

Workforce Information Grant

Annual Performance Report

Program Year 2013



INDIANA
WORKFORCE
DEVELOPMENT

Submitted by:
Indiana Department of Workforce Development
Research and Analysis

September 2014

Introduction

During the 2013 program year, Indiana continued a strong recovery from the Great Recession adding jobs at a faster rate than the nation overall or that of many of the Midwest neighboring states. Indiana's unemployment rate also fell below the national average in January of 2014 and has remained lower through August 2014. Despite these improvements in the economy, Indiana has yet to regain all of the private sector jobs lost since the 2009 recession. Indiana continues to have portions of its population who suffer from long-term unemployment. Long-term unemployment remains particularly troubling for Hoosiers with only a high school diploma, or less. It remains a high priority for the current administration to focus targeted training dollars towards education and training.

The Indiana Career Council continued to meet throughout the 2013 program year to develop a strategic plan for re-alignment of Indiana's state education and workforce training system. Adopted in June of 2014, the Indiana Career Council's strategic plan has three pillars of transformation: system alignment, worker- and student-centric services, and demand-driven programs and investments. During the 2013 legislative session, Indiana lawmakers also continued to focus on the need for improved cooperation between state training providers in addressing the on-going demand for workers with the right mix of knowledge, skills and abilities. To better inform these agencies and training programs, increased focus has been given to the longitudinal warehouse and research initiatives that originated with the Indiana Workforce Intelligence System (IWIS). During the 2103 session, the Indiana Network of Knowledge, or INK, was established to replace and enhance (IWIS) as the state's education and workforce longitudinal data system. INK builds on the success achieved since IWIS' inception in 2007 through the collaborative efforts that began with the Department of Workforce Development and IU's Indiana Business Research Center. Partner agencies include the Indiana Department of Education, the Indiana Commission for Higher Education, the Department of Workforce Development, and the Family and Social Services Administration. Further building on this successful initiative, Indiana was awarded a Workforce Data Quality Initiative (WDQI) grant to further the state's longitudinal research and evaluation of workforce training and educational programs.

Provision of Labor Market Information:

Regional Labor Market Analysts and staff at the IDWD administrative office continue to provide statewide and localized information for economic development efforts, job seekers, educators, career counselors, and the general public. Some of the most requested information includes: labor force and industry employment trends; available applicant counts (from the Indiana Career Connect, the agency's job-matching system) and incumbent worker pools for specific occupations; occupation and wage statistics; demographic profiles of each region's unemployed workers; plus other custom and standard reports in response to requests from a wide range of customers. New in program year 2013, the regional analyst team began offering additional information on employer demand from a variety of external "Real Time LMI" tools, such as Help Wanted Online, and Burning Glass/ Labor Insight. Regional Operators and state and local economic development organizations are frequent consumers of labor market information, along with training institutions, business groups and researchers. The on-going development of the IWIS/ INK system continued to create enhanced opportunities to combine workforce and education data (K through 12 and higher education) to examine employment outcomes, retention of graduates, differential outcomes based on degree type and area of study and a wide range of other research to better understand the linkages between education and the workforce. Delving into the demographic and geographic details of the unemployment insurance claimant data, along with the job demand data, has also provided enhanced information on labor supply to inform economic developers and business attraction projects.

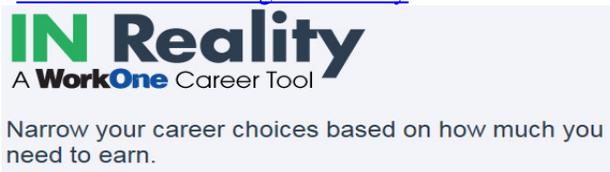
Regional analysts also regularly participate in Regional Workforce Investment Board meetings and have provided information and training for their members on request. The Indiana LMI staff also offered

webinars and trainings to the local workforce staff, to assist them in a more effective usage of LMI and its application to career research and guidance. Additionally, the LMI Director and partners at the Indiana Business Research Center have also provided periodic trainings to the state Adult Education (AE) staff, and to other Works Councils throughout the state. Regional reports such as monthly Labor Market reviews, Wage & Occupation reports, Quarterly Job Postings and Starting Wages Reports, and analysis of Unemployment Insurance Claimants (Labor Supply) reports were regularly distributed and are also published on the state's *Hoosiers by the Numbers* website. The state's regional analysts continue to produce customized Labor Market Information reports with requested data specific to a particular business, locale or industry needs. The regional analyst teams are the first responders to local economic developers and regional workforce planning boards to provide data and analysis for business, chambers, and attraction project requests for information.

Leveraging a Partnership

The long-term partnership of IDWD with Indiana University's business research center leverages the best people and resources of both state entities on behalf of the residents and business of Indiana. The development of software/applications for the digital sharing of data, the statistical modeling of large volumes of LMI data to produce new information, and leveraging university tools to improve productivity in the analysis of labor market information are all part of this partnership. IDWD and IBRC continue to focus on offering more localized and regional workforce data to the benefit of local decision makers. Additionally, this partnership continues to also offer leadership and technical expertise towards the development and expansion of the Indiana Workforce Intelligence System (IWIS), now officially the Indiana Network for Knowledge (INK) and recognized as the state's longitudinal database for Indiana's education and workforce information. This partnership will continue to leverage the work and research initiated at the Department of Workforce Development to build out the "Workforce Data Warehouse" to ensure continued evaluation and research on workforce training and unemployment trends.

