

**Guam  
Labor Market Information (LMI) Products & Services  
One-Stop/LMI**

**Annual Plan Narrative  
PY 2004**

**September 29, 2004**

**Summary**

The Program Year 2004 One-Stop/Workforce Information (LMI) program contains a plan for continued program operation with additional technological and program advancements.

The 2004 LMI plan is organized into three sections.

- 1) A description of the Statewide Workforce Information System
- 2) Labor Market Information Products and Services
- 3) Customer Satisfaction Consultation Strategy

The Workforce Information program provides invaluable technical support, and strategic direction to support a comprehensive Labor Market Information system. The objectives while desirable for both state and territories, need to realistically consider that the base statistical programs operating in all states on which to deliver labor market information in large part do not exist in Guam. Also there is a fixed base cost associated with the implementation and operation of most of the labor market programs and delivery systems. These issues present unique but not insurmountable challenges and additional efforts to implement such a program.

## A. Description of the Statewide Employment Statistics System

The Territory wide employment statistics system includes a plan for consulting with the Local Board, Individuals and with the Business Community. This consultation process helps ensure that the state workforce information policy is responsive to the needs of the Guam workforce investment system. The appointment of a new Department of Labor Director with extensive human resources management experience in the Federal Government and private sectors and a network of contacts helps ensure the system is responsive to the needs of the systems' partners in education, government and employers. To promote close working relationships and greater networking, the physically separate training, placement and information functions are being brought together in one centrally located commercial office building later this year.

We plan to schedule a formal meeting between LMI staff and the WIA board members either separately or as a business item in their board meetings as the board's schedule permits. This meeting will include a briefing on the status and availability of LMI products, discussion on how the products can be used for WIA purposes and offer the opportunity for WIA input on the system verbally and with a customer satisfaction comment form. We will also let them know that we are available to consult with in the future as the need arises and how they can access the latest information. We performed this activity in PY 03 and intend to repeat it in PY 04.

Individuals and the business community will be consulted for their professional opinions in developing LMI forecasts and analysis in areas of their individual or corporate expertise. We plan to be available for questions and comments by businesses and individuals in public forums such as talk shows, and professional group meetings such as the Rotary club, Human Resources association, the Chamber of Commerce and others. We will add a comment section on our web site to e-mail comments. Labor Market Information will be included in a package at the October Workforce Investment conference planned by the board in conjunction with the Department of Labor as well as conference participation by Labor Market Information staff. The Chief economist has been in frequent contact with board members by e-mail providing reports and information to the board members. There have been personal individual meetings and phone calls with board members this year and we plan to continue that in the coming program year. The annual meeting to discuss and review the workforce boards' strategic vision and how current and proposed activities are consistent with and support the strategy.

The broad strategic approach for workforce information delivery to the system's three principal consumer groups - the business community, individuals and the states' workforce development system includes a number of strategies. New labor and economic information is broadly disseminated to a wide audience through press releases & media interviews which provide immediate notification of the availability of new information and the broad highlights and trends. This makes the information publicly available to anyone who wants it since they know of its availability and the source of the information.

Workforce information and services are delivered as core services to customers through the One-Stop system at the physical site, online and by e-mail. Publication racks are maintained specifically for Labor Market Information at the Bureau of Labor Statistics and the One-Stop Career Center. The One-Stop web site contains links to all other Government of Guam web sites including that of the Department of Labor. The printed publications provide information in a more comprehensive format than usually contained in the media stories for customers with more specific requirements. In our survey mailings we often include the latest publication form the survey data or a reference to it online. The Labor Market Information is available online but currently needs to be updated as the staff who updated the web site transferred to another agency. New technical computer staff is now available and has been assigned to work on updating this information. We are working to update it and to institutionalize the updating process so that the latest data is posted as soon as it becomes available. Also work is in progress to allow customer customization of the information queried, extracted, and organized for the need on paper or in spreadsheet or database formats. Information and reports are now being e-mailed to individuals, businesses and other researchers in excel and PDF formats when requested.

