



**WORKFORCE INFORMATION GRANT  
ANNUAL PERFORMANCE REPORT  
For  
PROGRAM YEAR 2007**

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**A. Accomplishments – Required Core Deliverables**

1. *Continue to populate the Workforce Information Database with Delaware Occupational and Labor Market Data.*

All of the designated core tables were populated and updated in accordance with established guidelines. The data is available in-house as well as to the public via the Internet and on ELMER, our WebSARAS LMI delivery system. WebSARAS is an electronic information dissemination tool that incorporates a graphical user interface (GUI) displaying statistics for the states and areas therein, in the Bureau of Labor Statistics regions. This system gives geographic based access to a variety of census, economic, labor market, and local information. ELMER requires input from the Workforce Information Database with data updates being made on a routine basis. The following tables were regularly populated:

- CES
- Income
- INDPRJ
- Industry
- Labforce
- Lisauth
- License
- OCCPRJ
- OESWAGE
- Populatn

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

The Delaware Office of Occupational and Labor Market Information (OOLMI) produced short-term statewide industry and occupational projections for the 2007 to 2009 time period and long term sub-state (county) industry and occupational projections for the 2006 to 2016 time period. These projections were produced using the methodology, software tools and guidelines developed by the Projections Work Group and Projections Managing Partnership.

Informational products disseminating industry and occupational employment projections were published, such as *Delaware Wages 2007*, *Delaware 2016: Occupation and Industry Projection*, and *Delaware Career Compass 2007-2008*. The *Delaware Career Compass* was published in its 15<sup>th</sup> annual edition and serves as the leading educational guide to thousands of Delaware students and job

seekers. The *Delaware Career Compass* has proven to be a valuable resource to those in need of critical advice and information on planning their employment future. Almost 50,000 copies of this publication were requested by Delaware public, private and parochial schools, along over 1,000 copies of the accompanying *“Teacher’s Guide”*. In addition, another 7,600 copies of the *Delaware Career Compass* were provided to other users, including use by the department at “rapid response” presentations. All of OOLMI’s informational products are available in print from OOLMI or online through a link provided on the Delaware Department of Labor’s website.

To enhance OOLMI’s web site, a vendor specializing in web based solutions has been contracted with to assess the data flow to our web site and recommend action steps for enhancement. Once this assessment and action steps are completed, OOLMI then plans to contract with this same vendor to work on the “look of” and “display of data/information” on our web site.

Finally, OOLMI established a new position—“Editor/Production Coordinator”. The recruitment for this position was conducted in June 2008 and the candidate selected for this position began work on July 21, 2008. This position will facilitate the OOLMI’s proactive approach to create and distribute publications about labor market and occupational information; including partnerships with the Delaware Division of Employment & Training, the Delaware Workforce Investment Board, and the WIRED grantee to generate labor market and occupational information publications, brochures, etc.

3. ***Publish an annual economic analysis report for the governor and the Workforce Investment Board.***

A comprehensive report was submitted to the governor and the chairman of the Delaware Workforce Investment Board (DWIB) on June 27, 2008 and subsequently put on OOLMI’s website in July 2008. The report contains data and information about the following subject areas:

- An Overview of the State’s 2007 Economy
- State Gross Domestic Product & Personal Income
- Teenage Workers
- Older Workers
- Location Quotients
- Educational Attainment
- Delaware & U.S. Job Change
- Delaware & U.S. Employment by Industry
- Industry Sector Details

To meet our goal to provide comprehensive and objective facts as they relate to the state’s economy, we used only original source data from:

- The Bureau of Census
- The Bureau of Labor Statistics
- The Bureau of Economic Analysis
- The Delaware Department of Labor

4. ***Post products, information and reports on the internet.***

OOLMI provided many informational products as well as access to tools and reports on the Delaware Department of Labor’s website. The website contains the following:

- Current occupation and industry projections
- Quick links to external sources of information
- Unemployment information
- Employment occupations
- Business Employment Dynamics
- Quarterly Census of Employment and Wages (QCEW)
- Local Area Employment Statistics (LAUS)
- Annual unemployment rate
- Annual labor force series (state and county)
- Current Employment Statistics(CES)

The following publications are available online:

- *Delaware Career Compass*
- *Delaware Annual Economic Report*
- *Delaware 2016: Occupation and Industry Projections*
- *Delaware Monthly Labor Review*
- *Delaware Wages 2007*

Many past editions/versions of the above publications are also available online in the “Library” section of the website.

5. ***Partner and consult on a continuing basis with Workforce Investment Board and key talent development partners & stakeholders.***

OOLMI had on-going discussions/meetings with the Delaware Workforce Investment Board (DWIB) as well as a representative of the WIRED grantee. The result of these discussions/meetings included:

- Recommended training programs in response to high demand occupations.
- Provided 2006-2016 industry occupation projection files.

- Established an effective line of communication.
- Responded to DWIB or WIRED requests for information and analysis.
- Provided the DWIB with published and customized labor market information products.
- Partnered with the DWIB in a Faith Based & Community Outreach program, specifically SHARE network and SNAPS, by facilitating the provision of labor market and occupational information to individuals in areas who generally would not have access to this information. “Sharing How Access to Resources Empowers” (SHARE) network and “Share Network Access Points” (SNAPS) are designed to improve the effectiveness of the national One-Stop Center system by building linkages between Faith Based and Community Organizations and local One-Stop Career Centers. As part of our partnership with DWIB, Delaware OOLMI funded the purchase of computers and printers for SNAP locations.
- Joined the Wilmington Job Corps micro-industry council. One of this council’s functions is to make sure that Wilmington Job Corps’ training programs are aligned with the area's occupational and industry demand. OOLMI’s labor market economist’s participation on this council is an excellent outreach opportunity for OOLMI.

