of Colorado and Minnesota. However, Research & Analysis will work to add new dimension to its analysis.

The request for this activity is \$150,000.

4. Ensure that Workforce Information and Support Required by State and Local Workforce Investment Boards Areas Are Provided.

DWD currently maintains five Regional Analysts positions. Each analyst covers two regions with the Indianapolis region being served by an analyst in the Advanced Economic & Market Analysis group. Regional Analysts provide core and customized products and services to the local WIBs. Regional Analysts are based in local WorkOne offices and have full access to WIA staff under the one-stop system. Analysts also regularly attend WIB meetings and serve on WIB committees organized by the WIBs.

Needs assessment focus groups showed clients' strong support for their Regional Analysts. Clients support the ability of Regional Analysts to produce local labor market publications specific to each region and value the Regional Analysts' ability to create regional customized products.

In May 2005, DWD prepared a new Strategic TwoYear Plan for the Workforce Investment Act and Wagner-Peyser Act which has been submitted to the Department of Labor. DWD is implementing a number of strategies and reforms from organizational structure changes to new regional areas. In order to determine the new regions, the state engaged the Indiana Business Research Center (IBRC) to identify regions through a methodology that was both quantitative and qualitative in nature. DWD wanted to specify a specific set of regions, throughout the state, that would provide the most efficient and effective structure for workforce development and

economic development. The Regional Analysts will continue to operate within the new regions. Their products will evolve to provide demand-driven products to assist in the promotion of Indiana's goals: jobs and employment growth, personal income growth, and delivering premier customer satisfaction. Taking the lead, the Regional Analyst's group have already developed two customer comment cards to help evaluate customer satisfaction.

The principle customers of the Regional Analysts are the Workforce Investment Boards, local economic developers, media, employers, educators, and job seekers.

The projected outcomes and milestones are listed below:

County/Regional Highlights Report	Annual (November 2005)
Labor Market Review	Monthly
Occupations & Starting Wages	Quarterly
WIB Meetings & Attendance on WIB Committees	Quarterly/Monthly as needed
Customer Satisfaction Comment Cards	Annually/Upon Request
Job Vacancy	Second Quarter 2006

The estimated cost is \$250,000.

5. Maintain and Enhance Electronic State Workforce Information Delivery System

Funds are provided to support continued improvement and deployment of publicly accessible state workforce information delivery systems. Grantees are required to provide electronic public access to the information in the state's ALMIS Database through Internet applications. States are encouraged to develop applications and systems that facilitate customer access to information across multiple states and for interstate labor market areas.

System activities that will be undertaken with these funds to improve customer access to workforce information may include but are not limited to the following examples: upgrading system content and technology; improving formats and usability; providing Web-based or other electronic applications for self-service; developing systems that are compatible with other states' workforce information systems for interstate functionality; and integrating workforce information systems with other workforce operating systems. Funds may be used for system development, procurement, implementation, or other necessary costs. DWD provides electronic access to products through INEWS and that information is sortable on a statewide or regional basis. INEWS is located at <http://www.in.gov/dwd/inews/lmi.asp>.

Currently, plans are to redesign INEWS. DWD wants to provide a Web site that fits the agency's goals of growing jobs and employment, growing personal income, and delivering premier customer service. To achieve this, the existing Strategic Research and Development's site, INEWS, will be redesigned and geared towards the customer groups, job seekers, employers, and economic developers. The site will be expanded, made more customer friendly, and will include features and data based on customer needs.

Additionally, DWD wants to develop an internal use demographics tool that generates a wide variety of demographic reports, maps, charts, data, and labor market analyses that focus on localized areas and customized regions. This tool will help meet DWD customers' requests for a wide variety of regional data.

Customer surveys and Needs Assessment Survey Focus Groups indicated that clients preferred electronic or Internet availability of products. Some groups still prefer hard copy formats. Customer groups have also indicated a need for a new workforce information delivery system which makes it easier to find data, provides desired features, such as the ability to download data, and allows them to do labor market analyses by the geographic areas that they prefer.

INEWS and the proposed internal use demographic tool are both vehicles for transmitting data in support of regional economies; therefore, it fully supports the WIA plan. Customers include job seekers, employers, policy makers, SHRIC, WIBs, media, IEDC, DWD WorkOne offices, the academic community, and economic developers.

