

Annual Performance Report
PY 2013 Workforce Information Grant
Delaware Department of Labor
Office of Occupational and Labor Market Information

A. Accomplishments – Required Core Deliverables

1. Continue to populate the Workforce Information Database with State and Local Data.

Core tables continued to be maintained and updated using software developed by Diamond Technologies, a Delaware-based IT firm. Built around the Tableau data visualization technology, the data are linked to the Delaware Department of Labor's website through a stand-alone system known as ELMER. The new ELMER system is compliant with the Workforce Information Database 2.5 structure. Data are updated on a regular monthly, quarterly, or annual schedule, depending on the type of data. All updates have been made in a timely fashion.

Along with the ELMER delivery system, we also make data available through a variety of other avenues, in order to increase usage. Data users can view graphs and tables, and download multiple data series through several access points on our website.

2. Produce and disseminate industry and occupational employment projections.

Short-term industry and occupation projections for the period 2013 to 2015 were produced and made publicly available during the middle of June, 2014. Statewide long-term projections for the period 2012-2022 were produced and submitted during the same time period. A hard copy publication which contains and explains the projections was printed in July, 2014. The projections are used to develop lists of the occupations with the greatest number of expected openings by required education and training in order to assist the Delaware Workforce Investment Board in focusing its training funds on occupations and industries where jobs are expected to be most available. They are also incorporated into our student career guide, the *Delaware Career Compass*. The projections continue to be used by the Delaware Department of Labor's Divisions of Employment and Training and Vocational Rehabilitation to assist jobseekers. They are used by school districts to develop and focus career pathways. We have held workshops with various education and vocational education groups to illustrate the use of the projections and to gather feedback on their needs and how we can better meet them.

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

The 2013 Delaware Annual Economic Report was submitted to state policymakers and posted on the OOLMI website for public use. <http://www.delawareworks.com/oolmi/Information/Publications/DelawareAnnualEconomicReport.aspx> This 68 page report contains a detailed analysis of all major industry sectors and sub-sectors in the state, a graphical exposition of labor force data for

various demographic groups, migration patterns, personal income, and a breakdown of industry employment in the Cities of Wilmington, Dover, and Newark, among a variety of other topics.

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

OOLMI continues to post a variety of data, reports, and analysis on our website. We have arranged data, publications, and links that are most likely to be of interest to different groups: jobseekers, businesses, researchers, and students and educators accessible in a single click for each to make it easier for our users to find information pertinent to them.

In a continuing effort to improve electronic delivery, we have incorporated Facebook as a way to communicate with our users. The Delaware Career Resource Network website is live. It contains activities, data, and other information targeted to educators, parents, and students by grade level which can be used to assist in career exploration. It has been presented to the Governor, local business and education groups, and was featured in the state Chamber of Commerce magazine.

The *Delaware Career Compass* was once again published and distributed to the state's public and private middle and high schools. Now in its 22nd edition, this guide to career exploration and labor market information has become a staple in the education community. It has been continually revised and improved by working with an advisory council of educators and counselors. The Delaware Higher Education Office, the Delaware Department of Health and Social Services, the Delaware Economic Development Office, Tech Prep, the Delaware Department of Education, and the Delaware Department of Labor's Divisions of Vocational Rehabilitation and Employment and Training all contribute content or advice. The Delaware Advisory Council on Career and Technical Education is consulted regularly as the new edition of the *Career Compass* is developed. Additional copies are provided at workshops and by request throughout the year.

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

OOLMI maintains regular contact with the Delaware Workforce Investment Board (DWIB) staff and assists them in guiding training funds to areas where jobseekers and businesses are most likely to benefit. OOLMI also assists them in providing information, analysis, and expertise. In addition to continuing its support of the DWIB, OOLMI has continued its work with the Wilmington Job Corps. We will continue to support their work by providing analysis of the labor market and attending their Micro Industry Council meetings. The Jobs Corps has come to rely on OOLMI's guidance to direct their job training resources.

6. Conduct special studies and economic analyses.

OOLMI regularly provides comment and analysis to local newspapers, magazines, and radio stations. OOLMI also regularly provides analysis for other governmental entities, such as the Governor's Office, the state Economic Development Office, the City of Wilmington, county economic development offices, the Department of Finance, the Department of Health and Social Services, the Department of Transportation, and other divisions within the Department of Labor. OOLMI has assisted the Wilmington Job Corps in changing their program offerings through analysis of local occupational employment trends. OOLMI is in regular contact with the state Chamber of Commerce, as well as numerous private employers, schools, institutions, and citizens, providing data, analysis, and projections.

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

OOLMI provides contact information for customer feedback prominently on all publications and on its website. OOLMI does receive, and act on, informal comments from groups we work with. We also use Facebook to solicit feedback. Our number of friends continues to slowly expand.

We have also participated in multiple workshops in the use of labor market information and projections for counselors and educators in all three of the state's counties. In all of these cases, while we help these groups to better understand our products and services, they help us to understand their needs and desires. We use this feedback in an ongoing process of evaluation of our products and services and improvement to them.

We have been called in to assist the City of Wilmington in their economic development efforts. The city has contracted with a private economic development firm to create an economic development plan for the city. The City asked for OOLMI's help in providing data and feedback on the plan as it is developed.

OOLMI has also been asked to provide information to the group Jobs for the Future, who have been contracted to develop a job pathways strategy for the state. Again, the expertise of OOLMI, with its unrivaled knowledge of the state's economy, has been recognized at the highest levels of state government.

C. Recommendations for Improvement or Changes to the Deliverables.

We have no recommendations this year.