

**One Stop Labor Market Information Grant
Program Year 2002
Mississippi**

Core Products and Services

- (1) Continue to populate the ALMIS database with State data.

The ALMIS Database will be populated as follows:

- ◆ All specified data tables will be populated with statewide data
- ◆ Adjusted and not seasonally adjusted series where applicable
- ◆ All time periods will be included (monthly, quarterly, or annually)
- ◆ Industry projections at the two digit SIC level
- ◆ Occupational projections prepared at the BLS collapse level

The ALMIS database is currently being populated with applicable current State and Federal data. Revisions are being made for historical data that has been benchmarked or revised.

Significant Milestones: The ALMIS database has been populated with required elements. Ensuring current and accurate data is present will be a continuous process. This will occur monthly, quarterly, annually, and at other times depending on the data. Additional Census 2000 data will be entered as it becomes available. A schedule of data elements is being produced to manage the wide variety, different time factors and sources of data.

Estimated Costs: See attached schedule.

Principal Customers: LMI professionals, Agency Staff, Other State agencies, Planning & Development Districts, Workforce Investment Areas, other data users.

- (2) Produce and disseminate long-term State level industry and occupational employment projections.

Long-term state level industry and occupational employment projections areas generated

- ◆ Statewide Industry and Occupational Projections
- ◆ Jackson MSA, Biloxi-Gulfport-Pascagoula MSA, & Hattiesburg MSA Industry and Occupational Projections
- ◆ Community College Districts (13) Industry and Occupational Projections
- ◆ Planning and Development Districts (10) Industry and Occupational Projections
- ◆ Balance of State Regions (4) Industry and Occupational Projections
- ◆ Workforce Investment Areas (6) Industry and Occupational Projections

Planned Milestones: Projections are generated bi-annually and provided through publication and through our Internet site. The process of preparing occupational and industry projections is a continuous function. We will follow established guidelines for completion dates and transmission to federal agencies/oversight groups.

Estimated Costs: See attached Schedule.

Principal Customers: LMI professionals, State Agencies, Planning & Development Districts, Community College Districts, other interested parties & Workforce Investment Areas.

(3) Produce and disseminate short-term, industry and occupational forecasts

Short-term industry and occupational employment forecasts will be produced in accordance with the methodology and guidelines developed by the Short-term Forecasts Consortium. Forecasts produced will be submitted in accordance with procedures developed by the Consortium.

Estimated Costs: See attached schedule.

Principal Customers: LMI professionals, State Agencies, Planning & Development Districts, Community College Districts, other interested parties & Workforce Investment Areas.

(4) Provide Occupational and Career Information for Public Use

Our intentions are to provide this data through the Internet or publications for users that do not have Internet capabilities. We will provide the following information/products:

- ◆ Occupational wages at the State, MSA, and WIA levels available on our website; currently using the Estimates Delivery System (EDS) to create local area estimates; the EDS system allows a user to see occupational descriptions
- ◆ Occupational projections by a variety of areas available on our website
- ◆ Create publication that provides educational requirements, average wage, occupational projections, and required skills by certain occupations (high demand per specific areas or statewide) in a publication format for use in local one-stop locations and available on our website
- ◆ Added a link on our website to the State of Mississippi's State Personnel Board job listing; which provides a table showing current job openings with State Agencies
- ◆ Maintain link to America's Job Bank on our website

Planned Milestones: Create local area wage estimates for additional groups that are part of our normal published areas, Planning & Development Districts and Community College Districts; county level production of estimated occupational wages will be reviewed; within six months have a completed publication that combines wages, projections, and required skills to be placed on our website and in print format in local One-Stop offices

Estimated Costs: See attached Schedule.

Principal Customers: Students, Job Seekers, Planning & Development Districts, & Economic Development Organizations.

(5) Provide an employer name and address list that can be accessed by the public.

Mississippi has signed the license agreement with InfoUSA, Inc. Our intentions are to provide the employer database on our website to Employment Service offices, Job Service offices, One stop Career Centers and other partner agencies involved in career exploration, job search, and job development.

We will provide this database using a Search Engine that allows users to select by county and industry when searching for employers.

Significant Milestones: The ALMIS Employer Database is currently located on our searchable database; this will be available to the public as soon as it is on-line.

Estimated Costs: See attached schedule.

Principal Customers: Job Seekers, Employment Service Personnel, Job Service Personnel, & LMI Professionals

- (6) Provide information and support to Workforce Investment Boards and produce other State information products and services.

The Mississippi Labor Market Information Department will continue to provide various types of information products. This is accomplished through scheduled publications and through specific data requests. We will use results from our Customer Satisfaction Survey to determine if additional publications or new types of available data are necessary. The on-line customer satisfaction survey allows us to provide a large percentage of data users the opportunity to communicate their needs to us in an easy to use format. One LMI staff employee will be attempting to provide presentations before each of the local boards in Mississippi in order to gain additional feedback from that customer type about what is required.

We have also added counters to several of our website pages to track usage of certain publications, this feature will allow us to determine customer usage by publication and additional pages that we have added to provide information for data users.