The projected outcome for this aspect of the annual plan is to revise the current Web site to create a more useful delivery system. With the demographics tool, DWD wants to provide improved data configured for areas that customers are seeking. Each year, system upgrades and enhancements are required. It is vital to the SWIS that an electronic means of disseminating data continue to be available.

The goal is to revise the current Web site by the end of March 2006. After that date, this activity will be ongoing.

The estimated cost is \$81,232 for this activity.

6. Support the State Workforce Information Training Activities

In PY05, DWD's web-tech lead is tentatively scheduled to attend the ALMIS Database Seminar (cost - \$1295) and MS Project Training (\$390). DWD is also considering sending four staff to Arc-GIS workshops and SPSS workshops through IUPUI (\$900).

All current staff members are encouraged to take advantage of training opportunities through DWD's Lifelong Learning Institute where they can refresh their knowledge of PowerPoint, Access, Word, Novell Networking, public speaking or Excel. Continuous training is vital to the program and highly encouraged by DWD. Customers include LMI staff, Regional Analysts, and WIBs. The outcome of this activity will increase the knowledge and ability of the staff to perform their duties.

The projected training milestones are:

ALMIS Database Seminar	August 2005
MS Project Training	Fall 2005
Arc-GIS Workshop	Fall 2005
SPSS Workshop	Fall/Winter 2005
Lifelong Learning Institute	As needed or desired.

The estimated cost is \$20,000.

Overview of Core Products Plan

1. Continue to Populate the ALMIS Database with State Data	\$60,500
2. Produce and Disseminate Industry Occupational Employment Projections	\$186,853
3. Job Vacancy and Benefits Survey	\$150,000
4. Ensure Support for the State and Local Workforce Investment Boards	\$250,000
5. Maintain and Enhance Electronic Delivery of the SWIS	\$81,232
6. Support the State Workforce Information Training Activities	\$20,000
Total Allocation Plan:	\$748,585

Term: July 1, 2005 – June 30, 2006

C. Customer Satisfaction Consultation - a description of the strategy to be employed by the state for consulting with customers and for assessing customer satisfaction with state produced workforce information.

During PY04, DWD's administration changed. With the change in administration, the new leadership proposed a needs assessment survey. DWD dedicated \$40,000 to the LMI Data User Needs Assessment survey and partnered with the Indiana Business Research Center (IBRC) and the Center for Urban Policy and Environment (Center) to complete this task. The needs assessment survey collected information from all client bases such as education, economic development, employers, WIBs, and the general public. The three partners are in the process of concluding the exhaustive needs assessment with the various customer groups of Indiana workforce development, which is expected to result in a series of rich findings. DWD will be working with regional partners to implement several improvements to enhance the service level provided to our customers in the upcoming months. Another customer satisfaction assessment method to be implemented in PY06 is a Customer Comment Card. The return addressed post cards are now being developed to mail with Strategic Research and Development published reports and special requests.

Please see the customer postcard to be sent with Strategic Research and Development Division's products at the end of this plan.

Labor Market Information Needs Assessment Report

Indianapolis Focus Group

May 25, 2005, 9 a.m.

Indianapolis Urban League Executive Boardroom

14 participants

What do you currently do with Workforce Development Labor Market data and what specific data do you use?

- Rely on establishment employment data (QCEW/202) not labor force / unemployment data.
- Establishment data for new business creation.
- LMI data for grant applications and program planning.
- Post unemployment data to lure employers / economic developers. Respondents want to know what skills lure employers and if those skills are available. Economic developers need skills assessment to make the first cut.
- Chamber uses wage rates from OES and relies on the compensation survey for current data.
- Applicant pool data is good to lure employers.
- There is a preference (3) for electronic and downloadable data.
- Respondents (2) would like data below the county-level.
- Some (2) indicated they would use the information more if the data were more sectorized and targeted.
- The state needs specific data to determine whether or not to target potential employers.
- Ivy Tech wants data on wages and trends to market to students and plan course offerings.

Are there other issues/analysis that you'd like to use Labor Market data for but can't? Why can't you?

