

Annual Status Report

Florida

Workforce Information Core Products and Services Grant

PY 2005-2006

A. Accomplishments by Deliverable

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

Outcomes Compared to Planned Outcomes

Florida successfully updated the ALMIS Database version 2.3 with the latest labor force, industry, occupation, wage, performance, and administrative information as soon as it became available in PY 2005-2006. The database provided information for several Internet-based delivery systems, including the Florida Research and Economic Database (FRED) and the What People Are Asking (WPAA). The ALMIS Database was also useful for data extractions for special requests from state and regional workforce boards and local economic development entities.

Extent to Which the Activity Conformed to Planned Milestones

The activity conformed to planned milestones as specified in the PY 2005-2006 Workforce Information Core Products and Services Grant.

- 2. Produce and Disseminate Industry and Occupational Projections**

Outcomes Compared to Planned Outcomes

Long-term projections were completed for Florida, 24 Workforce Regions, and all large counties with employment above 100,000. Short-term projections at the statewide level were also completed.

Employment projections were a critical input into the Florida Workforce Estimating Conference (WEC), which met twice in PY 2005 to recommend the statewide demand occupations for training. These demand occupations drive the regional targeted occupations lists (TOLs) within Florida's Workforce System.

Extent to Which the Activity Conformed to Planned Milestones

The activity conformed to planned milestones as specified in the PY 2005-2006 Workforce Information Core Products and Services Grant.

3. Provide Occupational and Career Information Products for Public Use

Outcomes Compared to Planned Outcomes

This deliverable is one of the most important for the Regional Workforce Boards. Demand exceeded supply for many of these products. Production included: 16,500 *Wage Conversion Posters*, 19,000 *Job Vacancy Brochures*, 23,000 *Occupational Highlights*, 10,000 *LMI Bookmarks*, and 20,000 *Giving Children Hope and Skills*. *Giving Children Hope and Skills* was used to develop an online career awareness-training module for parents and students.

In Program Year 2005-2006, approximately 4 million requests were logged for labor market information on the Labor Market Statistics website. There were over 21 million web hits from individuals searching for information.

As part of the Florida reBuilds initiative, Labor Market Statistics completed a Job Vacancy/Hiring Needs survey for the construction industry in Florida. The results were provided to Workforce Florida Inc. (WFI) and the Agency for Workforce Innovation (AWI) in order to plan the response to hurricane recovery and the construction expansion.

Extent to Which the Activity Conformed to Planned Milestones

The activity's requirements were exceeded due to the availability of information on the Agency for Workforce Innovation's Labor Market Statistics' website.

The activity totally conformed to planned milestones as specified in the PY 2005-2006 Workforce Information Core Products and Services Grant.

4. Ensure That Workforce Information and Support Required by State and Local Workforce Investment Boards are Provided

Outcomes Compared to Planned Outcomes

Due to the large demand and responsiveness of Labor Market Statistics to requests for reports/products/data services from WFI, Regional Workforce Boards, local economic development entities, and other customer groups, program accomplishments greatly exceeded the plan. The following is a list of the major projects that were completed under this deliverable.

Regional Targeted Occupations List (TOLs):

Continued to enhance the website for the Workforce Boards to update the preliminary TOLs and for Workforce Florida Inc. to review these submissions. Enhanced the system to accommodate the appeals process for Regional Workforce Boards (RWBs) to contest additions to or deletions from TOLs.

Assisted Workforce Florida, Inc. with the compilation, review, and labor market analysis of the local boards' requests for additions to the Targeted Occupations Lists.

Finalized 2005-06 regional targeted lists that included occupations based on local input from the regions and occupations suitable for statewide training due to excess demand.

Job Vacancy/Hiring Needs:

Labor Market Statistics conducted a Job Vacancy/Hiring Needs Survey for the construction industry at the request of WFI for the Florida reBuilds initiative.

Industry/Occupational Projections:

Produced long-term employment projections for all 24 workforce boards to the year 2013 and short-term projections to 2006 at the statewide level.

Provided occupational employment information by industry and wage data by area for inclusion into the annual update of CHOICES. CHOICES is Florida's career information delivery system.