Examples of special publications or State information products are as follows (all are available on our website):

- Annual Average Publication – LAUS data for State and counties
- Annual Labor Force reports – provides resident and establishment based amounts to data users at the county and State level on a monthly basis
- Historical Data Sheets – various economic amounts by county and for the state; covers the time period 1970 – 2000 (in five year increments)
- Labor Market Information for Affirmative Action Programs by county
- Mississippi Business Population – State & county business births and deaths by industry and size of establishment
- Labor Market Trends for the Jackson MSA – Current Employment Statistics and other data for the Jackson MSA area
- Quick Reference Sheets – presented by county, provide labor force, population, employment by industry, income data, and educational attainment levels
- Added color maps to provide an easy to use and understand format for a variety of data types that we publish
- Created a new monthly tri-fold product that provides a variety of economic information for the state; will be mailed to elected officials and placed in local one-stop offices
- Our LMI guide is currently being revised to become more user-friendly
- The LMI section of the agency's website has been updated to provide a consistent easy to use format; descriptions of LMI programs, types of products available and related publications are provided

Planned Milestones: We will continue to refine and review our existing mix of publications. We will consider results from our Customer Satisfaction Surveys and from requests directly from our customers. Our goal is to continue to use our website as the primary method of distribution

Estimated Costs: See attached schedule.

Principal Customers: Workforce Investment Boards, State & Federal Agencies, Students, Economic Development Organizations, Educational Institutions, Researchers, and Private Employers.

(7) Improve and Deploy electronic state workforce information delivery systems

Funds in this area will be used to cover the costs of annual software maintenance, Monthly Internet Service Provider costs, and future equipment/software needs. The goal of this initiative is to continue the electronic dissemination of Labor Market Information in a user-friendly format that can be accessed by any interested customers from remote locations. In addition, the equipment and technology needs of the Labor Market Information Department will be maintained.

The product/information made available to the public through the Internet will be only as good as the data that is entered. A great amount of effort has been dedicated and will be necessary to ensure that reliable, current, and accurate data is maintained and provided.

Annual benchmarks and monthly revisions of data will be incorporated into our procedures. In addition we will monitor other data sources to ensure timely inclusion or revisions are incorporated.

Significant Milestones: Software to provide LMI data over the Internet in a user-friendly format has been purchased with prior year grant funds. This software allows data to be selected by a variety of locations (State, county, National, Planning & Development Districts, Community College Districts, Workforce Investment Areas, etc) depending on the data type. The vendor for our product has indicated that our interactive product will be completed during February 2003 and will be on-line by March 2003. Our product will be a direct interface with the state sponsored on-line product (Virtual One Stop product). In addition we will continue to generate hard-copy publications and place these on the agency's Internet site in a PDF format.

Estimated Costs: See attached Schedule.

Principal Customers: LMI Professionals, Employment Service employees, Economic Development Organizations, Community College Districts, Educational Institutions, Planning & Development Districts.

(8) Support State workforce information training initiatives.

The LMI section of the agency's website was altered in order to provide general descriptions of the programs that we administer and the types of data that we produce. E-mail addresses of LMI program staff have been added to the appropriate sections in order to answer specific questions. Plans are to visit our local offices in the One-Stop system to ensure that staff are properly trained in the availability and use of Labor Market Information. Although we have had a direct working relationship with local office managers for many years; due to turnover and new partners; a refresher course is planned. Request will also be made to provide training to local WIB's.

Planned Milestones: Visit each local One-Stop office in the State and attempt to make presentation before local workforce boards to provide LMI training.

Estimated Costs: See attached Schedule.

Principal Customers: One -Stop office staff, Current and potential data users, local WIB's.

Customer Satisfaction Assessment

- During October, 2002 the Labor Market Information Department initiated a section on our website for a LMI Customer Satisfaction Survey
- This approach was selected because (1) the majority of our data users obtain LMI data over the internet (2) it allows us to obtain responses from **all types** of data users and (3) it provides an easy to use quick response format
- The results from the customer responses will be reviewed on a monthly basis to determine changes that need to be made or additional products\information that could be added as publications
- Our approach is that we will make every effort to provide information (that we are able to provide) that our customers need
- In addition during the beginning of February 2003 we added counters to each of our publications pages on our website and selected LMI pages to determine customer usage; these amounts will be tracked over time
- The survey will also provide an idea of the various data user types and the information that they needed but were unable to locate
- An example of the on-line survey form has been attached
- A spreadsheet has been set up to track the results of the survey responses and the usage counters

Statewide Employment Statistics System

- Consultation – one staff person has recently been hired to make LMI presentations before Local WIB staff and for our local office staff, the goal of this process is first to educate them about the LMI products and to show them how they can be used to perform their jobs, the staff person will be available to perform customized training at individual WIB's when requested, feedback from these sessions will allow us to provide information that they determine to be critical. We have added a customer satisfaction survey to our website with the intention of allowing all types of users (employers & individuals) to communicate their needs to us
- Delivery – our approach has and will be to focus on the Internet as the most efficient means of providing information to our customers. We also provide publications to users by mail and through publications in local offices of MESC and One Stop locations. Contact information for customers are provided for each of our programs on our website and our web address is provided on each publication that we produce
- Support for the State's WIA/Wagner- Peyser Five year strategic state plan – one comment from the original plan was that the employment statistics system was not readily accessible to customers in a user-friendly format and that the majority of information was only available through publications. We have concentrated our efforts to make all data available through the Internet in order to provide current and relevant information. We have also altered most publications or data sets to provide local data relevant to the designated workforce regions in our state. It supports the overall plan by providing labor market information covering occupational wages and employment levels, occupational projections, employment levels, industrial makeup of areas, unemployment rates and levels, income levels, population estimates & demand occupations for a variety of areas.
- Delivery through the State's One-stop delivery system – Computer terminals with internet connections are available at the one-stop offices, one-stop staff are able to access our internet site and guide individuals to the correct information, copies of publications and our LMI Guide are provided for the resource rooms or areas, and one LMI staff person has been designated to make presentations to local one-stop staff in order to educate them about the availability and use of Labor Market Information and we will continue to have working relationships with many of the local office managers who are familiar with our data and uses of the data