A new initiative in 2013 was the creation of a tool for students to gain an understanding of how much they may need to earn at their future careers to live their desired future lifestyle. This was developed at the request of the IDWD leadership team based on demand from educational stakeholders. The desing was also inspired by the work of the Texas: Texas Workforce Commission & the Texas Education Agency: <http://www.texasrealitycheck.com/>. Indiana's "Reality Check" is an interactive online tool allowing the student user to choose their career and/or their lifestyle to see how their goals match up with "reality" and is available at www.hoosierdata.in.gov/inreality.



Reality Check

How much do you need to earn to match your desired lifestyle?

Get started >

Another career development initiative that was finalized and released in 2013 was the Virtual Career Counselor. This was initially developed as a part of the Driving Change (ARRA) Grant to assist job seekers and job counselors estimate the time and effort needed to move from Job A to Job B, based on the commonalities and differences in training needed for the two occupations.

- **Virtual Career Counselor**

This interactive tool allows any public user to estimate the preparation time required to transition from one occupation to another. "Transition time," while measured in weeks of academic, technical or vocational training, is a relative measure to provide one with an estimate of the relative ease or difficulty of moving from one type of job to another. This method, in effect, compares the similarity of education and training between occupations. This career planning tool is accessible on Indiana's Hoosiers by the Numbers website. The team provided webinar trainings to the Regional Analysts and WorkOne stakeholders to illustrate the tool.

Virtual Career Counselor
A **WorkOne** Career Pathway Tool for Hoosiers

This interactive tool allows users—a job-seeker or a workforce career counselor, for example—to estimate the preparation time required to transition from one occupation to another. "Transition time," while measured in weeks of academic, technical or vocational training, is a relative measure to provide one with an estimate of the relative ease or difficulty of moving from one type of job to another. This method, in effect, compares the similarity of education and training between occupations.

Type in current or most recent job title:
customer

Select the "official" title that best matches it

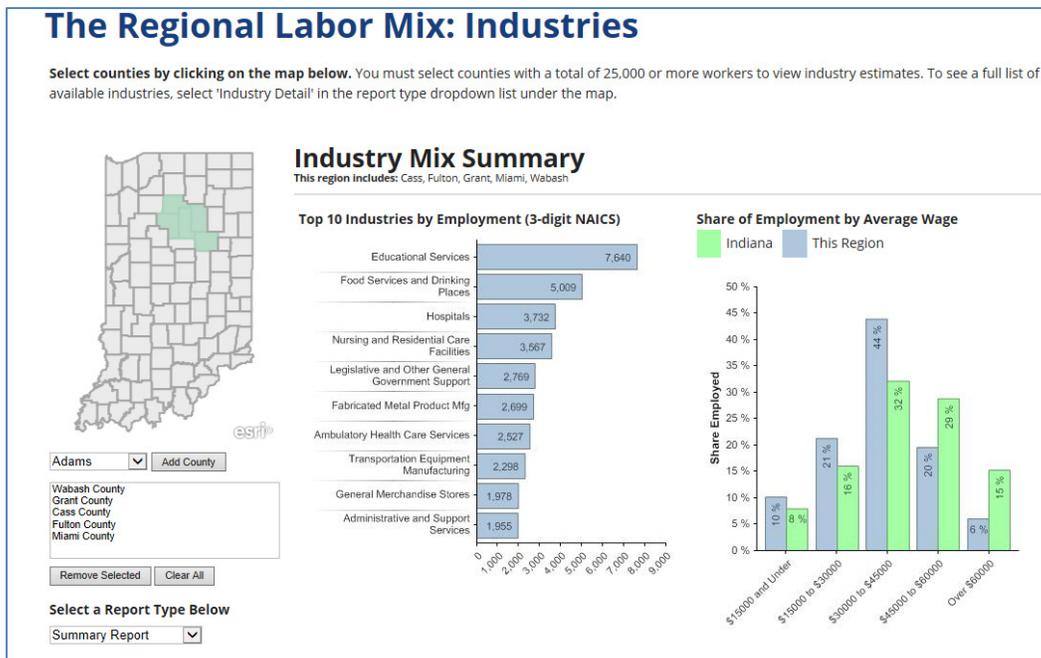
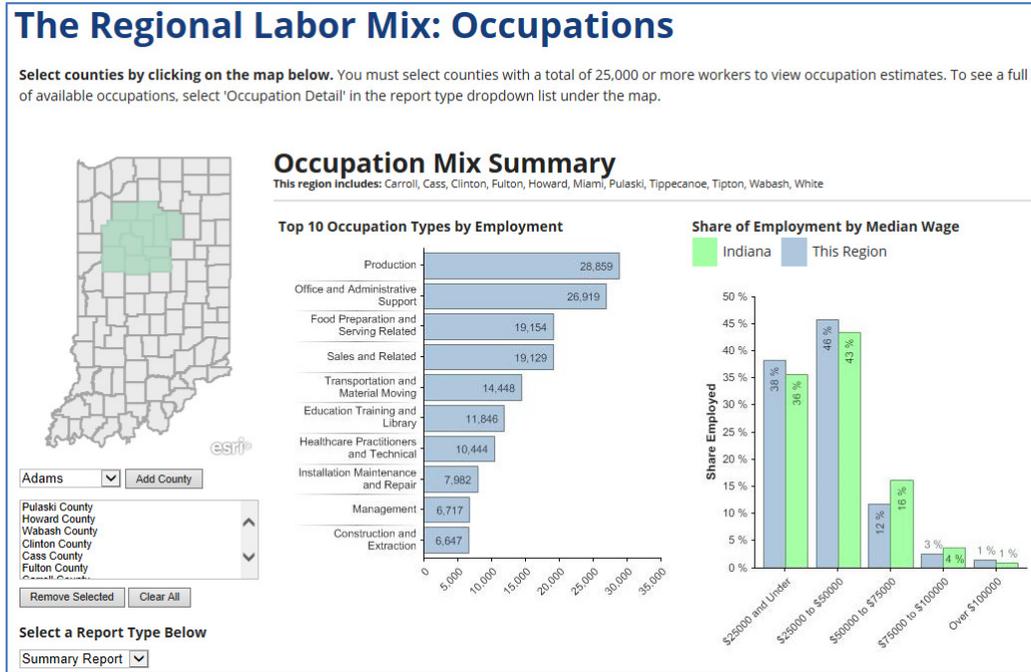
- Customer Service Representatives
- Administrative Services Managers
- Aircraft Cargo Handling Supervisors
- Automotive and Watercraft Service Attendants
- Bill and Account Collectors
- Cashiers
- Claims Examiners, Property and Casualty Insurance