The LMI plan supports the WIA five year plan for state and local Workforce Development by providing information components outlined in the plan as needed to develop training and placement programs including employment by occupation, industrial structure of the employment and wage information. The LMI plan supports the WIA plan objective of making the Labor Market Information available with the latest technology by bringing LMI to users electronically via e-mail and the web. The LMI program had an interagency memorandum of understanding last year to fund additional research on the unemployed and the characteristics of the employed and unemployed. We plan to execute a new more general memorandum of understanding setting up a formal relationship which will permit the Guam Bureau of Labor Statistics to more easily be contracted for additional surveys and labor market information products in a more flexible manner as the need arises.

Guam participates in two U.S. Department of Labor, Bureau of Labor Statistics, Federal-State cooperative statistics programs. They are the Occupational Employment Statistics (OES) and the Occupational Safety and Health (OSH) statistics programs. The OES program now provides comprehensive wage data by occupation. The programs operate with the same survey forms, computer software, training, procedures and timeframes as the programs do in all participating states. These programs receive grantor technical assistance, monitoring and program and data review to ensure high quality and continuity of the data series. The Guam data is available on the U.S. DOL, BLS web site and is comparable with that of all other cooperative program data, as well as the national data. As with the rest of the North America, Guam has adopted the North American Industrial Classification System (NAICS). All establishments with employees have been dual coded with both the Standard Industrial Classification (SIC) code and the NAICS code for the transition period which varies somewhat by program.

Last year the OES program transitioned from a one panel per year on the three-year cycle to a two panel per year survey. Guam successfully made this transition. The Guam program has always in every survey exceeded often substantially, its deliverable requirements in the survey response requirement since the program was implemented on Guam in the 1990. This is important to obtain the maximum reliability of the estimates and to permit the greatest possible occupational detail. Guam was one of the areas choosing to collect wage information when the wage component of the survey was initiated and before it was required for all program participants. The OES program made the transition to the SOC based coding system of occupational classification. The OSH program has been operating on Guam even longer dating back to the seventies. It made a major transition from a universe survey to large sample survey that collected more detail on the injuries and illnesses.

Since Guam does not have an unemployment insurance program, the ES-202 program employment information is not available. As an alternative to it, for employment data purposes, the Guam Department of Labor, Bureau of Labor Statistics conducts an annual census of employers collecting various employment information. The publication titled the "Annual Census of Establishments" provides comprehensive high quality industry employment data summarizing all employers data on Guam. The report has been published annually and provides a continuous 17 year unbroken time series of industry employment classified at the 4 digit SIC level and higher levels of aggregation. It provides additional detail on employment by sex, part/full-time, citizenship or visa classification and by employer size class and location. It provided information on Micronesian employment for the Compact Impact report produced annually by the Bureau of Planning, now named the Bureau of Statistics and Plans.

The Guam Bureau of Labor Statistics also operates a program modeled on the Federal/State cooperative Current Employment Statistics program and with it collects and publishes the Current Employment report quarterly with employment, hours and earnings estimates by ownership sector, private and public and by industry division. It is comparable to the U.S. program, which produces monthly data. Guam BLS has a locally funded program section to conduct household surveys to produce unemployment information. This program is designed to conduct quarterly surveys using temporary survey staff and produce the unemployment rate and various demographic information for Guam. It requests supplemental information in March of each year to produce per capita and household income statistics. This program began in 1974 and was modeled after the U.S. Current Population Survey (CPS). The program still uses the paper CPS survey form and is considering moving to the laptop computer collection system which has been used in the states for a number of years. The program was funded for most of its life since 1974 and had operated fairly reliably over the years. The budget for survey workers necessary to operate this program was squeezed out of the general fund budget several years ago and the program has operated on an irregular basis from other funding sources since then but has managed to produce at least one survey each year except in 2003. A household survey to determine Guam's unemployment rate is now funded and scheduled for March 2004.

