

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY  
Economic Information and Analysis Division

PY05 ONE-STOP LMI GRANT WORK PLAN  
July 1, 2005- June 30, 2006

## **Final Progress Report**

### **1. Continue to populate the ALMIS Database with state data**

#### Achievements

- ▶ Updated all core tables required by the US Employment and Training Administration and other non-core tables as data became available;
- ▶ Began conversion process to upgrade database to the new ALMIS 2.4 format in fall 2006;
- ▶ Initiated preparations for installation of the front-end application, Virtual Labor Market Information (VLMI), version 8.0 (fall 2006);
- ▶ Participated in Consortium meetings and projects, including the ALMIS Structure Committee;
- ▶ Participated in the VLMI user group meetings;
- ▶ Provided data extracts and data verification services according to user or system specifications;
- ▶ Cooperated with the Illinois Skills Match (ISM) system/database administrator to monitor and ensure the proper interface between the VLMI and ISM web sites;
- ▶ Delivered licensed occupations files to the National Crosswalk Service Center for display in the ACINET;
- ▶ Developed customized front page for VLMI 7.0 to assist users in finding data and reports more easily; and,
- ▶ Implemented web services to allow sharing of data with other state agency partners.

#### Planned Budget: \$93,978

Planned expenditures included project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), and contractual employee.

#### Actual Expenditures: \$46,871

Expenditures were less than planned due to staff reduction.

## **2. Produce and disseminate industry and occupational employment projections**

### Achievements

#### Data Infrastructure:

- Developed a maintenance database of the LDB and the original QCEW files from 1990 until March 2005 that aggregate employment at firm level (6-digit NAICS) for a combination of 2-, 3- and 4-digit NAICS industries.
- Investigated economic and non-economic code changes.
- Completed an outlier detection, and employment adjustment at the firm level by county.
- Developed and applied series for non-covered employment and special populations.
- Summed the preliminary county-level to twenty-four Local Workforce Areas and to Statewide and applied necessary adjustments.
- Constructed 102 county level data sets from January 1990 through March 2005 for the NAICS-based industry employment series.
- Constructed 24 Local Workforce Area level data sets from January 1990 through March 2005 for the NAICS-based industry employment series.
- Constructed State-level data set from January 1990 until March 2005 NAICS-based industry employment series.

#### Completed Short-Term Industry Employment Projections 2005 – 2007:

##### *Statewide:*

- Finalized historical employment series.
- Estimated preliminary industry projections.
- Conducted review of industry projections.
- Finalized industry projections.

##### *26 Local Workforce Areas (LWAs):*

- Estimated preliminary industry projections.
- Conducted review of industry projections.
- Finalized industry projections.

#### Completed Long-Term Industry Employment Projections 2004 – 2014:

##### *Statewide:*

- Estimated preliminary industry projections.
- Conducted review of industry projections.
- Finalized industry projections.

*26 Local Workforce Areas (LWAs):*

- Estimated preliminary industry projections.
- Conducted review of industry projections.
- Finalized industry projections.

Completed Short-Term Occupational Employment Projections 2005 – 2007:

*Statewide:*

- Constructed industry-based occupational staffing patterns for covered employment.
- Constructed industry-based occupational staffing patterns for non-covered employment.
- Revised national input data and industry directory software.
- Revised occupational directory.
- Estimated preliminary occupational projections.
- Conducted review of occupational projections.
- Finalized occupational projections.

*26 Local Workforce Areas (LWAs):*

- Created and modified substate staffing patterns.
- Estimated preliminary occupational projections.
- Conducted review of occupational projections.
- Finalized occupational projections.

Completed Long-Term Occupational Employment Projections 2004 – 2014:

*Statewide:*

- Revised national input data and industry directory.
- Revised occupational directory.
- Estimated preliminary occupational projections.
- Conducted review of occupational projections.
- Finalized occupational projections.

*26 Local Workforce Areas (LWAs):*

- Created and modified substate staffing patterns.
- Estimated preliminary occupational projections.
- Conducted review of occupational projections.
- Finalized occupational projections.