- Data is not timely.
- There is a need for sub-county level data.
- Underemployment – contract with a private firm to determine the level of underemployment.
- Current wages are listed by job title. There are no broad categories like finance.
- The compensation survey (private) includes 4000 firms, but they are the largest. There is a need for information pertaining to the small firms.
- Customized regions are impossible without IBRC.
- Respondents (2) mention GIS mapping and purchasing private data.
- There is a need for community-level data.
- Participants need data from other states. LMI in Indiana does not offer this.
- There is a need for longer time series data, because NAICS / SIC split does not offer this.
- Respondents (2) would like labor force characteristics for the counties and cities, including occupational titles and education and skill levels.
- Potential employers want to know how many and what kind of welders exist.
- There is a need for labor attitudinal data covering turnover and absenteeism rates and work ethic measurements.
- Participants would like to know about union activity, including the size of the unionized workforce and the number of strikes.

What do you have to get or need to get from private vendors?

- Lower-level data.
- GIS data.
- Compensation data.
- Graduates and their degrees.
- Turnover by industry.
- Respondents (2) indicated a need for benefit data to set compensation levels, including total compensation and health care.
- There is a need for competitive analysis. There is no competition for firms if sample standards are not defined.

What could be done to make the data more accessible?

- Everything could be downloadable in Excel.
- There could be publications with links to the data.
- Data needs to be easy to understand and print.
- It should be possible to download and email spreadsheets. There should be multiple options to choose from.
- The LMI website is difficult to navigate and lacks a site map.
- There should be some flexibility in data aggregation. Some want clusters already completed and others want to aggregate the data themselves (IBRC's region definition).

What data would be of use?

- Job vacancy survey.
- Skills currently in demand.
- Specialized industry / regional analysis.
- Industry cluster analysis. Data is not being collected in a marketable manner.
- There is an interest in LMI training. There needs to be better dissemination of data and LMI needs to be improved as a marketing tool.
- GIS must be at a local level with the county serving as the highest level.
- With regards to clusters, there need to be consistent definitions of clusters. What do job seekers need? What do employers need? Advanced manufacturing, motor sports and logistics.

Who else in the area needs this information? What haven't we asked?

- Users need to be able to locate the data on the web easily. Multiple portals may help.
- By the time the respondents contact users, the client has already tried to find the data.
- Coordination with other states would be beneficial.

*Evansville Focus Group
May 26, 2005, 1 p.m.
WorkOne Building
16 participants*

What do you currently do with Workforce Development Labor Market data and what specific data do you use?

- Data is used to track starting wages.
- Occupations in demand are given to service providers to tailor services (WIB).

- Benchmark wages. There is an interest in drilling down deeper.
- The data is used to identify skills to apply for grants (WIB).
- Companies want to know starting wages to remain competitive.
- Respondents are interested in the 'hot jobs,' and the skills necessary for those positions.
- Health care industry data is too big of a blob.
- Those businesses looking to relocate want specific data.
- Rural counties provide even more challenges, especially in providing to potential employers.
- Participants use the data to target low wage industries and resources.
- Data is used to track clients for training and employment.

How do you get the data?

- Cathy Boatman's (Evansville Local Labor Market Analysts) regional report (4).
- Web (3).
- Use custom query not region's defined by DWD (3).
- StatsIndiana allows for customizable regions.
- The INEWS website is difficult to navigate.
- Cathy's Jolt Report covers the Great Lakes Region. Participants would like a report completed for the Evansville area as well.
- Excel.
- Cathy provides a lot of specialized data and reports.

Are there other issues / analysis that you'd like to use Labor Market data for but can't? Why can't you?

- The CS3 system only provides information if an employer enters the system.
- There is a need for data pertaining to skill levels.
- Respondents (2) want data at the lower-levels concerning jobs and geography.
- Knowing the benefits employers provide would be helpful.
- The data needs to be more current and up-to-date.
- Trends and hot issues must be included.
- It would be useful to know from where workers in training are commuting. University of Southern Indiana (USI) conducts a benefit and salary survey to get a better picture of actual wages and benefits.
- Specific job descriptions and wages must be listed.
- The skills required for specific jobs need to be included (2).
- Participants want to know where youth under 18 are working.

Would the following data be of use? What would you use?

- A jobs vacancy survey would be minimally useful.
- Skills currently in demand: yes.
- Specialized industry / regional analysis: yes.
- Clusters are useful. The state has identified clusters, but how do rural areas fit into the picture? Do rural areas have other clusters?
- There needs to be annual training of LMI around the state and online. Quick tips and new ways to work with the data would be helpful.
- Career guides and ladders: yes.
- GIS would be helpful, but it needs to be current. The CS3 system is only as good as what is entered.