The U.S. Census Bureau staff has suggested implementation of the American Community Survey and the possibility will be discussed this summer during a visit from the Census Bureau. If funding is identified for a large sample, on a one-time basis, the ideal time to conduct the survey would be in April 2005 as it would be midterm between the 2000 and 2010 population censuses.

The U.S. Census Bureau in coordination with the Guam Department of Commerce conducted the Decennial Population survey for Guam along with the rest of the nation. The 2000 Census data for Guam is now available for the major summary tables on the Census Bureau's web site. This data product provides an array of demographic detail about the population and the labor force not available elsewhere. The Census Population data for Guam is available for 1920 - 2000. Additional cross tabulations will be made available summer 2004.

The U.S. Census Bureau also conducts the Economic Census on a semi-decennial basis. The Guam Department of Labor is the local coordinating organization for the 2003 Census. This survey provides a variety of comprehensive information on the industries on Guam. This data includes location, sales, employment, payroll, expenses, and type of business, type of organization, citizenship status and sex of the owner/ownership.

The state agency's strategy for consulting with the state and local workforce investment boards, the business community, individuals and workforce development professionals to determine to determine customers' workforce information needs is eclectic. As Guam is a small community the Chief Economist and State Labor Market Information Director knows and has met with, been on various committees and in consultation with most of the members of the Workforce Information board on a number of occasions. Meetings to discuss the economy, labor market information products and how they can be used specifically are planned for on an annual basis to update new members and provide an overview. Other meetings and contacts are focused on more technical assistance with information for specific objectives and LMI staff is readily available by phone, fax, e-mail and personal meetings. Once such meeting occurred with the visit of the Bank of Hawaii & East West Center Economist Wali Osman in which discussions occurred regarding the economy and related issues with LMI and WIA and One-Stop members. Guam's Labor Market Information Director & Chief Economist was included in the Governor's September 11 economic recovery committee and the Governor elect's fiscal policy transition team and now as a staff member for the Tax Policy Committee.

The statewide employment statistics system supports the state's WIA/Wagner-Peyser Five Year Strategic Plan for state and local workforce development. The plan emphasizes the essential need for unemployment information to have meaningful evaluation of service provider's placement rates, as placement rates vary inversely and considerably with unemployment rates. The five-year plan notes the need to offer streamlined services using the most advanced technological tools including electronic access. It notes the need to provide employers wage and salary information, which is provided through the OES program. The plan contains market analysis which is heavily dependant on the Current Employment Survey industry and wage trend data produced quarterly.

In addition to the coordination with customers noted above, the customer consultation and satisfaction assessment method(s) include adding counters to specific areas and reports on the website and an e-mail comment reply function. Customer satisfaction comment forms have been added at the BLS and One-Stop LMI publication rack and a line inviting comments has been added to some publications with plans to include one in all publications when possible. A folder will be created to collect and organize comments from various sources and review them periodically.

The primary comments received on comment forms from WIA board members and from the public have indicated the need for more information products, specifically better economic forecasting and employment projections. The need for greater accuracy with less error between preliminary and revised estimates was a banker's reply to the latest industry employment report. More current and timely publication and release of data is frequently mentioned as well as the need to have the information on-line.

Complete implementation of this plan will address many of the stated concerns especially in terms of information delivery. Funding limitations associated with the Island's size, financial condition and territorial status will not permit in the near term to have all of the wider range of information products that would be expected and available in a state.

Federal Workforce funding is leveraged since most of Guam's BLS staff is funded by the local government. Federal funding is obtained for various federal information programs when possible. These programs are part of the information system. Greater coordination with the WIA funding to provide additional support for the statistical programs has begun and is being expanded. There has been consultation with the Department of the Interior to identify funding and with the Census Bureau for technical assistance to help cover the gaps in the insular areas including Guam.