Select an Occupation	Weeks	Median Salary
Customer Service Representatives	N/A	\$30,580
Electrical and Electronic Equipment Assemblers	1	\$28,810
Coil Winders, Tapers, and Finishers	1	\$30,840
Grinding and Polishing Workers, Hand	1	\$27,890
Interviewers, Except Eligibility and Loan	1	\$29,910
Bus Drivers, School or Special Client	1	\$28,080
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	1	\$27,920
Furniture Finishers	1	\$28,500
Ophthalmic Laboratory Technicians	1	\$28,590
Industrial Truck and Tractor Operators	1	\$30,220
Parts Salespersons	2	\$29,550
Slot Supervisors	2	\$32,390

- **The Regional Mix**

This application was also released in 2013 on the Indiana's LMI website Hoosiers by the Numbers. The Regional Mix introduces a new way to view occupation and industry detail by county, and by customized region. The application is based on new modeled estimates of employment at the six-digit, detailed industry level for each county which attempts to bypass the suppression issues involved when using data from the Quarterly Census of Employment and Wages. Regional and statewide staffing patterns are then applied to the modeled industry employment to produce detailed occupational estimates at the county level. This tool allows local users free online access to create customized and detailed reports at a level of detail that can't be found elsewhere without a subscription to a proprietary LMI tool. These detail reports

provide 3-digit industry or 6-digit occupational detail based on the modeled estimates of employment that eliminate the need for suppression as found in reports using actual employer-level records from QCEW or OES survey responses.



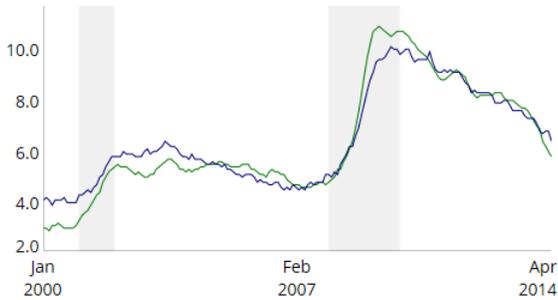
- Unemployment Rate and CES at-a-glance**

New visualizations or icons to the LMI homepage were developed which illustrate over the month change for the LAUS and CES top requested data. This is a quick visualization tool that was in high demand from users. Stakeholders often just want to know – did our rate go up or down? Did we gain or lose

jobs? Additionally - if the viewer does want more, a user can simply click on **Learn More** and obtain easy access to additional detail and data to illustrate the LAUS and CES program data. There is also an option for users to see a nationwide map, and/or to download detailed data in excel or pdf file.