Economic Analysis:

Worked with the High Technology Corridor on the analysis of industries and occupations related to information technology. This included technical assistance on developing a survey of IT for the high tech corridor counties.

Provided data about labor supply, labor quality, and labor costs to assist economic development in attracting employers within the state. These included nine individual labor supply studies for industry prospects in the administrative support, aerospace, business support service/call center, food manufacturing, medical equipment manufacturing, semiconductor manufacturing, software design, warehousing, and wood products manufacturing industries.

Finalized an analysis of the employment impacts from the four hurricanes that hit the state during 2004. The analysis included the latest historical industry data for the post-hurricane period. The analysis demonstrated large numbers of job losses in agriculture and leisure and hospitality industries and large job gains in construction and construction-related industries.

Reviewed and analyzed the eco-tourism (environmentally friendly) industry within the state, identifying primary and secondary industries located within the same proximity to eco-tourism.

Worked with Enterprise Florida on an initiative called Business Insights to collect valuable information from employers to support economic and workforce development.

Maps:

Prepared statewide employer density maps with tracks of the hurricanes for the 2005 season (Dennis and Wilma). At the request of the U.S. Department of Labor, Bureau of Labor Statistics, Atlanta Regional Office, prepared maps of Hurricane Katrina for Mississippi, Louisiana, Alabama, and Florida.

Prepared employer density maps overlaying power outage areas caused by Hurricane Wilma for Collier County economic development.

Prepared Front Porch designed area maps for Miami.

Mapped poverty levels for the Early Learning program.

Prepared maps of voluntary Pre-K sites for the Early Learning program.

Prepared special maps for Job Corps based on poverty and unemployment rates.

Prepared density maps of job seekers and employers for various workforce boards.

Extent to Which the Activity Conformed to Planned Milestones

The level of activity exceeded planned milestones as specified in the PY 2005-2006 Workforce Information Core Products and Services Grant. Additional industry/occupational/supply and demand/impact studies were undertaken based on customer requests.

5. Maintain and Enhance Electronic State Workforce Information Delivery Systems

Outcomes Compared to Planned Outcomes

This deliverable is becoming more important as LMI data users switch to online delivery of resources. Florida deploys two major systems, FRED and WPAA, in addition to the LMS Website, the Estimates Delivery System, Labordynamics.com, and a site for one of the regional workforce boards. Customers more frequently used the LMI Website, which had about 13.2 million web hits in PY 2005-2006. Next was the FRED system which had 4.0 million hits in the program year. The Estimates Delivery System delivers occupational and wage data by area and this system had 3.1 million web hits during the program year. Tracking for WPAA indicated 805,000 hits. All parts of the LMS electronic delivery suite had a combined total of over 21.1 million hits compared to almost 17.3 million web hits the previous program year. Requests totaled 3.7 million in PY 2005-2006 compared to 2.9 million across all data delivery types the previous program year.

Released New Version of Florida Economic and Research Database (FRED): Released a new version of FRED that uses the latest industry and occupational coding systems. This version also has modules for employers, job seekers, and analysts.

Deployed Local Employment Dynamics Website: Continued to produce a web page that links to the U.S. Department of Commerce, Bureau of the Census, for local employment dynamics statistics for Florida by county, metro area, or workforce region. The indicators are available by quarter, by gender, and age group.

Extent to Which the Activity Conformed to Planned Milestones

The activity conformed to planned milestones as specified in the PY 2005-2006 Workforce Information Core Products and Services Grant.

6. Support State Workforce Training Activities

Outcomes Compared to Planned Outcomes

Florida is prominent in developing LMI training for workforce professionals. Available training includes: LMI for employer services, LMI training for placement and resource room staff, LMI For Grants, LMI for Business, LMI for Workforce Board and Economic Development Board Members, Census Training, and training in the O*Net Assessment Tools.

Florida uses a case studies approach in training. Regional Workforce Board staff are consulted before training is designed and case studies that fit their customer profiles or employer needs are developed for each local session. Florida also conducts sessions on state or local labor market conditions and LMS products and services for Regional Workforce Boards. A total of 744 people were trained during the program year.

