

**State of Wyoming, Department of Workforce Services  
PY2005 Workforce Information Grant  
Annual Performance Report**

**A. Accomplishments**

1. Activity: **Population of ALMIS database**

- a. The outcomes of this activity continue to be met. As information becomes available, the ALMIS database is populated on a 'real-time' basis with Wyoming data. Licensing data has been submitted, version 2.2 is in use. This work was on time and under budget.

2. Activity: **Industry and Occupational Employment Projections**

- a. The ALMIS database has been and continues to be populated with statewide and substate projections. This goal was scheduled for completion and was completed by 4/15/06.
- b. Necessary data elements have been gathered to produce the sub-state area projections. This goal was scheduled for completion and completed by 4/15/06.
- c. The historical NAICS industry files (Covered Employment and Wages or CEW) were produced by 4/30/06.
- d. The production of long-term (2004-2014) and short-term (2005-2007) is well under way, varying only slightly from planned timelines. Statewide industrial and occupational projections are complete, though there was a need to re-run short term projections. These results are available at:  
<http://wydoe.state.wy.us/lmi/projections.htm>

It is noted that sub-state projections are nearly complete and will be posted at the above site. It is also noted here that after meeting with the Department of Employment's Research & Planning section, it was determined that substate projections would be adjusted to reflect a change in the northeast region of Wyoming. This change creates the north central region as a sub-state unit, which encompasses Johnson and Sheridan counties. The purpose for this new division is to provide more specific information to the north central part of the state, which has a much different economy than the extraction focused Campbell, Crook and Weston counties, which will remain as the Northeast region.

These activities, as modified to respond to customer requests and consultations, are on time and under budget.

3. Activity: **Occupational and Career Information Products**

- a. The Wyoming workforce report has been completed and distributed in hard copy. Copies were distributed to key stakeholders across the state via mail in May, 2006. As well, copies were distributed to attendees of the 2006 Workforce Summit held in Casper, Wyoming during the same month. This report is available electronically at:  
<http://www.wyomingworkforce.org/news/publications.aspx>  
(please select “The 2006 Workforce Report”)
- b. There were several sub-steps identified as parts to this milestone. Each was accomplished as planned. It is notable that as progress developed, the ‘pull-outs’ discussed in Wyoming’s plan evolved into a joint project with the community college commission, Wyoming Department of Education, University of Wyoming, Wyoming Business Council, and Department of Workforce Services. Instead of 6 publications, there were 16 developed. These publications resulted in a leverage of \$174,000 from the Department of Education, covering the entire cost of printing and distribution. These have been shipped to all 48 school districts as of 9/25/06 for further distribution. This set of products is available electronically at:  
<http://www.wyomingworkforce.org/careerclusters>
- c. The development of a self-sufficiency calculator was identified as an activity which would serve to assist workforce professionals and job seekers in appropriate career planning. Partners in the development of this tool include the Governor’s office, Department of Administration and Information’s Economic Analysis unit, Department of Family Services, Department of Corrections, and Department of Workforce Services. This tool allows for 70 different types of families to calculate self-sufficient income specific to each county in the state. This tool is utilized by workforce staff prior to approving training investments, and facilitates ‘informed customer choice’. This tool can be accessed at:  
[http://www.wyomingworkforce.org/resources/ss\\_index.aspx](http://www.wyomingworkforce.org/resources/ss_index.aspx)
- d. Activities for this grant project area have been completed on time and on budget, varying only to meet the need identified by stakeholders and partners.