Indiana Unemployment Rate (SA)



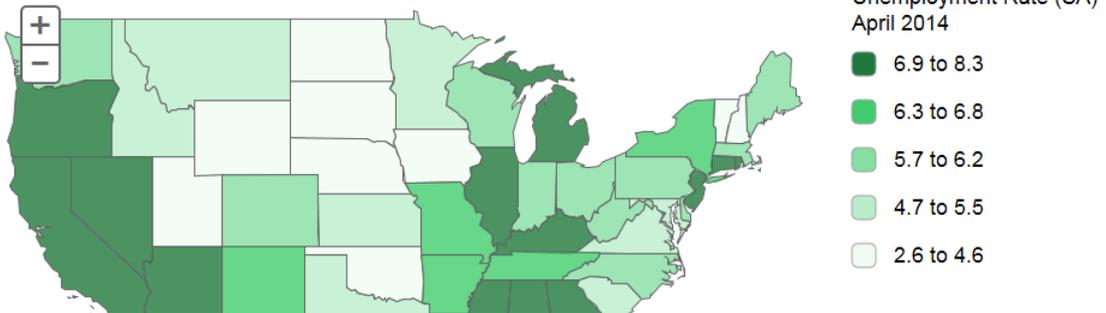
5.7

April 2014 Unemployment Rate (SA)

[Quick Download](#) [More Data](#)

Using the Graph: hover over line-points to see the value at each point in time; gray shading indicates recession period. Click and drag within graph to show more detail.

Using the Map: hover over the state to show (under legend) the state and its rate; click on a state to view the pop-up.



RFI (Request for Information) Data Assistant



HOOSIERS BY THE NUMBERS

Your source for workforce data from the [Indiana Department of Workforce Development](#)

[Home](#)[Data by Region](#) ▾[Data by Topic](#) ▾[Data by Series](#) ▾[Tools & Resources](#) ▾[What's New](#)

RFI Data Assistant

This page is dedicated to economic developers throughout Indiana who need to get data fast when responding to RFIs (requests for information) from site locators or businesses. We have constructed this page based on feedback from LEDOs, REDOs, IEDC, IEDA and IBRC. We welcome suggestions for additional links or ideas for new data to add. Send email to lmi@dwd.in.gov.

Population

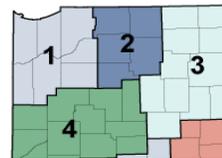
- [States](#)
- [County, Economic Growth Region \(EGR\) or Metro \(MSA\)](#)

Income and Wages

- [Average Wage–State](#) (Occupational Employment Statistics)
- [Average Wage per Occupation](#) (Occupational Employment Statistics)

Regional Analysts

For even more data, contact our regional analysts. Find your local analyst by clicking on a region from the map below or [download PDF map](#).



One of the most common types of adhoc requests and projects the LMI team works on, is a request for information for a local economic developer as they are working on a business attraction project to support their local economies. The IBRC and IDWD partnership worked in collaboration with the Indiana Economic Development Corporation to design an online resource page tailored specifically to the needs of local economic developers for these types of requests. The page is still being updated based on current use and the feedback has been overwhelmingly positive as users have found this to be a “one-stop-shop” for regional research requests.

- Population
- States
- County, Economic Growth Region (EGR) or Metro (MSA)
- Income and Wages
- Average Wage–State (Occupational Employment Statistics)
- Average Wage per Occupation (Occupational Employment Statistics)
- Average Wage by County (Quarterly Census of Employment and Wages)
- Median Household Income
- Per Capita Personal Income
- Employment
- Top Employers per County
- Employment by Industry (Quarterly Census of Employment and Wages)
- Labor Force, Unemployment and Unemployment Rate
- State (seasonally adjusted)
- County (not seasonally adjusted)
- Available Workforce
- Indiana Career Connect Potential Candidates
- Available Workforce per Occupation
- Available Workforce per Industry
- Education
- College and University Rankings
- Indiana Colleges Map
- Postsecondary Education Completion
- IPEDS Data Center
- Educational Attainment
- Department of Education, Compass
- School/School Corporation Data by County
- Transportation and Logistics
- Major Moves: I-69 Evansville to Indianapolis
- U.S. Rail Logistics Directory
- State GDP
- Commuting Patterns
- Real Estate–Residential, Median Cost by County
- Utility Rates
- Union Data (Union Stats)
- Crime Statistics (FBI Uniform Crime Reports)
- Broadband Statistics

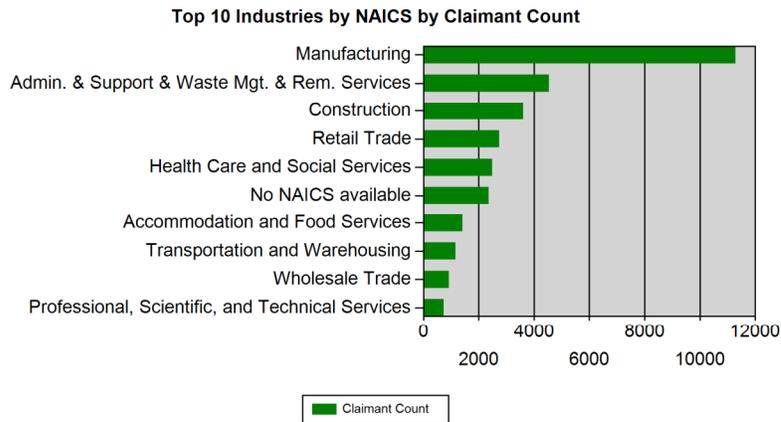
- Indiana Gateway for Government Units
- IEDC Regional Map
- Indiana Small Business Development Center
- (ISBDC) Regional Offices

BLS Longitudinal Database (Indiana Detail) – using quarterly files of longitudinally-linked records for Indiana employers provided by the Bureau of Labor Statistics, employer records from 1990 through 2013 allow business entities to be tracked through the maze of account changes and partial transfers to identify actual business births and deaths, expansions and contractions. Organic employment growth can be distinguished from growth by acquisition or merger, facilitating research on employment dynamics by size class and industry. Statistics similar to the Business Employment Dynamics data series produced by BLS is possible at the sub-state level and will be made available through the Hoosiers by the Numbers website for regions, counties and larger cities. This is still under development and Indiana hopes to launch this new data tool before the end of the 2014 calendar year.