### Schedule of Training

- ▶ Occupational Projections Software (MicroMatrix) training, attended by Occupational projections staff in March, 2006.

### Principal Customers

Staff (counselors, trainers, planners) and customers (UI claimants, dislocated workers) of One-Stop Career Centers, State agencies and organizations, private sector (training providers), employers, human resource managers, economic developers.

### Planned Budget: \$364,071

Planned expenditures include project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), part-time consultant services, data processing hardware and software, data subscription services, and in-state and out-of-state travel.

### Actual Expenditures: \$181,580

Expenditures were less than planned due to reduced staffing levels.

## **3. Provide occupational and career information products for public use**

### Achievements

#### **I\*COMPASS**

- ▶ Developed **I\*COMPASS** (internally, at substantial cost savings) a new online resource to train users of One Source, our Web portal to labor market, workforce and career data and information. **I\*COMPASS** is an e-learning application designed to provide free extensive training to a wide range of customers, including local workforce development partners, employers, schools, unemployed individuals, job seekers, students, and parents. The first module, One Source Basics, is an overview of basic labor market, workforce and career information concepts. The second module, LMI Source, covers demand-driven local data products such as wage information, long-term and short-term occupational outlook and labor market analysis, as well as employer and worker statistics. **I\*COMPASS**, launched in September 2006, allows users to simultaneously access e-training and Illinois' web-based data sites. Additional training modules will be released in the months ahead.

### **Career Information System (CIS)**

- ▶ Completed and delivered the updated version via the Internet on schedule.
- ▶ Compiled and integrated updated employment projections data, occupational wages, current employment, bibliography, training programs, schools, scholarships, and other related information into appropriate files.
- ▶ Incorporated enhancements such as Quick Start (short tutorials to help customers use CIS), expanded “My CIS,” additional Real World Interviews, added links to other states’ wage data, and refined activities for special education students.
- ▶ Participated in national design meetings for CIS and Countdown.
- ▶ Number of visitor sessions = 113,000.

### **Countdown**

- ▶ In conjunction with other state consortium members, reworked the 10-question Countdown survey to reflect the 16 U.S. Dept. of Education career clusters.
- ▶ Updated all occupational files including descriptions, wages, and employment projections data in customer-requested expanded geographical format.
- ▶ Number of visitor sessions = 35,080 (an increase of 25.3%).

### **Workforce Info Center Web site (WIC)**

- ▶ Expanded and enhanced system platform and incorporated necessary ALMIS database additions.
- ▶ Reconfigured home and main pages through content management system to better communicate critical data elements and improve access to labor market facts (e.g., monthly LAUS numbers).
- ▶ Comparison of industries, occupations, and local areas;
- ▶ Updated industry and occupational profiles;
- ▶ Number of visitor sessions = 57,000.

### **LMI Source Web site**

- ▶ Updated access to all print publications including: Occupational Outlook in Brief; Winning Job Opportunities; and, Guides to Career Choices.
- ▶ Enhanced web page for access to **Local Employment Dynamics (LED)** data and **LED On The Map**.
- ▶ Revised access to several data sources to improve customer access.
- ▶ Number of visitor sessions = 210,000 (an increase of 22.8%).

## **Print Publications**

- ▶ Revised, updated and distributed the Illinois Occupational Outlook in Brief (IOOIB). The IOOIB received an Honorable Mention Award in the NASWA LMI Publications annual competition.
- ▶ Revised, updated and distributed Guides to Career Choices (now based on the 16 Dept. of Education career clusters).
- ▶ Developed parent section and other data tables for "FORWARD: Your Life After High School" magazine and delivered to all high school juniors in the state.
- ▶ Finalized "Kids & Careers" a guide for parents and families to assist youth in informed career decision-making. (Brochure should be available by November 2006.)
- ▶ Developed and distributed promotional flyer and bookmark to assist in the launch of the **I\*COMPASS** e-training system.