## Labor Market Information Products and Services

### **1) Continue to populate the ALMIS Database with State Data**

Guam has started using and will continue to use the latest ALMIS database version available to populate with local data. It is currently version 2.2. We will upgrade to the latest versions, as they become available. We will populate the core tables to the extent data is available, Guam lacks the ES-202 and most other programs which are the source of many of the core tables. We will start with the most requested CES type employment data and unemployment data produced by our local surveys. Other Guam BLS data from the Occupational Employment Statistics (OES) and long term projections data will be used to populate the database next. Other economic data for Guam is currently available in the Guam Quarterly Economic Review published by the Guam Department of Commerce and is already available on their website. Inclusion of these items produced by agencies than the Guam Department of Labor will be the lowest priority since it is already available to the public electronically.

Last year, one staff Statistician II with database experience has been assigned to oversee this project. She has been in contact with the Database Consortium's technical support staff by e-mail and phone to resolve a variety of procedural and technical details so the information and format for Guam is consistent in definitions and format with the other states. She has left the department and new staff is being identified to work on this aspect. Our remaining staff will attempt to continue this project. If we are unable to make satisfactory progress we are considering requesting an experienced ALMS database staff to make a site visit to Guam to continue implementation and updating of the databases.

We have developed for our project management purposes, an excel spreadsheet of all of the ALMIS database tables. For each database we have identified the source of the data indicating whether the data source is available on Guam. We have a column indicating that the data base format is completed and ready for data entry. There are columns for assignment of the databases to staff for data entry and the status of completion. We have a column identifying the source of the data.

The three tables that the states are required to populate license.dbf, licauth.dbf, and lichist.dbf have been completed. The information was submitted to the National Crosswalk Service Center (NCSC) for inclusion on the America's Career Information Network (ACINet) site in text format. We have recently made updates to the files with the latest phone numbers and locations for the licensing agencies and are resubmitting the updated databases. We will update and resubmit the tables this year.

Previously populating the ALMIS database was a very low priority for us – the priority was and will continue to be just producing basic employment and unemployment data. Without it there is nothing with which to populate such a database. Having information on Guam at all is a priority that precedes elegant dissemination methods. Producing this data is the foundation and key ingredient in all ALMIS products. Nonetheless, having it available electronically on the Internet in a format consistent with all States has been a long sought objective of many researchers and a standard recently becoming expected by the public. The lack of technical knowledge, support & training about the implementation and use of this database combined with its complexity and limited administrative staff are reasons why progress previously was limited but significant progress in recent months has been made. In addition to being a priority of the National office it has recently become a higher priority for our office for several reasons. One, having the data in such a database format helps to archive and store the historical data in a secure manner so that it continues to be available for future use even if older paper publications are no longer accessible. It provides greater likelihood of public accessibility as experienced staff leave the office due to other opportunities or retirement. Finally, it is a format which drives the latest consortium Labor Market Information web site software.

The purpose of such delivery is to provide, through various search and query options, customers the data series they chose for their needs in an electronic format for the time period needed. Users can choose the detail of information they want for custom reports and to use in other electronic formats for further analysis.

Funding under this area is for survey worker/data entry staff to populate the databases. We tentatively plan for staff to attend the ALMIS database training offered by the LMI institute if it can be arranged or provide training with Hawaii state staff in Hawaii.

These databases will support the WIA/Wagner Peyser Five year strategic plan, which calls for “streamlined services using the most technological tools including electronic access”. The plan emphasizes the need for information such as employment and unemployment statistics for meaningful training needs assessments as well as in the evaluation of the training and placements noting the context of the economy is important as placements in an industry will change due to various economic factors independent of the quality of training. Having the information readily available should support better training needs assessments as well as assessments of the training and expenditures incurred.