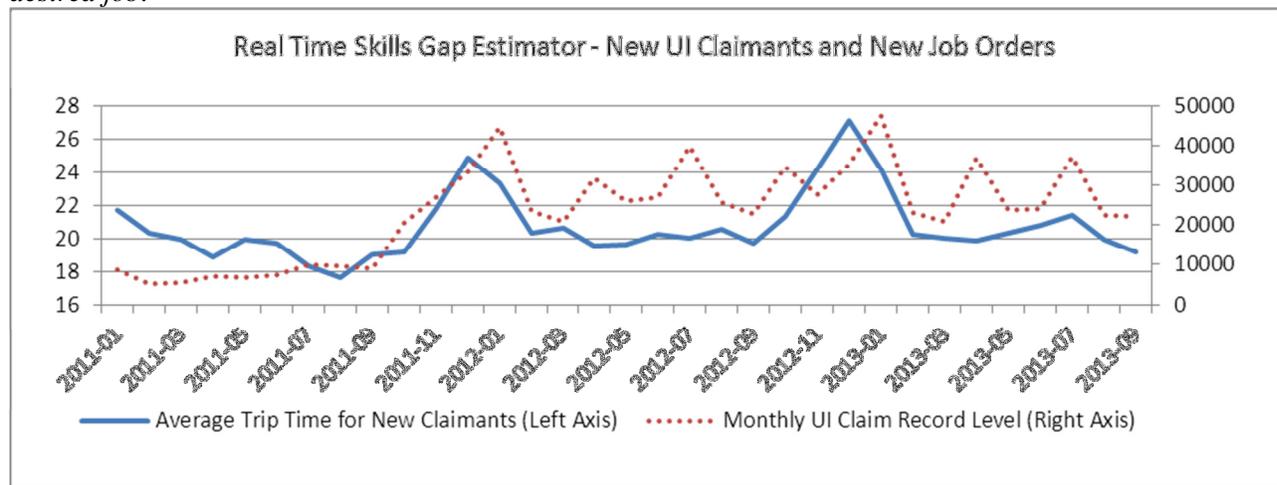
The Workforce Data Warehouse/ (IWIS and INK) – IWIS, the Indiana Workforce Intelligence System – has been in development and in use as a longitudinal database since 2007 as a joint project of the Department of Workforce Development (DWD), the Indiana Business Research Center of Indiana University (IBRC), the Indiana Commission on Higher Education (CHE) and (more recently) the Indiana Department of Education (IDOE). The system served both as the DWD’s unofficial data warehouse and as a means of connecting higher education and workforce records. In 2013, recognizing the potential value of the system, Indiana’s state legislature codified it as the state’s longitudinal database and created a task force to evaluate the system and suggest ways to enhance it and leverage its power to better understand the connections between training and the state’s workforce. During Program Year 2013, IWIS continued to enable research and reporting on training and workforce outcomes, including return on investment reports for each of Indiana’s public college and university systems and data (to a third-party vendor) to conduct a return on investment analysis for Indiana’s Career and Technical Education program. Over the past twelve months, the IWIS task force has studied similar systems in other states and consulted with vendors who have designed such systems. The decision was made to request proposals to conduct an analysis of the current system and its capabilities and to design a production-level system to augment or replace it as the state’s student longitudinal database. The contract for these services is currently (September 2014) in the evaluation stage. Also in 2014 IWIS was renamed the Indiana Network of Knowledge (INK) by legislative action and a broader governance committee (including the Commissioners of DWD, CHE and IDOE) headed by the Governor was established. DWD will maintain its workforce warehouse of existing data series and seek to expand and enhance it with data series useful for labor market and training research, in collaboration and yet also potentially outside the scope of INK.

During the 2013 program year the Indiana Department of Workforce Development began to focus on enhancement of the workforce data in this longitudinal warehouse. A variety of public reports involving UI Claimant demographic data, prior industry and occupational employment details were provided to regional economic developers. These reports allowed for analysis of the available labor supply within Indiana. Analysis of the workforce data in the prior IWIS system has also allowed also for new research on the skill levels and potential skill gaps between unemployed claimants and the job postings found within Indiana’s ICC job matching site. Preliminary analysis was done in 2013 examining the prior occupations and resumes of ICC applicants UI Claimants to see how they compare to the occupations listed and in demand from employers.