4. Activity: **Information and Support for Workforce Investment Boards**

- a. There were a number of milestones identified in this activity area. While many of these milestones involved other activity areas (which have been accomplished), such as ALMIS maintenance, Projections development, Statewide Workforce Report and associated publications, training, implementation of customer satisfaction surveys and consultation, convening of focus groups, it is noted that the WIB did not fully identify specific data sets and analysis needed until June of 2006.
- b. The customized data sets identified, at a summary level, include information relating to migration patterns of Wyoming workers, and information relating to Wyoming workers who appear to be working in more than one job. Activities to date include geomapping with BLS, compilation of information from Wyoming Department of Transportation, and more thorough examination of wage record activities pertinent to work habits of the workforce. It is anticipated that this work will be fully completed on December 31, 2006 with a subsequent full presentation to the Wyoming Workforce Development Council (Wyoming's WIB) at their February, 2007 meeting.
- c. The Communications sub-committee of the WIB was presented with copies and an overview of "Customer Satisfaction Made Easy", a publication developed by the national Workforce Information Council. Upon discussion, it was determined that this instrument should be slightly modified and participants in the LMI/ALMIS/ANSWERS training should be assessed as to the utility and effectiveness of the training and its subject matter. Results of this assessment will be discussed further in section 6 of this report.
- d. Customer consultation focus groups, as well as individual consultations have occurred as planned. Prior to each quarterly WIB meeting and each quarterly Communications committee meeting our WIB was consulted. Guidance was given on the content, layout and distribution of this report. Similarly, the WIB provided information and guidance as to the development of the 16 career cluster guidebooks. Additionally, as data was being gathered for the career cluster guidebooks, staff and partners convened with students and student group as to the data sets, content and layout of the publications. It is notable that

information requested was for more current wages than are normally provided through the OES program, as well as specific employer information, which can not feasibly be gathered in a comprehensive fashion (what happened to the last person that held this job, and why did they leave?). Consultations with education entities have revealed that the LMI is adequate for their purposes. Consultations with Economic Developers indicate a need for real time occupational wage information, which the Department is working toward in its new MIS product. Consultations with businesses and business groups have revealed several requests for customized data as well as unique economic analysis.

- e. Activities for this area have been accomplished largely on time and under budget, advances have been made on work to be completed by June 30, 2007.

5. Activity: **Maintaining and enhancing electronic state workforce information delivery systems.**

- a. The ANSWERS application, a dissemination software program for ALMIS, has been continually updated and kept available to the public. This site is found at:  
<http://wydoe.state.wy.us/ANSWERS/>  
Staff assure that the most currently available information is maintained in the database that supports this product.
- b. GIS-type mapping efforts have become increasingly important to Wyoming as available resident workers have become increasingly scarce. Current efforts focus on providing the type of information that relocating workers, both from in Wyoming and from other states typically request. Joint efforts from local economic developer associations and the Wyoming Travel and Tourism agency have resulted in the product located at:  
<http://www.wyomingworkforce.org/communities/>  
This product allows information seekers to select towns and cities directly from the map or from a drop down box, and then learn more about basic demographics, services, and other pertinent resources which answer common questions. We believe this tool will be further enhanced, as partners and stakeholders identify additional helpful information.
- c. The Maintenance and Development of the Administrative Records Database continues to be achieved as to plan. This activity has allowed research and analysis to be conducted in a wide array of areas. Examples include the production of reports

on a wide variety of topics. "Outlook 2010 Revisited" <http://wydoe.state.wy.us/lmi/occasional.htm> , *Wyoming Department of Employment, Research & Planning*, provides a mid-decade update of the economic context for labor; and the labor results, among other things, of Wyoming's Community College system training and education. This study describes where system graduates locate, and how they become occupied after training, and allows the system and its stakeholders to consider key factors in setting future direction. Other studies, currently underway, include policy development information for the WIB. These projects will assist the WIB in understanding how labor moves in, out, and around the state as well as the nature of workers who find themselves working in multiple jobs.

There are a number of other activities that continue to be successfully studied as a result of the Maintenance and Development of the Administrative Records Database.

- d. This activity is in substantial conformance with planned milestones, as evidenced by the products and activities mentioned above. The aggregate expenditures for these activities are somewhat higher than was originally expected, but resources saved in other areas have met this additional need.

6. Activity: **State workforce information training**

- a. DWS, key staff from the WIB, and the Department of Employment met several times to identify content, delivery method and schedule of this activity. Four sessions were delivered to nearly 2/3 of the state's One Stop staff. While the WIB members were invited to participate, none were available or in attendance. This training was designed to provide Workforce Center staff with a basic understanding of the data sets contained in the ALMIS database, as well as 'hands on' experience utilizing ANSWERS (Wyoming's tool for delivering ALMIS data in user-friendly fashion). Training occurred in both October and November of 2005, in Riverton and Casper, Wyoming respectively. A copy of the Powerpoint presentation is attached.
- b. This activity substantially conformed to the planned milestone of delivering this training by October 1, 2005. A little extra time was needed to secure a site which would allow attendees to participate in a lab setting. This activity was under budget, and an additional activity occurred in May, 2006, providing attendees to the Wyoming Workforce Summit with the opportunity to meet key LMI staff and discuss LMI needs.

