



State of Alaska

PY 2005 Workforce Information Grant

Performance Report

(July 1, 2005 – June 30, 2006)

A. Statewide Workforce Information System

During Program Year 2005, 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 TEGP No. 33-04. Though Alaska achieved the majority of milestones outlined in its PY 2005 Workforce Information Grant Plan, staffing shortages resulted in the delay in both the ten-year occupational forecast and the broad user-based customer satisfaction survey.

A. PY 2005 Accomplishments

1. Continue to populate the ALMIS Database with state data

- **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 ALMIS database, populating all of the core database tables. The ALMIS database 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 ALMIS during the program year. Based on current resource levels, Alaska expects to convert to ALMIS version 2.3 no later than 3/30/07.

- **The extent to which the activity has conformed to the planned milestones, including an explanation for the cause of any significant variance from the schedule.**

PY05 Milestones	Activity Description	Comp. Date
Use current version of the database	Alaska is currently using ALMIS v. 2.2 and v. 2.3. V 2.2 is currently used in Alaska's Web site, which will be converted to v. 2.3. Further updates will be installed as they become available.	Ongoing. Est. date of completion 3/30/07
Populate and maintain core tables	Alaska will populate all ALMIS core tables.	Complete/ Ongoing
Timely update of database content	Alaska will update database content in a timely manner.	Complete/ Ongoing
Populate and update licensing data files in database and submit data to NCSC for ACINet	Occupational licensing data will be collected and housed in the ALMIS database and coded to O*NET. Licensing data will be transmitted to the Crosswalk Data Center for inclusion in ACINet.	6/30/06
Full utilization of database in meeting national, state and local customer information needs	All of the ALMIS core datasets are disseminated through Alaska's Web site. In addition, the ALMIS datasets will be utilized in Alaska's electronic labor exchange system ALEXsys.	Complete/ Ongoing
Staff training	Staff will participate in training when possible.	6/30/06

- **Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.**

PY05 expenditure: \$40,000

Explanation of variance: staffing shortages

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.**

Long-term, 2004-2014, statewide industry projections were completed during the program year. Due to staffing shortages, the companion ten-year occupational projections were not finalized until September 2006. Both forecasts were highlighted in the November 2006 issue of the monthly magazine *Alaska Economic Trends*.

Short-term, 2006-2007, industry projections were prepared for statewide and the Southeast, Anchorage and Fairbanks regions of the state. Due to staffing shortages, production of the two-year occupational projections was delayed.

- **The extent to which the activity has conformed to the planned milestones, including an explanation for the cause of any significant variance from the schedule.**

PY05 Milestones	Activity Description	Comp. Date
Produce and disseminate statewide long-term 2004-2014 industry employment projections	Using the methodology, software tools and guidelines developed by the Long-term Projections Consortium, Alaska will produce and disseminate statewide NAICS-based projections.	6/30/06
Produce and disseminate statewide long-term 2004-2014 occupational employment projections	Using the methodology, software tools and guidelines developed by the Micro-Matrix User Group, Alaska will produce and disseminate statewide occupational (SOC-based) projections.	9/30/06
Produce and disseminate state-level short-term 2006-2007 industry employment projections	Using the Short-term Forecasts Consortium methodology, Alaska will produce and disseminate 2006 – 2007 industry projections for statewide and the Southeast, Fairbanks, Anchorage regions.	3/30/06
Produce and disseminate state-level short-term 2006-2007 occupational employment projections	Using the Short-term Forecasts Consortium methodology, Alaska will produce and disseminate two-year occupational projections.	12/31/06
Refine sub-state historical NAICS industry database	Alaska will continue to refine the historical NAICS database.	Complete/ Ongoing
Populate ALMIS database with projections data	Alaska will populate the ALMIS industry and occupational projections tables and disseminate the data to the public through R&A's Web site, AKCIS, published articles and presentations.	Complete/ Ongoing
Staff training	Alaska will take advantage of projections training during the program year.	6/30/06

- **Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.**

PY05 expenditure: \$62,000

Explanation of variance: staffing shortages

B. Core Products and Services -- State Workforce Investment Board (SWIB)/State Workforce Agency (SWA) Deliverables

3. Provide occupational and career information products for public use

- **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.**

Multiple delivery systems and products comprise the occupational and career information component of Alaska’s workforce information system. Because the needs of our customer groups are diverse, the focus and presentation of our products and services vary. For example, the Workforce Informer (WI) delivery system, R&A’s Web site, reaches a broad audience of occupational information users including employers, policymakers, job seekers and researchers. Alaska’s career information delivery system, AKCIS, has a narrower focus, presenting career information in a format easily accessible to career seeking youth and adults.

- **The extent to which the activity has conformed to the planned milestones, including an explanation for the cause of any significant variance from the schedule.**

PY05 Milestones	Activity Description	Comp. Date
Products must be SOC-based	All occupational products will be SOC based and will include: <ul style="list-style-type: none"> • identifying “good jobs” using the 2004-2014 forecast • ranking vocational education occupations based on future employment opportunity, average wage, nonresident penetration • determining the percentage of workers nearing retirement age • analyzing youth employment patterns and job opportunities • analyzing wage records to determine hires and separations • assessing long-term employment patterns of particular occupational groups (e.g., operating engineers, welders) • using enhanced wage records to define and track career ladders 	Complete/Ongoing
Products developed in consultation with intended customers	Alaska will continue to develop and disseminate customer-focused occupational and career information products. Examples include the Alaska Career Information System (AKCIS), the web-based Occupational Table and monthly occupational profiles in the Workforce Informer delivery system. R&A will work with the Alaska Career Resource Advisory Committee (ACRAC) to ensure that its career development products meet the needs of Alaska’s career seekers.	Complete/Ongoing
Determine appropriate media to disseminate information	Although Alaska increasingly uses the Internet to distribute information, other media will be considered (hardcopy, video).	Complete/Ongoing

- **Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.**

PY05 expenditure: \$35,000

Explanation of variance: staffing shortages

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

- **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.