UI Claimant Detail for Economic Growth Region 3: One page of the UI Claimant Profile Report:



Preliminary Analysis of the Virtual “Time to Transition” from a UI Claimants Prior Job → to their desired job:



Workforce Information Core Product Deliverables – Accomplishments

1. Populate the Workforce Information Database (WIDb) with state and local data

The Indiana Department of Workforce Development continued to populate the Workforce Information Database with state and local data that covers at least the most recent ten year period. The Workforce Information Database serves as the primary source for Indiana’s website (*Hoosiers by the Numbers*) and is supplemented by the Stats Indiana database, maintained by our university partner. The data covers counties, metropolitan statistical areas, economic growth regions and balance of state areas in addition to statewide estimates and aggregates.

Hoosiers by the Numbers had more than 71,000 active sessions and nearly 50,000 new users on the site according to the web analytics tracked by the agency. 65% of visitors to the site were returning, indicating a high level of users visit on a recurring basis. 8,000 of the page visit sessions were from mobile devices or tablets. This also indicates that the enhancements to create some mobile friendly applications have been successful. The core of the site, however, is strong navigation geared to people

looking for their county or region or a specific piece of data on a workforce related topic. The site is powered by more than 7 billion records in the joint databases of the IBRC and DWD.

- Maintenance of Databases and Outputs
- During this grant period, required data loaded to the Workforce Information Database was generated and reviewed, weekly, quarterly or annually – depending on the data series – by in-house information technology support staff. IBRC staff reviewed and loaded additional data series from BLS for all states, such as monthly estimates from Current Employment Statistics and Local Area Unemployment Statistics.
- IBRC, in collaboration with DWD, created an XML version of the *Hoosiers by the Numbers* County Highlights section that allows economic developers and others to “feed” certain tables (or all of them) into their own sites – and not have to update anything. Currently, 32 economic development agencies use this feed.
- Two separate systems are actually maintained – TEST and PUBLIC. All data are verified and tested prior to public display; CES and LAUS data are kept under embargo until the DWD Press Secretary issues the monthly press and data release.

2. Produce and disseminate industry and occupational employment projections

The Indiana Department of Workforce Development generated and delivered to ETA, Statewide Short-Term industry (3rd Quarter) 2012-2014 Projections and Statewide Long-Term industry 2012-2022 Projections. The *Hoosiers by the Numbers* website will display those projections.

(See the *Hoosiers by the Numbers* “Publication Lookup Tool” below that includes long and short-term projections as well as the Hoosier Hot 50 report based on a combination of the two.)

HOOSIERS BY THE NUMBERS
Your source for workforce data from the [Indiana Department of Workforce Development](#)

Search

Home | Data by Region ▾ | Data by Topic ▾ | Tools & Resources ▾

Publication Lookup Tool

Select Region ▾

Select Publication ▾

Select Version

Select Output

- Hoosier Hot 50 Jobs
- Job Postings and Starting Wages (JPSW)
- Labor Force Estimates
- Long Term Projections
- Monthly CES Detailed Employment Listing
- Monthly CES Non-Seasonally Adjusted Employment Estimates
- Monthly CES Seasonally Adjusted Employment Estimates
- Monthly Detailed Total Non Farm Estimates SA
- Occupational Employment Statistics (OES)
- QCEW Annual Summary
- QCEW defined by Counties
- QCEW defined by Economic Growth Regions
- QCEW defined by reporting units by counties
- Short Term Projections
- Unemployment Rankings
- Unemployment Rates by County (vs. Indiana & U.S.)
- Unemployment Rates by County (vs. Indiana)

Publication Description
This data series contains current establishment employment by State and MSA areas. Average Weekly Earnings, Average Weekly Hours, and Average Hourly Earnings are collected for some industries, usually manufacturing.

Notice
This website is powered by [STATS Indiana](#) and the [Indiana Department of Workforce Development](#).

3. Conduct and publish relevant economic analyses, special workforce information, and/or economic studies of benefit to the governor and state and local Workforce Information Boards (WIBs).

Indiana’s Annual Economic Analysis Report for PY 2013 is in final review and has been written to serve as an important source of economic information for the governor, the SWIC, local WIBs, colleges, economic development organizations and other workforce development interest groups. The report includes the following topic headings: Employment and Income; Education; Workforce Transition; Occupations; Workforce and Industry Composition; and Housing. A copy of the report will be submitted and posted on the *Hoosiers by the Numbers* website not later than October 2014.

Special Studies/Projects

- *Indiana's STEM Pipeline: A Surplus of Graduates (INContext July-Aug 2014)*
- *Who's Hiring? (INContext January-February 2014)*
- *Measuring Income Refined: Per Capita Personal Income Now Adjusted for Regional Price Parities (INContext June-July 2014)*

- *If You Build It, They Will Come: Indiana's Labor Response to Changing Employment Opportunities (INContext November-December 2013)*
- *Understanding the Benefits of Workforce Churn (INContext January-February 2014)*
- *Small Firm Growth: Important for Success (INContext September-October 2013)*

4. Post Products, information and reports on the internet

The Indiana Department of Workforce Development continued to maintain and enhance its labor market information website, *Hoosiers by the Numbers*, located at <http://www.hoosierdata.in.gov>. Electronically available labor market data and publications presented in various formats (i.e., Word, Excel, PDF, etc.) facilitate export of the information from the website for customers' use. The Indiana Business Research Center of Indiana University hosts, maintains and enhances the website by populating some of the non-core datasets and providing links to other data series' of interest maintained on their STATS Indiana website. In addition, data from HbtN is "pushed" by IBRC to a variety of local websites. Highlights mentioned throughout this annual report are summarized below:

- **Website Enhancements/Activities**

1. Maintain the databases that drive *Hoosiers by the Numbers*, which involves multiple staff at both agencies. This work entails daily updates, transformations, research into series changes/format changes, revisions and weekly review of all links and outputs to ensure availability.
2. Created a new visualization series for LAUS and CES monthly statewide/national data
3. Virtual Career Counselor (working name) rebuilt to focus on Indiana workers and the length of time to "bridge the gap" from one job to another
4. Veterans Career Counselor is another version of the above, but focuses on military occupation-to-civilian transition time
5. Created a series of regional/statewide educational/occupational attainment maps providing a spatial view of people in Indiana without a high school diploma.
6. New series of regional development reports have been designed utilizing data from *Hoosiers by the Numbers* which will be printed soon and distributed, with versions on HbtN.
7. Multiple articles by R&A director were edited and published in IN Context, with content available on *Hoosiers by the Numbers* and IN Context site (www.incontext.indiana.edu.)



HOOSIERS BY THE NUMBERS

Your source for workforce data from the [Indiana Department of Workforce Development](#)

- Home
- Data by Region ▾
- Data by Topic ▾
- Data by Series ▾
- Tools & Resources

IN Depth Regional Profile



Choose one of the following geographic profiles:

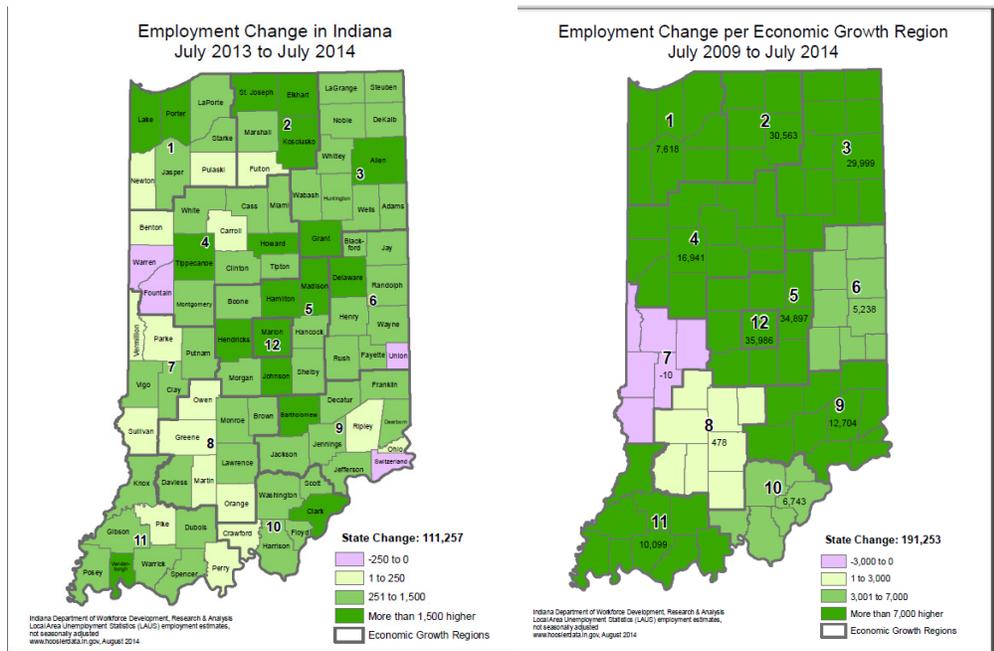
County:

Region:

[Create a profile for a custom region](#)

- CES
- LAUS
- MLS
- OES
- Occupation Projections
- QCEW

- Monthly LAUS Maps showing employment and unemployment rate change over the year and compared to the same month in 2009 are now available as a continuing series
- College and university information for the Regional Quick Stats was replaced for currency
- Created a new backend process for DWD to more easily transfer new data files to the database; there is now a .NET web page running the WinSCP to establish a secure ftp connection to in.gov to obtain the files (HBTNLoader).
- Clicking on the Learn More links opens a new window with additional detail on the state's unemployment rate or employment trend over time, as well as a national map displaying rates by state. Additional links provide access to non-seasonally adjusted data, as well .



5. Partner and consult on a continuing basis with workforce investment boards and key economic development partners and stakeholders.

Regional Analysts worked closely within their assigned Economic Growth Regions in pro-actively providing current labor market information and educational LMI presentations. Each analyst routinely attended regional Workforce Investment Board (RWB) meetings and served as a consultant for various community committees. The Regional Analysts are also reaching out to the newly developed Works Councils throughout the regions. These groups are focused on Career Pathway work, and alignment with educators and business. These partnering efforts help workforce investment boards, economic developers, schools, community organizations, local businesses and other key workforce organizations in the formulation of their strategic business and education/training.