### Planned Budget: \$228,658

Planned expenditures include project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), part-time contractual employee, Spanish translation service, and printing costs.

### Actual Expenditures: \$114,043

Expenditures were less than planned due to savings in translation and printing costs and reduced staffing levels.

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

### Achievements

- ▶ With the assistance of consultant made available through National Crosswalk Service Center, conducted work group sessions with partner agencies to customize Units of Analysis for occupational supply-demand reports and tested with available projections and completer data. [This was the first public review of the updated National Units of Analysis (to CIP 2000 and SOC) and the team review resulted in numerous revisions that will be incorporated both locally and nationally.]
- ▶ Continued to provide monthly Local Area Unemployment Statistics (LAUS), Current Employment Statistics (CES), Quarterly Census of Employment and Wages (QCEW) summary reports and Mass Layoff Statistics (MLS) data, in requested formats, by *Opportunity Returns*

Economic Development Regions (EDRs) and Local Workforce Areas (LWAs) to the Illinois Governor's Office, to the Illinois Department of Commerce and Economic Opportunity (DCEO), to the Illinois Workforce Investment Board (IWIB), and to Local Workforce Investment Boards (LWIBs).

- ▶ Delivered initial sub-Cook County output from the Small Domain Estimation System to the three Local Workforce Board staff directors, and reviewed with their appointed data work group.
- ▶ Updated and refined regional industry and occupational supply-demand balance analysis for target industries (Health Care, Manufacturing, and Logistics) and critical occupations and delivered to DCEO and LWIB staff coordinating the Critical Skill Shortages Initiative (CSSI) within each EDR.
- ▶ Provided requested technical assistance to the Illinois Workforce Investment Board, Governor's Office, and Illinois Department of Commerce and Economic Opportunity, including: staff training; data analysis to support the work of One Stop Center relocation task forces; draft materials for national presentations and webinars.
- ▶ Distributed promotional materials and information brochures to all Chambers of Commerce and economic development regions.
- ▶ Local Workforce Analysts provided technical assistance to LWIBs and EDR Committees and subcommittees as requested.

Planned Budget: \$232,678

Planned expenditures include project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), part-time contractual employee, and printing costs.

Actual Expenditures: \$116,048

Expenditures were less than planned in large part due to reduced staffing levels.

## **5. Maintain and enhance electronic state workforce information delivery systems**

### Achievements

#### **One Source Portal Page ([www.ILWorkInfo.com](http://www.ILWorkInfo.com))**

- ▶ Continued extensive promotional activities to brand "One Source: Your Gateway to Workforce and Career Information" as the definitive starting point for access to comprehensive local information.
- ▶ Revised direct linkages to Labor Market Information publications.
- ▶ Number of visitor sessions = 251,000 (an increase of 7.3%).

### **Workforce Info Center Web site (WIC)**

- ▶ Reconfigured home and main pages through content management system to better communicate critical data elements (e.g., monthly LAUS numbers) and special studies and reports to customers.
- ▶ Number of visitor sessions = 57,000.

### **Career Information System (CIS)**

- ▶ Completed and delivered the updated version via the Internet on schedule.
- ▶ Incorporated enhancements such as Quick Start, IDEAS in Spanish, “My CIS”, and expanded administrative tools.
- ▶ Implemented web services to allow partner agencies to display CIS occupations and schools on their web sites.
- ▶ Number of visitor sessions =113,000.

### **LMI Source Web site**

- ▶ Updated access to all print publications including: Occupational Outlook in Brief; Winning Job Opportunities: A Guide for the Formerly Incarcerated in Illinois; and, Guides to Career Choices.
  - ▶ Enhanced web page for access to Local Employment Dynamics (LED) data and LED On The Map.
  - ▶ Revised access to several data sources to improve customer access, including long- and short-term industry and occupational employment projections and occupational wage data.
  - ▶ Number of visitor sessions = 210,000 (an increase of 22.8%).
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- ▶ Provided technical assistance and workforce analysis to the Governor’s Office.
  - ▶ In conjunction with the Illinois Workforce Investment Board (IWIB) and Illinois Department of Commerce and Economic Opportunity, incorporated the Career Information System into Illinois workNet, the Virtual One-Stop System. Participated on the IWIB workNet Steering Committee and workNet One Stop Resource Specialist Training Committee

### Planned Budget: \$153,803

Planned expenditures include project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), EDP hardware, software, training and conference fees, printing, in-state/out-of-state travel.