- **The extent to which the activity has conformed to the planned milestones, including an explanation for the cause of any significant variance from the schedule.**

PY05 Milestones	Activity Description	Comp. Date
Consistent with strategic vision of SWIB	<p>R&A will solicit AWIB feedback throughout the program year. Solicitation will include presentations and informal discussions.</p> <p>New products will be developed in consultation with the AWIB. Examples include:</p> <ul style="list-style-type: none"> • presentations on topics such as geographic employment, demographics or workforce needs • staff and committee member training on the availability and use of workforce information • analyzing AWIB-targeted industry sectors • identifying high-wage/good employment opportunity occupations 	Complete/Ongoing

- **Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.**

PY05 expenditure: \$40,000

Explanation of variance: staffing shortages

5. Maintain and enhance electronic state workforce information delivery systems

- **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 (AKCIS) seamlessly links state-specific occupational and educational information.

- **The extent to which the activity has conformed to the planned milestones, including an explanation for the cause of any significant variance from the schedule.**

PY05 Milestones	Activity Description	Comp. Date
Provide electronic public access to Alaska's ALMIS database	Public access to Alaska's ALMIS database is available through R&A's Web site Workforce Info. The system is available free-of-charge to users with Internet access. ALMIS database usage will be expanded through access by users of Alaska's new electronic labor exchange system, ALEXsys.	Complete/ Ongoing
Develop systems that facilitate customer access to information across multiple states and for interstate labor market areas (encouraged)	Pilot test and make available to the public the automated interstate ALMIS data access system (ADAM) currently under development by North Carolina.	Ongoing
System activities to improve customer access to information	Access to workforce information will be continually improved through Web site enhancements such as the incorporation of a web-based search engine and the distribution of new or expanded datasets.	Complete/ Ongoing

- **Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.**

PY05 expenditure: \$30,000

Explanation of variance: staffing shortages

6. Support state workforce information training activities

- **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 emphasize training activities during program year 2005. Working with Alaska's Wagner-Peyser and WIA staff, R&A conducted workforce information user workshops designed for One-Stop office staff.

Due to staffing shortages, workshops were not conducted in all four major regions of the state as planned.

- **The extent to which the activity has conformed to the planned milestones, including an explanation for the cause of any significant variance from the schedule.**

PY05 Milestones	Activity Description	Comp. Date
<p>Training activities to increase staff and stakeholders' understanding of workforce information</p> <p>Intended recipients of training</p> <p>Number of training classes planned and other delivery methods</p>	<p>Workshops, economic overview presentations and hands-on delivery system (AKCIS, Workforce Info) training.</p> <p>Workshop participation will be open to One-Stop staff, community policymakers and employers. Economic overview presentations are conducted on request. Recipients include (but are not limited to) the AWIB, chambers of commerce, industry groups, school districts, One-Stop partner agencies (such as the Division of Vocational Rehabilitation and the Division of Public Assistance) the military and state policy makers. AKCIS hands-on training recipients include current and potential system subscribers.</p> <p>Four regional LMI (Workforce Info) workshops will be held (Juneau, Anchorage, Fairbanks and Ketchikan). Economic overview presentations will be scheduled on request. AKCIS hands-on training will be held in at least four communities.</p>	<p>6/30/06</p>

- **Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.**

PY05 expenditure: \$2,500

Explanation of variance: staffing shortages

B. Customer Satisfaction Assessment

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

Alaska relied on three methods to assess customer satisfaction during the program year, including internet-based customer satisfaction surveys, informal discussions and focus group feedback. Briefly described:

1. Customer satisfaction surveys: Alaska continuously conducted an online user survey during the program year. During 2005, nearly 400 users responded to the online survey. Of those users, 95% were neutral, satisfied or very satisfied with the R&A's products and services. Due to staffing shortages, the more detailed survey, including both mail and online data collection, has been postponed until program year 2006.
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.
3. Focus group feedback: The Alaska Career Resource Advisory Committee informally functioned as a focus group for R&A's career development products and services. Where possible, committee feedback was used for product enhancement and development.

- **An assessment of the principal customers' satisfaction with the product or service.**

Alaska's principal customers expressed strong support for R&A and the services and products provided. As an example, at their August 2006 meeting the Alaska Workforce Investment Board passed resolutions in support of R&A's broad mission as well as for the Alaska Career Information System (AKCIS).

- **Activities to be undertaken to add customer value to the product or service, where needs for improvement are identified.**

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.

Enhancements identified for Program Year 2006 include:

Improving the awareness and use of workforce information:

1. Conduct LMI presentations to customers throughout the state, including overviews of both AKCIS and R&A's Web site.
2. Conduct hands-on AKCIS regional training.

Improving workforce information delivery systems:

1. Evaluate R&A's Web site for ease of use, making improvements where necessary.
2. Expand the vocational/proprietary school information contained in AKCIS to include Washington state programs. The practicality of including other Northwest vocational/proprietary school data in AKCIS will be explored.

3. Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.

PY05 expenditure: \$5,000

Explanation of variance: staffing shortages

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

As part of its mission to provide timely and accurate information about the world of work, R&A has long been committed to the development and dissemination of Alaska-specific workforce information. The Workforce Information grant provides much-needed funding for this effort. It is no exaggeration to say that this funding was essential in meeting the workforce information needs of Alaska. Neither is it an exaggeration to say that were these funds to be further reduced, R&A's ability to meet these needs would be seriously compromised.

Alaska recommends full funding for the Workforce Information core products.