Milestones include:

- November 2004 - Updating the occupational license database files with the SOC coding.
- December 2004 Submit the updated files to NCSC
  
- February 2005 Populating the labforce data table
- February 2005 Populating the ces data table
- February 2005 Populating the CPI data table

Principal customers of the licensed occupations data would be persons involved in career assessment, counseling and persons considering relocating to another area to identify the necessary licensing requirements and administering agency to contact. Business, Government agencies and private and academic researchers would be the primary users of the ALMIS databases available through web based delivery systems or by e-mail. The One-Stop director continually emphasizes the need to have the LMI data accessible on-line. Data users who call by phone to request information often ask if such information is available online so they may access it at their convenience in the future. Product focus is getting the primary tables populated on available to users electronically through e-mail and web-hosted databases and queries. We will continue to consult with the board concerning their priorities of this and other products in the scheduled board meeting. In the last WIA board presentation of labor market information, the survey of products and services by the members indicated a desire to have this information available on the Internet. We do not anticipate WIA financial support for this activity.

Measurable outcomes include listing each database as it is populated or updated. We plan to measure the use by including counters indicating the number of hits in our web site and review any e-mail comments generated by the site. This should improve the LMI system by providing time-series data for a variety of employment and economic indicators. This will represent a major advance in the delivery of information in a useful format. Previously various data was generally contained in quarterly or annual reports with presentation each period of the latest data but without presentation of the data for each element for the last 20 years or as available. For a researcher to compare a variable such as employment to other indicators such as population, required painstaking review of each quarterly or annual publication, usually only available on paper by appointment with the few long-term staff which may have a collection of all the reports over the years. Now, the time series data will already be posted to a database in a consistent format to allow the user to proceed to doing trend, graphic or regression analysis. Currently each data element must be typed from the original paper report each time a researcher wishes to use time series variables. When this database is available online, users will be able to download the database tables in an electronic format ready for immediate use. This should provide an incredible increase in public access to historical data series as well as a radical reduction of the work involved in undertaking such projects. As time series data becomes easily accessible and easy to use, far more effort can be focused in higher level projects involving analysis of the data revealing workforce and economic trends as opposed to clerical data collection efforts.

We plan to make quarterly updating of the databases a part of the staff work schedule. Our ideal objective is to update each database as soon as the data becomes available so that the most up to date data is available on-line, even before quarterly publications, which must wait for data from a variety of sources before publication.

Budgeted funding for this activity: \$30,000

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

- We intend to produce long-term Territory wide industry and occupational projections with 2002 as the base year and 2012 as a projected year in coordination with the BLS National Projections for the same period.
- We intend to submit our projections in accordance with instructions to be issued by the Long-Term Projections Consortium for placement on the ALMIS State Projections Internet site. Sub-state level projections are not planned as the island 35 mile long island functions as essentially one labor market for most occupations and data is not generally available to produce smaller area estimates. We currently have the Industry Projections software as we have downloaded the latest release.

- We have staff who have completed training on this system and ready to proceed with these industry projections. We have substantial technical capabilities in this area. The historical series currently available has been dual coded for two consecutive years in both the Standard Industrial Classification format and NAICS codes. This may allow projections in using NAICS industries by linking the trends with the previous SIC industry time-series.

The projections to 2012 will initially be in the SIC format but if/when the historical series are converted to NAICS based system then the projections can be done directly with the NAICS classification. In the mean time, it may also be quite possible to aggregate or disaggregate the projections from the SIC format to NAICS using various statistical techniques to permit publication in the NAICS format. We will attempt to do this during the projections process. Once the projections are completed, we will use them to populate the associated ALMIS database tables. The principle customers for employment projections are government and industry for business planning and economic development and government financing. Government and private educational and training institutions use employment projections to plan training programs. Individuals may use industry and occupational employment projections in their consideration of career training or placement plans.

- We plan to have a draft report by March 2005 and have them
- published on paper, on our Internet website and submitted to U.S. BLS by June 30, 2005 for inclusion on the national BLS website.

Unlike the 50 states, which have the ES-202 and CES programs to develop employment time series essential to the industry employment projections, Guam, instead, must conduct the Annual Census of Establishments to produce the detailed industry time series employment data to be used in the industry projections model. This funding will pay for the non-personnel costs associated with these programs which produce quarterly data at the Standard Industrial Classification Division level and annually at the four digit level. The data is now being dual coded with both NAICS and SIC to facilitate future projections. Current and future employment series will be published in the NAICS coding system. We will review the employment time series data that we have to determine the feasibility of converting the SIC based historical series to NAICS based series. This may involve one to one matches, aggregation or disaggregation of the series statistically or redeveloping the series from the original employer data which would have to be NAICS CODED at the establishment level. Plans will be developed based on the amount of work and feasibility of the effort due to data limitations. To the extent that the conversions are straightforward and sensible, we will create a NAICS database initially and if feasible convert/refine additional industry series in the future.