Actual Expenditures: \$76,709

Expenditures were less than planned due to reduced staffing levels and savings in travel and printing costs, which were leveraged with other grant funds.

## **6. Support state workforce information training activities**

### Achievements

- ▶ Labor market and career information is a key component for front-line staff serving job seekers in Illinois, particularly those assisting hard to serve populations such as dislocated workers, veterans, ex-offenders and displaced homemakers. In addition to the traditional classroom training sessions for customers to become familiar with, understand and utilize workforce and career information, customer feedback indicated that due to reduced budgets and tight resources a more flexible and accessible solution similar to Workforce ATM's [LMI@Work](#) was necessary. Thus, internal staff developed **I\*COMPASS**, an online resource to train users of One Source, our Web portal to labor market, workforce and career data and information. **I\*COMPASS** is designed to provide training to a wide range of customers, including local workforce development partners, employers, schools, unemployed individuals, job seekers, students, and parents. **I\*COMPASS**, launched in September 2006, allows users to simultaneously access e-training and Illinois' web-based data sites.
- ▶ Developed and delivered training on the use of the Local Employment Dynamics (**LED**) On The Map website and data and delivered to Local Workforce Board directors and partner agency staff.
- ▶ To promote available online applications and information services, distributed 75,000 bookmarks and 70,000 One Source brochures to workforce development stakeholders and the business/employer community.
- ▶ Conducted or participated in the following presentations and exhibits for the workforce development and business communities:

### **July 2005**

Southland Chamber of Commerce Economic Development Committee (Chicago); Kankakee-Grundy-Livingston Workforce Board Meeting; Will County Council for Economic Development session; Economic Development Conference at Northern Illinois University (Rockford)

### **August 2005**

Southland Chamber of Commerce Economic Development Committee (Chicago); South Regional Advisory Council of Workforce Board #7; Bits and Bytes Workforce and Labor Market training (Belleville); Moraine Valley College One Source presentation (Palos Hills); Economic Development Showcase (Moline); President's Office of Employment & Training One Source

workshop (Chicago); One Stop Day exhibit at Rockford Employment & Training Center; National Federation of Independent Businesses Workforce and Career presentation (East St. Louis)

### **September 2005**

Glen Carbon Employer Seminar on workforce and career information; Lake County Partners presentation on local workforce and labor market information; LWIB #19 Workforce and Career Information presentation (Decatur); Elgin Chamber of Commerce workforce and labor market presentation; Small Business Growth Corporation workshop (Fairview Heights); Workforce Boards of Metropolitan Chicago Summit on Hospitality, Tourism and Destination Retail Workforce; Rehabilitation Institute of Chicago's Quarterly Business and Workforce meeting; Rockford Economic Development Corp. meeting

### **October 2005**

Metro East Small Business Expo for Local Chambers of Commerce (Collinsville); Governor's Workforce Development Conference (Springfield); Workforce 21 Entrepreneurial Summit 2005 (Collinsville); Robert Morris College One Source Website Exhibit (Chicago); LWIB #7 meeting; President's Office of Employment and Training labor market information training

### **November 2005**

Maywood Employment & Training Center Employers Workforce Conference; Chicago Jobs Council Forum & Symposium; McHenry County Economic Development Council Workforce Committee labor market presentation; NAACP Statewide Conference, "Labor and Industry" workforce panel; Veteran's Job Fair at South Suburban College (South Holland); Carbondale Leadership Training Program's workforce and career information presentation; LWIB #23 meeting (Effingham); Pilsen One-Stop Workforce Center Job Developers labor market seminar (Chicago)