What else would you like?

- A survey of those not in the labor force and what would bring them back may be helpful.
- There is an interest in data concerning whether baby boomers need benefits or not.
- Pennsylvania DWD partners with every institution of higher learning to provide services on-site, including small business development. This may serve as a model for DWD.
- IWD services need to be promoted more. Everyone should know about WorkOne services. Promotion needs to be strengthened in rural areas where a more illiterate population exists. Employers face problems, because not all offices offer the same services.
- Information pertaining to special projects needs to be supplied.
- Data about emerging occupations should be packaged for schools.
- Analysis about whether projections were accurate or not could be provided.
- A lot of site selection is done without contacting communities. A good website is necessary to pass the first hurdle.
- LMI and DWD need to be marketed more to increase their use and functionality.

*Ft. Wayne Focus Group
May 27, 2005, 1 p.m.
Walb Union IPFW
8 participants*

What do you currently do with Workforce Development Labor Market data and what specific data do you use?

- Unemployment numbers.
- Wage ranges for potential employers. Whitely County developed their own wage and benefits survey, because what the state provided was not specific enough.
- Applicant pool data.
- Data is used in preparing annual reports. The LMI is timelier than the BEA.
- The data helps establish trends in employment.

How do you get the data?

- While print publications are good for branding, the more that is available online the better.
- People need to know the data before they start working with it from the web.

Are there other issues / analysis that you'd like to use Labor Market data for but can't? Why can't you?

- If economic development staff cannot respond quickly, they lose out on the opportunity.

What could be done to the data to make it more accessible and better meet your needs?

- A benefit survey would be useful.
- There is a need for access to more local data without having to contact the local analysts.
- Downloadable files are helpful.
- DWD is the only source of U.I. claims. There needs to be some historical data.
- If data is timelier, grant applications will improve.
- Milt Craig's statistical work is missed.

- Comparable data from other states would be useful. Ft. Wayne is only ten miles from Ohio and forty-five miles from Michigan.
- MSA data needs to be recalculated when MSA configurations change.
- There is a need for small area and longitudinal data.
- There should be a county-wide survey to obtain more accurate benefit data.
- Data on specific job titles is helpful.

Would the following data be of use? What would you use?

- Job vacancy survey: no.
- Skills currently in demand: yes.
- Specialized industry / regional analysis: yes.
- Industry cluster analysis: yes. However, it must be noted that a current cluster may not be one five years from now.
- Training in the use of LMI: yes.
- Career guides / ladders: yes. This information is especially useful for jobs in demand. Economic dislocation spurs the need for career information.
- GIS: yes. More localized data allows for better identification of problems and solutions.

Who else in the area needs this information? What else should we know?

- Users should be click-conscious. How many clicks does it take to get the needed data?
- Sources need to be included with the data.
- Rural and urban areas have different needs. A floor of 5000 (population) will catch the major city in every county and a lot of detail for larger cities.

*Gary Focus Group
 May 31, 2005, 2 p.m.
 Savannah Center IU Northwest
 7 participants*

What do you currently do with Workforce Development Labor Market data and what specific data do you use?

- The data is used to try and promote the region to potential employers.
- BLS website, Bruce's website (not INEWS), and Stats Indiana.
- By the time site selectors contact the local community, they have already completed high-level research. They need the details about the available workforce and wages.
- Bruce's cluster data.
- LCISDB produces something similar to the FL biotech poster.
- The newspapers want unemployment data and trends. Currently, the monthly reporting of basic data is static.
- Data about the flow of jobs back and forth over state lines.
- Customizable regions found on Bruce's and Stats Indiana.
- Labor force and unemployment levels.
- Users try to determine what training is currently needed for the WIBs.

Are there other issues / analysis that you'd like to use Labor market data for but can't? Why can't you?