Principle customers are industry analysts in government and financial industries and training providers including the University of Guam, Guam Community College and Workforce Investment Act training programs. This activity is budgeted at \$25,000.

Long Term Occupational Employment Projections will use Projections Workgroup & Projections Managing Partnership methodology, software and guidelines. They will use SIC based historical series and when the historical series is available in the NAICS classification system they will be NAICS based. We will attempt to produce NAICS based forecasts this year if the data can support such work. Milestones include:

- Occupational Projections are a work activity scheduled for late Calendar Year 2005 following the completion and release of the industry projections.
- Training on the Occupational Projections system will be required for this activity and funded for two staff under this grant.

For the same reasons as the industry forecasts, no sub-state forecasts are planned. The primary customers for this information are educational and training institution planners to focus both long-term program and shorter-term curriculum and course content planning. We will discuss this item with the WIA board and solicit their funding and support if they see it as a priority. Any such reports will be published on paper, on the web site and included in the ALMIS data base tables. The occupational projections will incorporate the latest data from the Occupational Employment Statistics (OES) Program.

Within this grant period we intend to review, evaluate and consider the feasibility of implementing short term projections in future years and identifying statistical capacity building requirements for these projection systems.

We have budgeted training for this forecasting system by the consortium under this grant for one or two of our BLS staff. As we have not yet reviewed the system and it's requirements we will conduct an analysis to the data input requirements and the feasibility of implementing this system on Guam. This system may require supplementation with additional employer survey data requests to produce useful and credible short-term estimates. We do have an interest in implementing short-term projections to support shorter-term training with higher job placement potential especially to support the Workforce Investment Act.

- The scheduled activities include obtaining a copy of the software from the Consortium and reviewing it by December 31, 2004 and
- By December 2004, obtaining training; capacity building activities.

We do not plan to implement short-term industry and occupational forecasting in the first year of this funding as the funding and staffing is inadequate to permit it and there are concerns about the reliability and feasibility of doing so given the lack of current data in most cases and no monthly time series data and few quarterly time series data except industry employment. However, we plan to review the issues involved and after such a review and evaluation we will be in a better position to assess whether the current software and procedures would support such projections for Guam or if there are appropriate alternate methodology.

If after such an evaluation, these appear feasible, we will discuss this item with the WIA board and if they wish to fund or staff such an activity in future years, we will provide staff and technical coordination. It will require supplemental funding from other sources to complete. We do plan to begin obtaining such capacity as the recent terrorist public health and international events, may require a reassessment of the priority of doing some kind of short-term forecasts. Currently we have a Guam econometric model capable of producing short-term industry forecasts for selected industry groups although not occupational forecasts. The data required for the model to be fully operational however is no longer available and the model is not currently in operation as the responsible agency, the Guam Finance Commission has been abolished. The users of short-term occupational forecasts would be human resource managers and short-term training providers primarily WIA. The projected outcome is that training planners could have published forecasts to use in the training needs assessment process so that training could be better focused on growing occupations and industries with better placement and earning prospects rather than in declining industries and occupations. The impact on the system is that it would have an additional set of informational tools at the disposal of those in the workforce development system as well as to the public in making more informed career choices. These outcomes are consistent with the WIA Five Year Plan as they would support “meaningful evaluation” of provider services as outlined in the plan as well as being the most advanced tools delivered electronically on demand.