### **December 2005**

Madison-Bond Workforce Investment Board meeting; Workforce trends and conditions presentation to the McHenry Economic Development Corp.; LWIB #24 Business Service Team meeting; LWIB #26 meeting (Harrisburg); Workforce information presentation to the AARP State Conference

### **January 2006**

Randolph County Interagency Council labor market information presentation; Kankakee County Human Resource Director's Association employment trends presentation; McHenry County Economic Development Council Workforce Committee employment trends presentation; Will County Economic Development Forecast meeting; LWIB #3 presentation (Rockford); LWIB #23 meeting (Effingham); Paul Simon Chicago Jobs Corps Center Employer Advisory Council labor market presentation

### **February 2006**

South Regional Advisory Council to LWIB #7 meeting; Employer Seminar meeting (Edwardsville); Southland Chamber of Commerce's Economic Development Committee meeting (Chicago); Belvidere Chamber of Commerce Manufacturing Committee presentation; LWIB #3 Program Oversight Committee meeting; Prairie State College President's Office of Employment

and Training labor market and career instructional session; Lincoln Land Community College Professional Development Day on “The Shifting Illinois Population and Labor Market”

### **March 2006**

Kankakee Community College counselors labor market presentation; LWIB #7 meeting; Cook County Workforce Investment Board service providers hands-on labor market training; South and West Cook County Workforce Board meeting; Grundy County Economic Development meeting; Belleville Local Office Business Partners Team meeting; LWIB #23 meeting (Effingham)

### **April 2006**

Business Service Seminar on workforce information; Economic Development Day labor market and workforce trends (Collinsville); South Regional Advisory Council of LWIB #7 meeting; Illinois Workforce Professionals Annual Spring Conference; South and West Cook County Workforce Board Executive Committee meeting; McHenry Workforce Board labor market information presentation; Chicago Jobs Council Workforce Working Committee meeting; DuPage County Workforce Board’s Annual Economic Development Forecast meeting; Enterpriz Cook County Business labor market workshop; Robert Morris College Spring Internship and Job Fair exhibit

### **May 2006**

Illinois Association of Agencies and Community Organizations for Migrant Advocacy Annual Spring Conference 2006 (Decatur); South and West Cook County Workforce Board meeting; Employers Seminar at McKendree College; Jobs Plus Planning meeting with LWIBs #22 and #24; LWIB #23 meeting (Effingham)

### **June 2006**

“Working for the Fox Valley Job Fair” presentation at Waubensee Community College; South Regional Advisory Board of LWIB #7 meeting; Interagency Coordinating Committee Transition Leadership Summit presentation to service providers (Bloomington); LWIB #25 (Herrin); South and West Cook County Workforce Board Executive Committee meeting; Illinois Manufacturing Alliance meeting (Chicago); Chicago Association of Minority Recruiters in conjunction with Loyola University Institute of Human Resources and Industrial Relations exhibit

- ▶ Highlights of staff training activities during this Program Year include:
  - TRIO Student career exploration training: Staff conducted two hands-on training sessions for TRIO (a combination of three federal programs - Upward Bound, Talent Search, and Student Support Services) middle school and high school students in the Kankakee area. The training curriculum was designed to motivate these students from disadvantaged backgrounds to stay in school and progress through the academic pipeline to their targeted career field.
  - AERO (Argo, Evergreen Park, Reavis and Oak Lawn) Special Education Cooperative: AERO Special Education Cooperative is a Local Workforce Board #9 (Southern Cook County) partner that works with special education students in 12 school districts. Staff provided high school