Meetings/Presentations:

Exhibited at the 8th Annual Family Conference and Governor's Summit on Disabilities, the Florida Association of Chamber Professionals Annual Leadership Conference and Trade Show, and the U.S. Department of Labor's Workforce Innovations Conference. Displayed posters and other Florida LMS publications and promoted online information.

Attended the annual Rural Economic Development Initiative (REDI) meeting to advise workforce and economic development attendees of the resources available to them through Labor Market Statistics. Displayed information about the Agency for Workforce Innovation in the resource area.

Made a presentation at the Ex-Offender Task Force meeting on jobs for ex-offenders and labor market services available for career development.

Conducted and coordinated the Workforce Estimating Workshop and Conferences. Created a website that displays information on the workshop estimating conference, the minutes, and the handouts of the meetings.

Distributed data tables that Florida pioneered from Summary File 4 (SF4) and the Equal Employment Opportunity (EEO) files on CDs at the National Census State Data Center.

Training:

Trained regional resource room staff on how to link job seeker assessments to the skill needs of employers by using several types of on line tools, including career information delivery systems, occupational databases, and the Labor Market Information website.

Conducted training sessions for employer services staff, economic development professionals, and local board administrative staff on the use of labor market information tools and services for the workforce development partners, including Job Corps.

Made presentations to Regional Workforce Boards and employer forums.

Conducted a training session on the use of labor market and career information tools and services for the Job Corp intake staff in Florida.

Prepared presentations for the National Governor's Association (NGA), the National Association of State Workforce Agencies (NASWA), and the LMI Forum on targeting jobs and providing services for workforce boards.

Extent to Which the Activity Conformed to Planned Milestones

The activity exceeded planned milestones as specified in the PY 2005-2006 Workforce Information Core Products and Services Grant, which had 6 to 12 planned training sessions. Participant evaluations rated training at 4.5 or higher out of 5.0 points.

B. Customer Satisfaction Assessment

The most recent LMS customer satisfaction survey (November 2005) rated six questions about how staff handled information requests. The overall satisfaction rating on a scale of 1 to 5 was 4.7 for all six questions. The same survey also rated the questions across four different customer groups on the same scale. Florida LMS rated 4.3 for employers, 5.0 for workforce professionals, 5.0 for jobseekers, and 4.7 for other data users.

Based on these customer satisfaction findings LMS will continue with efforts to make online products more understandable to the average Florida jobseeker. The What People Are Asking (WPAA) system already provides an easy to use method to view labor market information. This system will continue to be refined for jobseekers and employers.

Another survey was conducted at the request of WFI for the Regional Workforce Boards Executive Directors regarding the various offices/services within AWI. On a scale of 1 to 5, LMS was rated 4.6 on responsiveness, 4.5 on timeliness, 4.6 on knowledge, 4.4 on understandability, 4.6 on helpfulness, and 4.7 on overall satisfaction. Labor Market Statistics overall rating of 4.7 was the top rating given to a program entity in AWI.

While these ratings are exemplary, LMS will continue with efforts to make online tools more useable and interactive to jobseekers, board staff, and employers. Efforts will continue to perfect timely delivery of information via electronic means while maintaining high standards of data quality and integrity.

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

Florida adapts delivery of products under the six major deliverables based on the needs of the state and 24 Regional Workforce Boards. Some individual products are adjusted based on customer feedback and short-term needs of the state and local boards. The results of the customer satisfaction survey indicate that Florida has achieved high marks in meeting the needs of its labor market information customers.

ETA should compile the accomplishments of all states funded by this grant, and promote, publish and share these products and services. ETA should continue to promote and share best practices and products/services developed by states under this suite of core products. In addition, this suite should continue to assist states with developing new products such as the Benefits Survey and Job Vacancy/Hiring Needs Survey to help meet data gaps.

D. Expenditures:

The total amount of the grant is \$1,504,744. Through June 2006, LMS has:

Spent	\$879,479
Encumbered	\$ 12,578

An extension was granted through June 30, 2007 for expenditure of the remaining \$612,687. If grant activities continue as planned, these remaining funds should be spent by October 30, 2006.