### **3) Provide occupational and career information products for public use.**

We intend to continue work to make our Labor Market Information available through quarterly employment and semi-annual unemployment publications. Annual publications are planned as usual for the Annual Census of Establishments employer survey and Occupational Employment & Wage Statistics (OES) survey. The OES survey and its published results are SOC based. An annual economic and key industry assessment is planned in conjunction with the annual Government of Guam General Fund budget forecasting process.

Publications in paper and electronic form will follow any industry and occupational projections made.

Milestones are:

- Quarterly publication of the Current Employment Report
- Quarterly publication of the Economic Review
- Annual publication of the Annual Census of Establishments
- Annual publication of an Economic Outlook report.
- Annual publication of the Occupational Employment & Wage statistics

From the existing data base from the SOC based Occupational Employment Statistics survey we plan to publish breakouts by industry and occupation, sometimes referred to as staffing pattern information in addition to the sorts by occupation. This information has been requested by some personnel officers and persons looking at wage differentials between private and public sectors, since the information has already been collected, sorting it and publishing the tabulations may be feasible. We do not have the resources or plans to make further additional occupational analysis products available on paper. However, we do plan to incorporate customer feedback in the format and content of future publications and solicit such feedback formally in writing in the publications and in office comment forms as well as informally in conversations with users concerning their needs.

Most of the customers indicating the desire for changes in publications want three things: a) electronic availability in publication and excel/database formats b) more current and timely publications and c) accurate data which on which they can base their decisions. Therefore, future paper publications will be designed and evolve to more in a readable magazine format. Former publications with database types of information and voluminous time series will be less published on paper and more through electronic formats including CD's and Internet databases. All current and future publications will therefore be produced for decimation in electronic formats. A wide range of public policy uses is made of the industry data for macroeconomic analysis. Providing publications with data series in the SOC and NAICS format and available electronically is consistent with the WIA Five Year Strategic Plan which calls for "streamlined services using the most advanced technology". The primary customers include media, legislators, academics, businesses, financial institutions & economic and workforce planners. The occupational analysis is used primarily for the wage information by personnel offices of employers and in conjunction with alien labor certification and immigration requests. The projected outcome is information that is comparable to other jurisdictions in coding, is accurate, timely and readily accessible in formats that most customers prefer. Budgeted funding is \$20,000

#### **4) Ensure that the workforce information and support required by state and local Workforce Investment Boards are provided.**

We intend to provide the information we produce including references to other sources and analysis to assist Guam's Workforce Investment Board. The Department of Labor's Director is a member of the Board. The Senior Economist has met with board members at their monthly meeting and discussed our information at length with individual board members. We obtain information about customer needs from customer requests. As we are a small community we are closely linked to most customers. We will review Consortium customer needs and satisfaction surveys as they produce them for application here. Limited funding and staff will severely restrict our ability to produce any additional products beyond those outlined in this application. Requests for such additional information with offers of substantial funding will be seriously considered. No funds are budgeted for this activity, as it will only involve locally fund staff time rather than out of pocket cost. This will support the WIA Five Year Strategic Plan by ensuring the board members who change from time to time that they are aware of the available resources to provide meaningful direction to the training and job search functions in the context of the industry and economic situation on the island. Current members will be upraised of the latest developments and have an opportunity to provide input into the development and operation of the system as well influence prioritization of activities. Customers include the board members and staff administering the workforce system directly and indirectly job and training applicants who may benefit from a better informed board and staff. Projected outcomes include more awareness of the latest economic situation and information to provide better direction to the use of resources and help avoid inappropriate training and direction based on old or lack of information.

Milestones include:

- Attendance –Presentation at WIB Meeting
- Obtain & Review Consortium Customer service survey

#### **5.) Maintain and enhance state workforce information delivery systems.**

We plan to do this through our Bureau of Labor Statistics website. On the website we will have all current publications outlined in section number three on information products in the paper format style as PDF, HTML or other formats. Prior publications will included to the extent that they are or can be converted to electronic formats. To the extent the feasible the publications will be in multiple formats for the users convenience in viewing and printing. The website will include the ALMIS database tables with Guam data and other tables with historical time series in excel formats. The web site will include links to Guam LMI data already accessible on other sites including federal websites containing state data. It will include links to related statistics and workforce sites such as the One-Stop Career Center, which has reciprocal links to our site. We will work to establish such links in other sites to make accessibly to such information easier.