- prevocational coordinators who work with students with disabilities with hands-on website training of our products and services. AERO's Assistant Director commented in a letter to the training team: "The information you provided along with the hands-on instruction for accessing the information was excellent...I would highly recommend this seminar to others and I plan to share this seminar/training with the State Transition Advisory Council that I am a part of and recommend that we have you present at the state level."
- Simpson Academy for Young Women: The mission of the Chicago-based Simpson Academy for Young Women is to educate young women who are currently pregnant or parenting and to develop independent, confident women who will be able to compete successfully and contribute positively to the global technological society of the new millennium. With the help of our free-of-charge online career exploration resources our outreach team was able to assist this nonprofit organization by conducting hands-on career exploration and development training utilizing our Web sites and products. Simpson Academy has invited us back to continue a series of workshops for these young women and to collaborate on future projects.
  - Career Development System (CDS): CDS is a consortium consisting of South Suburban College, High School Districts 205, 215 and 228 whose goal is help youth and adults plan and prepare for their future through life-long learning. Staff aggressively sought to provide this group with enhanced and specialized training sessions for middle school and high school counselors and administrators. As a result of the two successful training workshops in the past PY, CDS invited the training team to return to conduct more sessions this PY and provided candid suggestions and recommendations that we can use toward improving our products and services.
  - City Year Chicago: City Year, founded in 1988, is an international program that has 16 sites across the country with a mission is to build democracy through citizen service, civic leadership and social entrepreneurship. It staffs over 1,000 members per year, ages 17-24, who dedicate one year of service serving as mentors and tutors to the community's youth. Our outreach team collaborated with City Year Chicago students and staff on their Young Heroes - Camp City Year. The long weekend Camp was designed to create an environment where the Young Heroes (75 junior high students) are free to STEP OUT of their comfort zone, STEP UP to the challenge, and STEP FORWARD to lead with courage and confidence. Our team collaborated with City Year by

offering them our career exploration guidance. A City Year Chicago member sent us a thank you that included the following comment "I really want to say thank you for all the help you gave us for our service project. The kids really enjoyed doing the Activity booklet pages that we gave them. They did two of the activities in the booklet, the time travel activity and the career interest survey. They really got into the time travel activity because we made it a short story activity. Thanks again for all your help."

- ▶ Promoted career information tools at over 200 events including the following conferences, exhibits and capacity-building training sessions:

### **July 2005**

Summer Enrichment Pilot Program with Chicago Public Schools (CPS) High School 10<sup>th</sup> & 11<sup>th</sup> graders through the CPS - Office of Specialized Programs; Hire the Future Career Resource Network training (Chicago)

### **August 2005**

CPS - Office of Specialized Program's Grand Finale and Graduation at University of Chicago; Illinois Association for Supervision and Curriculum Development Conference; Hire the Future Career Resource Network training (Chicago); Chicago Tribune Annual Teacher's Resource Fair Career Exhibit (Navy Pier, Chicago); Back-to-School Health Fair and Community Information Career Exhibit

### **September 2005**

Jobs Plus '05 Career Fair (Collinsville); Hire the Future Career Resource Network training (Springfield); Archdiocese of Chicago Catholic Schools Technology Seminar and Vendor Fair (Niles); Association of Illinois Middle-Level Schools 28<sup>th</sup> Annual Fall Conference Exhibit (Lisle); Career Resource Network display at Malcolm X College Career Day; Women's Business Development Conference Exhibit (Chicago); Hands-on Career Information training to Vocational Counselors and Job Placement Specialists at the Rehabilitation Institute of Chicago

### **October 2005**

Southern Illinois University (Carbondale) Career Resource training sessions; Rock Valley College Regional career resource training (Rockford); Kishwaukee College Regional career resource training (Malta); Regional Office of Education #2 Teacher Institute Exhibit at Shawnee Community College (Ullin); Regional Office of Education #3 Professional Development Institute exhibit (Vandalia); Illinois Principal Association 34<sup>th</sup> Annual Conference exhibit (Springfield); Danville Area Community College Career Resource regional training sessions; Governor's College Relations Council Fall Career Fair at Illinois Institute of Technology; Illinois School Library Media Association Annual Fall Conference exhibit (Decatur); Mt. Vernon Annual Teacher Conference Career Resource exhibit; Hispanic Alliance for Career Enhancement Conference; Jacksonville Independent Living Center customer/employer seminar; Kankakee Area Regional Vocational Education System career and workforce presentation