- Small area data is not available (3).
- The level of underemployment cannot be determined.
- Users cannot tie into PMIS or higher education numbers to see what the future workforce looks like.
- There is a need to access site or community-level data.
- Users need to access not only specific data but also related information like with an employment tree.
- Site selectors are not interested in data from several years ago. They want to know what the available workforce and wages will be eighteen to twenty-four months from now.
- There is a need for comparable data, especially from Chicago. Illinois releases more information, and Indiana needs to catch up.
- The paper can no longer contact the analysts for comments or interpretation.
- There have been some staff departures from DWD, and they have not been replaced.
- Transportation planning requires site specific data. There must be information taking them from their homes.
- Data dashboards of key indicators cannot be completed, because there is not enough timely data on a monthly basis.

What could be done to the data to make it more accessible and better meet your needs? What would you like to see?

- Standardized local reports would be helpful. What is produced by Local Labor Market Analysts should look the same.

Would the following data be of use? What would you use?

- Yes, it would be useful to have data related to a jobs vacancy survey, skills currently in demand, specialized industry / regional analysis, industry cluster analysis, training in the use of LMI, career guides / ladders, GIS analysis of employment opportunities and job seekers.
- With regards to a jobs vacancy survey, monthly data would be great, but quarterly information is sufficient. The data must be easy for employers. Newspaper readers would appreciate the data as well.

Who else needs this information?

- In Northwest IN they have formed data users groups (Carol Rogers of IBRC is part of this).
- Site selectors. What do site selectors look for in workforce data?
- Someone should sponsor a lunch.
- The following individuals: Denise Dillard from WorkOne and LEDO's Jim Staton from Jasper County, Tony Rodriguez from Michigan City and Owen Rock from LaPorte. Also, someone from the East Chicago training effort should be contacted.

What else do we need to know?

- WIB employee is embarrassed that she does not use INEWS.
- CS3 needs to be monitored for glitches. There is an interest in knowing how jobs are being posted. It is unfortunate that users cannot check things out without logging in.
- Respondents requested that GIS be used as much as possible.
- This must be a sustained process with a timeline and progress. There should also be a local contact.
- NIPSCO invested thirty-five thousand dollars in a statewide database, and now it may be unnecessary.
- Revamping LMI should be a cooperative effort between DWD and IEDC.
- *Numbers in parentheses indicate how many respondents voiced the idea.

Focus Group Questions Used to Guide Discussion

- 1. What do you currently do with Workforce Development Labor Market data and what specific data do you use?**
 - a. How often do you use it?
 - b. How do you get it – electronic (website) hardcopy (source) other?
 - c. What was good about finding and using data?
 - d. What problems/concerns do you have?
 - e.
- 2. Are there other issues/analysis that you'd like to use Labor Market data for but can't? and why can't you?**
- 3. What could be done to the data to make it more accessible and better meet your needs?**
- 4. Would the following data be of use?**
 - a. Jobs vacancy survey
 - b. Skills currently in demand
 - c. Specialized industry / regional analysis
 - d. Industry cluster analysis
 - e. Training in the use of LMI
 - f. Career guides / ladders
 - g. GIS analysis of employment opportunities and job seekers
- 5. Who else in the area needs this information?**

Two Postcard Surveys for Customers of Strategic Research and Development Division

YOUR OPINION COUNTS

Indiana Department of Workforce Development

Please help us to achieve the quality of customer service you expect from our Strategic Research & Development division by taking a moment to reply to the following questions. For your convenience, no postage is required to return this card.

Item Sent _____

- 1. Did you receive the information you requested? Yes No
- 2. Was the information useful? Yes No
- 3. Did you receive the information at the time promised? Yes No

Please add comments that may improve our customer service.

Thank You.

(Signature and telephone number optional)

EXCEPTIONAL CUSTOMER SERVICE IS OUR ATTITUDE, NOT JUST OUR PROCESS!

YOUR OPINION COUNTS

Indiana Department of Workforce Development

Please help us to achieve the quality of customer service you expect from our Strategic Research & Development division by taking a moment to reply to the following questions. For your convenience, no postage is required to return this card.

On a scale of 1 to 5 (5 being best) were we:

- 1. Helpful & Informative 1 2 3 4 5
- 2. Offer information to meet your needs 1 2 3 4 5
- 3. Timely & Accurate 1 2 3 4 5

Please add comments that may improve our customer service.

Thank You.

(Signature and telephone number optional)

EXCEPTIONAL CUSTOMER SERVICE IS OUR ATTITUDE, NOT JUST OUR PROCESS!