**6. *Conduct special studies and economic analyses.***

OOLMI completed the following items during the program year:

- Provided projections and analysis of the Delaware Unemployment Insurance Trust Fund for a three-year period in a “Baseline”, “Optimistic”, and “Pessimistic” format for the Delaware Unemployment Insurance Director.
- Provided data to the Delaware Valley Innovation Network (DVIN) regarding the life sciences industry.
- Provided labor market and occupational data/information for an article published in *Delaware Today Magazine*. The title of the article was, “The New Delawarean: Who are these folks and where are they coming from?”
- Provided estimated labor force statistics for the City of Wilmington to a staff assistant of Delaware U. S. Senator Joseph Biden.
- Utilized Current Population Survey data to provide information on discouraged workers and other individuals who are out of the labor force in Delaware to the Assistant Director of the Delaware WIB.

- Performed an analysis of expected future job availability for Wilmington Job Corps graduates to assist that organization in refining their program offerings.
- Provided an analysis of average pay rates by education levels in Delaware to a staff assistant of Delaware U.S. Senator Thomas Carper.
- Provided a projection of the demand for workers with Master's degrees in computer science for both the state and Kent County at the request of Delaware State University which is considering expansion of its academic program to begin offering Master's degrees.
- Provided a state economic overview and forecast to the head of the Center for Economic Education & Entrepreneurship at the University of Delaware.
- Performed a wide-ranging analysis of the current state of Delaware's economy, along with short-term expectations for the Delaware Economic Development Office.
- Performed an analysis of Delaware's manufacturing sector for the Delaware State Chamber of Commerce.
- Performed an analysis of women's earnings for the Delaware YWCA.

## 7. *Expenditures for PY 2007.*

The aggregate expenditures for PY 2007 grant funds as of September 8, 2008, was zero. OOLMI will be carrying-over the entire PY 2007 grant of \$295,421 into PY 2008. The primary reason for the delay in spending PY 2007 grant funds was the priority given to spending carry-over PY 2005 and PY 2006 grant funds. Funds for PY 2005 have been fully expended, while funds for PY 2006 will be fully expended by September 31, 2008. Several initiatives to accelerate spending of the PY 2007 grant funds are:

- Continue the initiative that is referenced in section A.2. of this report with the vendor specializing in web based solutions.
- As also indicated in section A.2 of this report, OOLMI established and on July 21, 2008 filled a new position—"Editor/Production Coordinator". This position, funded by the Workforce Information Grant, will facilitate OOLMI's proactive approach to create and distribute publications about labor market and occupational information.
- Partner with the department's Division of Employment and Training to utilize the Mobile One Stop to increase the dissemination of labor market information products and to increase the level of outreach to customers needing these products. The Mobile One Stop is a mobile career center. It is a customized

motor coach fitted with state-of-the-art equipment and technology, including computers with Internet access via satellite, and work stations for customers. The Mobile One Stop enables Delaware Department of Labor staff to go on-site to serve workers at their job location prior to a downsizing. The Mobile One Stop is also utilized by department staff to provide recruitment services for employers, conduct outreach to schools, facilitate prison-to-work activities, assist migrant and seasonal farm workers and to participate in job fairs. The Mobile One Stop goes to wherever there is customer demand or need, with emphasis on bringing department services to those customers who cannot easily access the department's "brick and mortar" offices.

## **B. Strategy for Customer Consultation and Assessment of Customer Satisfaction**

- Methods – OOLMI used several methods to collect and interpret customer satisfaction information. For example, special surveys were conducted on various publications including the *Delaware Career Compass* and *Teachers Guide*. The input from our customers is considered when making content changes to our key publications. Recipients of the *Delaware Monthly Labor Review* were polled on their satisfaction with the information provided in this monthly publication and the method they wanted to receive this information; e.g. hard copy via mail, by Fax or electronically. OOLMI routinely takes into account comments and suggestions made by customers at meetings, in phone conversations and through email. Additionally, the website requests input from users by offering a link where users may go to leave feedback and recommendations regarding improvements to the website.
- Satisfaction Assessment- Generally high satisfaction was noted by customers. OOLMI has been responsive to suggestions from customers regarding presentations, publications and the website. Continued enhancements have been made to improve publications and information services. Service delivery methods have been enhanced by making labor market and occupational information available to customers via various methods, e.g. Internet, email, and hard copy. Quick links continue to be added to the website that provide easy access to information on unemployment, employment, occupations, and business employment dynamics.
- Future Activities- Although generally high satisfaction ratings have been noted by customers, OOLMI will continue to update and refine mailing lists, send notices of new publications, and schedule surveys following the release of all major publications and create new products as suggested by input from customers. Additionally, OOLMI will continue to partner with divisions

within the Delaware Department of Labor and other state agencies, such as the Delaware Office of Economic Development and the Delaware Department of Finance, to better serve Delaware citizens.

**C. Recommendations for Improvement or Changes to the Deliverables**

The Delaware Office of Labor Market Information has no recommendations for improvement or change to the deliverables.