### **November 2005**

Okaw Area Vocational Center (Effingham) Career Resource regional training; Lewis & Clark Community College regional Career Resource training (Belleville); Southern Illinois Professional Development Fall Career Resource Conference (Fairview Heights); Illinois Counseling Association Annual Conference career information exhibit (Itasca); 12<sup>th</sup> Annual Illinois Education & Technology Career Conference Exhibit; Illinois Association of School Boards 73<sup>rd</sup> Joint Annual Lighting the Way Conference (Chicago); Cook County 15<sup>th</sup> Annual Operation Access to Employment for Persons with Disabilities Career Exhibit; Chicago Public Schools Education-to-Careers Hands-on career resource training; LaMoine Valley Educational System Career Fair day; South Suburban College area career and vocational counselors hands-on career resource training

### **December 2005**

Kankakee Community College Hands-on Career Resource training; President's Office of Employment & Training Career and Workforce Information presentation; Bogan High School Career Night career resource presentation and training; Paul Robeson High School Student Motivation Program Day

### **January 2006**

Carl Sandburg High School Business, Applied Tech, Family/Consumer Science and Guidance Career Resource Network workshop; Career Conference presentation (Madison, WI); Mother Seton Academy Catholic High School Hands-on Career Resource training; Richmond-Burton Community High School Career and Technical Education hands-on career resource training; IDES/SIU Partnership Project meeting and CIS training (Carbondale); George Patton Elementary/Middle School career presentation (Riverdale); Dixon Elementary School Student Motivation Program; Fenger High School Student Motivation Program

### **February 2006**

Carl Sandburg High School Business, Applied Tech, Family/Consumer Science and Guidance career resource network workshop; Eastern Illinois University's graduate class Career Resource Network presentation; Chicago Public Schools high school counselors career resources training; Hurley Elementary School Junior High Career Day presentation (Chicago)

### **March 2006**

Homewood-Flossmoor High School Career Fair; Illinois Coalition for Educating At-Risk Youth Spring 2006 Conference Career Exhibit; Kankakee Community College counselors career and workforce presentation; College of Lake County career resource training; Northern Illinois University career information presentation and training for educators; Illinois Student Assistance Commission Seminar at Oakton College; Cook County Workforce Investment Board service providers hands-on career resources training; Illinois Division of Rehabilitation Career Fair at Belleville West High School; Illinois Association for College Admission Counseling District Seminar at Northern Illinois University (DeKalb); Regional Office of Career and Technical Education Annual Career Day at Lincoln Land Community College (Springfield); Illinois Association for Education Excellence presentation on career information; Farragut High School career resource presentation; Student Motivation Program at Harold Washington Elementary School

## **April 2006**

Lincoln Middle School College and Career Fair Exhibit (E. St. Louis); Hire the Future Student focus group meetings at Homewood-Flossmoor; Connections Conference career resource presentation; Corliss High School Student Motivation Program; 104<sup>th</sup> Annual Illinois PTA Convention career and workforce exhibit (Lisle/Naperville)

## **May 2006**

Greenville Correctional Facility career information and One Stop services presentation; Illinois Association for College Admission Counseling 2006 Annual Spring Conference career exhibit (Itasca); Morgan Park High School Annual Career Day presentation and exhibit; Rehab Institute of Chicago's Vocational Rehabilitation Career Day exhibit and workforce and career resource presentations; Seton Academy student focus group sessions; Student Motivation presentation at Charles Houston High School

## **June 2006**

Chicago Public High School Education-to-Careers counselor hands-on career training; Chicago Department of Children and Youth Services Citywide Parent Council Annual Career and Academic Resource Fair; Career Resource Network training for TRIO; McHenry Community College Career Services Specialist career and workforce training; Regional Youth Roundup; Illinois Principal Association High School Challenge Exhibit (Bloomington); Chicago Career Center Job Fair exhibit and demonstration; Illinois Association Career and Technical Education 76<sup>th</sup> Annual Conference Showcase (Peoria); Chicago Department of Children and Youth Services Citywide Parent Council Annual Career and Academic Resource Fair exhibit and presentation; Forum on Youth Literacy and Career Readiness presentation (Chicago)

### Planned Budget: \$429,747

Planned expenditures include project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), part-time contractual employees, ALMIS database maintenance contract, EDP software, training fees, and in-state travel.