## B. Customer Satisfaction Assessment

1. As was planned for the PY05 activities, a variety of LMI user groups were convened. Education administrators from the Department of Education (serves k-12 needs), University of Wyoming, and Community College Commission identified a need to identify for students a method to use LMI in career planning for both secondary and post-secondary students, as well as guidance counselors and students. At the same time, Wyoming's Workforce Board issued an RFP to pilot an effort to have dedicated career counselors in successfully responding schools. It was observed that school counselors have migrated away from career guidance toward family and behavioral issues, leaving a void in dedicated on-site resources for students to utilize in education and career planning. While this career guidance project is just in infancy, it will make use to the career information booklets developed in partnership with education administration. It is expected that while all students in grades 8-12 will benefit from the publications, it is the grade 8 students who fall under the requirement of developing a career/education plan. Since these needs were identified by end-users by their specifications, i.e., they participated heavily in the design and content, and final approval, satisfaction was fully met. With an order in place of \$174,000 for these materials, and daily additional orders being identified, it appears that demand for the product is much higher than anticipated. As noted previously, this grant paid for a portion of the labor in developing the product, and outside resources are being garnered at this time to pay for printing and distribution.

Other user groups (economic developers, businesses) have failed to identify general materials which can be developed for public consumption, hence their needs are being met in customized tables and other individually designed reports.

2. As was previously mentioned, the Communications sub-committee of Wyoming's WIB reviewed and modified a survey instrument. This instrument was based upon the Workforce Information Council's "Customer Satisfaction Made Easy" document. The developed instrument was assigned to participants in LMI/ANSWERS training. Analysis of the results of this survey indicate strong acceptance of the training, and that LMI (coupled with other information) is used for job selection, training selection, career guidance and planning, business consultation. In summary, LMI is a portion of information that is used in a wide array of planning and service delivery. Shortcomings, which are mild, are the

abilities to: use LMI in direct comparison to other information, have real time information, and rely solely on LMI for solutions.

3. Activities underway which should add value to products and services include infusing LMI, demographics, and economic data in the WIA and ES targeting and goal setting strategies of the Department.

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

1. Based upon accomplishments and information provided by Wyoming's WIB and customers, it has been recommended that additional efforts be developed in raising the public's awareness of how it can access and use LMI. It has been found that LMI usage is quite prolific, however, users are not aware of the full spectrum of this information. It is also noted that users of this information may not recognize that they are users of these products. Educating the public as to these issues will become more focused in the future.

2. Satisfaction assessment has been conducted on participants of the two LMI/ANSWERS training sessions provided during the year. While overall responses are strong and positive, it would appear that the knowledge and use of LMI is not consistent among One-Stop staff. Individuals who appear to be using LMI on a more frequent basis appeared somewhat frustrated as new users received basic information. It would appear that more regular or ongoing LMI training opportunities would serve to meet the needs of advanced users as well as maintain a better basic knowledge level in the general workforce system.

3. Based upon consultation with customers, a process which is continual and ongoing in Wyoming, current indications are not necessarily to change or add to core product and service areas, but rather additions to and refinement of activities currently housed within core product areas. This was noted in last year's report. It is also understood that customers largely respond to LMI with a certain level of indifference, unless their industry is either planning or otherwise undergoing a change. In these situations, however, it is clear that customers do expect a response to their specific need in a timely fashion. Currently, the State Legislature and Governor have authorized the Department to conduct a formal vacancy survey, which will assist Wyoming in many ways to understand the true nature of the apparent labor shortage currently being experienced. This activity, expected to be complete in November, 2006, will greatly assist customers and partners in developing policy and strategy for addressing the labor shortage.

Wyoming is very excited to discover the new and emerging Workforce Information Needs, and looks forward to developing ways to meet these needs.