Outreach Activities by Regional Analysts during the Program Year (in addition to standardized monthly LMI reports):

- Customized labor market information for regional stakeholders = average of 50 adhoc reports each month distributed to over 5,000 consumers.
- Attendance at Regional Workforce Investment Board Meetings = average of 3 per month.
- Participation in external stakeholder meetings, conferences, webinars, job fairs and other educational events = between 20 and 30 each month.
- Offering presentations and webinars on LMI to regional stakeholders and educators = 1 to 2 each month.

Additional outreach presentations and webinars hosted by LMI Staff and IBRC Partners:

- January 16, 2014 – 89 Participants in the Economic Development Course at Ball State for the Demographic & Workforce Data Workshop
- January 23 and 24, 2014 – Participated in the Workforce Data Quality Campaign in Washington, D.C.
- Spring 2014 – Assisted the Southwest Central Indiana consortium with demographic and workforce insights using DWD data
- April 22, 2014 – Panel on Workforce and Economic Data for Site Requests – Indiana Economic Development Association
- April 24, 2014 – Presentation to the Indiana Geographic Information Council on Hoosiers by the Numbers and other IBRC tools

- IBRC-led statistics workshop on econometrics and projections – May 30, 2014
- IBRC-led Excel Training – Moving from Familiar with to Fantastic – June 11, 2014

Central office team members continued to work closely with the Indiana Economic Development Corporation, providing materials geared towards business attraction efforts, analyses of the economic impact of specific industries, identification of expending industry subsectors to serve as a focus for future attraction efforts, etc. Economic and Market Analysis team members also worked closely with other DWD staff in the preparation of statewide and multi-regional grant proposals. In addition, R&A staff utilized packaged software to generate industry and workforce reports to meet customer demands.

Economic Modeling Specialists Inc. (EMSI) / Strategic Advantage – a labor market information software application whose Data and Analyst components put in-depth, local employment data and analysis in the hands of the R & A staff for them to share with stakeholders needing to make clear, data-driven decisions. Regional analysts use this tool to make customized reports that profile a given region's employment, unemployment, industry mix, projected growth and demographics.

Wanted Analytics – an on-line tool and database that provides job-posting statistics as well as record-level occupation and industry classification data from the postings. This tool allows greatly enhanced data mining of the Conference Board’s Help Wanted On-Line (HWOL) data series. Information from this source provides monthly insights into the current job-posting activity by occupation and industry for the DWD Commissioner and Lead Team. The identification of the Hoosier Hot 50 occupations included review of aggregate job postings from this source. The Regional Analysts also developed a report to highlight the top jobs and skills in demand for local areas based on the employer data from this site.

Burning Glass/ Labor Insight – The Regional Analyst Team also had temporary access to the Burning Glass Real Time LMI Tool. Indiana participated in a Technical Assistance Grant with the US Department of Labor. This grant enabled the regional analyst team to delve into more research of the various “Real Time LMI” tools to offer analysis of current employer job demand to regional stakeholders. The Regional Analyst team developed new reports highlighting key industries’, occupations in demand for their locality, the skills and certifications in demand as cited by employers, and included BLS OES data to highlight current wages and employment levels. These new reports were well received by the Workforce Investment Boards and Regional Operators.

Example of new regions added by the request of local workforce and economic development agencies:

The screenshot shows the 'Indiana In-Depth Profile' website. A dropdown menu is open for the 'Region' field, listing various counties and regions. Below the menu, a table displays population statistics for the state of Indiana and various regions.

Choose one of the following geographies and click go to view its profile:

County:

Region:

Indiana In-Depth Profile

Counties include: [Jasper](#), [Lake](#), [LaPorte](#)

Economic Growth

Largest City: Hammond (2012 population)

Population per Square Mile: 265.4

Square Miles: 3,219.6

Population over Time	of State	Indiana
Yesterday (2010)	13.2%	6,483,800
Today (2012)	13.1%	6,537,334
Tomorrow (2020 projection)*	12.9%	6,852,121
Percent Change 2010 to Today		0.8%

*Projection based on 2010 Census counts.

Other Region

- Northern IN
- Central IN
- Southern IN
- SIRD Region
- NCIEDP Region
- Radius Indiana
- Northwest Indiana Forum

Other Customer Consultations

IDWD uses several SharePoint sites in an effort to coordinate information dissemination and increase collaboration while reducing effort redundancy. These sites were developed to facilitate distribution of frequently requested data, such as a applicant counts by occupation from the Indiana Career Connect (the agency’s job-matching system) applicant pool, wage demand by occupation and county, and occupational employment estimates (incumbent employment) by county. In addition, R & A established

a SharePoint for the Regional Analysts to facilitate the collaborative exchange of information concerning their work in their assigned regions.

Quality assurance and customer satisfaction monitoring continued through various means this year. Since August 2011, a new state-of-the-art survey engine, Qualtrics, began to capture the former on-line broad-base Tellus survey. This survey affords customers with the opportunity to provide feedback on the quality of our on-line publications and the service provided for custom data requests. For PY 2013, the most frequent user type descriptions included:

Survey Responses: 92% positive feedback on customer service and provision of quality data

Was the information or service helpful or informative?

84% somewhat or extremely

12% no response

3% not very beneficial