### Actual Expenditures: \$214,336

Expenditures were less than planned in large part due to reduced staffing levels.

## **7. Customer Satisfaction**

### Achievements

Over 500,000 customers visited Illinois' One Source Workforce and Career Information Web sites during PY 2005. Staff conducted several focus groups and directed interviews with workforce partner agency staff subsequent to their hands-on labor market and career information Web site training. Customer feedback surveys indicated again this Program Year that among all three principal customer groups - employers, individuals, and the workforce

development system - approximately two-thirds of respondents were "familiar with" or "had used" workforce and career information Web sites or publications. Attribute ratings for Accuracy, Relevancy, Accessibility, Understandability, Geographical Area, Comparability, and Completeness from surveys and questionnaires were generally high and improved from last Program Year in all categories. However, several comments were used as the basis for questions during subsequent customer focus groups and partner agency directed interviews to provide input for product/service improvement process.

Feedback collected from the business community and workforce development partner agencies during focus groups and directed interviews asked that:

- ▶ Training opportunities continue to be expanded, including online and video recording technologies.
- ▶ Training be targeted to specific partner job classifications, e.g. WIB support staff, case managers, regional managers, job developers.
- ▶ Training be customized for specific industries. This information is very useful to us as business leaders, but difficult to grasp. Please work with our associations and chambers to help us learn how to use and analyze all of this data.
- ▶ Efforts be continued to depict all demographic groups, including persons with physical challenges, in the photos in our printed publications.
- ▶ Additional products be developed for special populations, including the formerly incarcerated.
- ▶ Employment, projections and earnings data for occupations within specific industries would improve analysis.

Feedback from individuals of particular note included two focus group sessions conducted after allowing 2 months post-training for groups of students in both the public and private high school settings to use the Web sites on their own. Our findings regarding the Illinois Career Resource Network and LMI Source include:

- 32% of the students said they had visited the Web sites subsequent to the initial training.
- 42% said they had discussed information from the website with their parent/guardian.
- 84% stated the website was easy to use, 11% said site was difficult to use and 5% said site was "neither easy nor hard to use."
- 89% of the students said they would recommend the Web sites to a friend.

- Comments on the appearance of the website were positive overall, and included statements such as: “It was creative and attention getting” and “. . . not the most attractive but it was easy to navigate through.”
- Comments recommending changes to the website were helpful and included:
  - More detailed instruction, but fewer steps.
  - Put more pictures of the careers to make the Web site more attractive to younger audiences.
  - Should have more animation and color.
  - Add an instructional tour that can help a person who has never visited before.
  - It would be helpful if the Interest Inventory in Countdown could be saved to the CIS portfolio.

Based upon this feedback and any additional feedback collected during PY 2006, we will plan to include the following activities:

- ▶ Expand outreach activities to the workforce development and business communities to increase awareness and utilization of workforce information Web sites and resources by local business and economic development associations and Local Workforce Investment Boards.
- ▶ Complete and refine **I\*COMPASS**, the on-line modular e-learning application for Illinois' workforce and career information training.
- ▶ Continue to aggressively raise awareness of all career information products, especially the Career Information System (CIS) and Countdown Web sites.
- ▶ Print, distribute and measure customer satisfaction with the new parents' publication “Kids & Careers: How Families Can Help Youth Succeed”.
- ▶ Update, enhance and distribute all 3 versions of the Occupational Outlook in Brief (English, Spanish, and soon-to-be-released correctional and formerly incarcerated populations).

Planned Budget: \$48,002

Planned expenditures include project staff salary and benefits, support staff salary and benefits, allocated costs (rent, utilities, supplies), contractual services, and in-state travel.

Actual Expenditures: \$23,941

Expenditures were less than planned due to reduced travel costs and staffing levels.