We do not anticipate any need to produce any substate data and we do not plan to do so as Guam generally functions as one labor market area.

- By November 2004, we intend to add the capability to access Guam's data through our local website.
- By December 2004 make data from the ALMIS database either from the Guam database directly or via links to a consolidated state site hosting state ALMIS databases if available.

Increasingly a large segment of the population and virtually all business, government and educational researchers use and desire electronic access. Electronic access to LMI data is a core component of the WIA Five Year Strategic Plan. It supports the plan directly by providing such access to customers based on the feed back of customer's needs. It further supports the system in synergistic way by making items developed in other sections such as databases, directories and publications available online. The impact is that it ties together the various components of the system and truly creates a virtual one stop Labor Market Information System. Budgeted funding for this activity is \$15,000.

## **6) Support State workforce information training activities.**

Training through a seminar for LMI users is a service, which we have done in the past, and is a service we can provide as requested. We expect to provide such services to those customers who use such information frequently including guidance counselors, One-Stop administrative and placement personnel and Workforce Investment Board members and staff.

We plan to conduct a formal presentations at the upcoming fall Workforce Investment Seminar at a major hotel conference venue. The conference is planned for two hundred workforce professionals. It will include one-stop partners, employers and the public. It will include LMI content. Breakout training sessions lasting more than an hour would include ten to thirty participants. We have previously also, upon invitation, provided short LMI informational presentations at the Rotary Club and Society for Human Resource Management members.

We provide regular information services as requested by phone, fax and e-mail and personnel visits regarding specific data for particular applications and customer needs. Most business development users, students, researchers, job searchers and employers want assistance when needed and specific data for their use rather than a general training seminar on LMI.

Attendance at LMI training & conferences including the LMI Institute is a planned activity for Guam BLS staff. This is budgeted at \$9,516. Milestones:

- Scheduling and completing staff training.
- Scheduling and completing customer training.

The training activity is the last of the six activities. One outcome is that it supports the five-year plan by bringing the system to the customers. It makes the key LMI system users knowledgeable about the data, services and electronic access tools developed earlier in the plan. Even the best tools and easiest access will not achieve its fullest potential if the public is not aware of it or is not trained to use them. Training sessions are also to be viewed as an opportunity for customer feedback. Customer feedback can be on the usefulness of the resources for their applications, the ease or difficulty or confusion in use, which may be improved on in future versions.

## Customer Satisfaction Assessment

We continually assess customer satisfaction through comments made during information requests which come in by phone, e-mail, fax, personal visits and in meeting discussions where comments indicate the value of the data, the need for better more timely accessibility on-line and the need for a number of data products which do not exist primarily for staff and budget reasons. Comments made in news and business articles are noted.

We plan to formalize the customer needs and satisfaction of Business users, Job seekers and Workforce system staff by including counters on the web site to monitor usage and a section requesting comments combined with the facility for the user to easily e-mail comments. Customer feedback forms are visible and available at the entry to our office near the publications.

We will add to our quarterly economic review and other major printed publications and their web accessible copies in PDF formats requests for comments on the value & use of the publication. We will open and maintain a file of the comments for evaluation of the services and products noting priorities, changes desired and any deficiencies. We will distribute a written comment form in more formal information seminars, staff training seminars and WIA meetings.

The staff work in implementing each of these objectives is considerable and requires considerable expertise, training and experience. The Department has excellent staff to handle clerical and survey functions. Due to the continuing departure of professional staff without replacement due to hiring and budget freezes, the department is very limited with staff time to implement these activities. Since the Department currently lacks adequate professional staffing to provide the time and leadership to complete these activities in a timely manner, this program is budgeting for staff at the Program Coordinator III or similar economist level, approximately \$35,000 per year. This staff funding will come from the functional program categories identified above.