



LOUISIANA WORKS
DEPARTMENT OF LABOR

Kathleen Babineaux Blanco
Governor

John Warner Smith
Secretary

OFFICE OF THE SECRETARY

October 5, 2006

Mr. David S. Lipnicky
U. S. Department of Labor/ETA
525 Griffin St., Room 317
Dallas, TX 75202

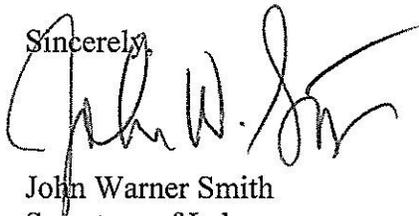
RE: OS/LMI Grant PY'05

Dear Mr. Lipnicky:

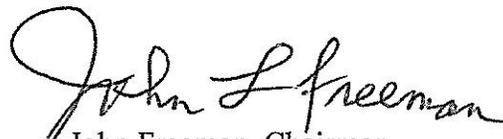
This is the Annual Performance Report required by TEGE No. 33-04 for Louisiana's OS/LMI Cost Reimbursable Grant for PY'05 covering the time period 07/01/05-06/30/06.

If you have any questions, please do not hesitate to contact Raj Jindal, I.T. Director, at (225) 342-3222.

Sincerely,



John Warner Smith
Secretary of Labor



John Freeman, Chairman
Louisiana Workforce Commission

JWS:MD:pl

Enclosures

Annual Performance Report
State of Louisiana
**PY 2005 Workforce Information Core products
and Services Grant**

1. CONTINUE TO POPULATE THE ALMIS DATABASE WITH STATE DATA.

A. Accomplishments compared to Plan.

Outcome(s) and system impacts(s):

- Labor Market Information was provided to customers in a user-friendly format. Customers were able to obtain data 24/7. LMI users were able to view and download the latest information using NAICS industry codes and SOC occupational code structures.

Milestones:

- All LMI statistical databases were updated in a timely manner in the LOIS delivery system. The LMI Unit continued collecting and processing data on training providers, program availability, and performance outcomes. Performance measures were in accordance with the requirements of the Workforce Investment Act. Primary ALMIS tables utilized were *Schools* and *Programs*, in addition to tables specifically designed for state use. Twenty ALMIS database tables, with another six nonstandard school and performance outcome tables, were updated by June 2006. Additionally, the two licensing files were updated.
- The conversion of the ALMIS database from version 2.2 to 2.3 was completed by the end of 2005.
- Monthly employment and labor force data were updated in the LOIS database in a timely manner.

Cost:

The cost of updating and maintaining the ALMIS database was \$112,883. There were no leveraged funds identified with this core product. The state's procurement process was used for any equipment or contracts.

B. Customer satisfaction assessment.

Geographic Solutions, Inc., was contracted to develop a Web based customer satisfaction survey form, accessible through the LOIS Website. This survey was created and

implemented by GeoSol but it resides in the WIA/LAVOS portal instead of the LMI/ALMIS portion of the agency's Website. The LMI staff has continued to rely on the Webtrends reports to monitor web activity and feedback. Customer satisfaction and feedback for improvements were also collected in all training sessions as well as from surveys included in all publications. The "Answer My Question" email application embedded through out the LDOL Website enables LMI customers to receive timely answers to their LMI questions with further follow up if necessary.

C. Recommendations for Improvements or Changes to the Core Product.

Obtaining customer satisfaction through web-based products continues to be a logistical problem because of the GeoSol operating system and the amount of money and staff needed to install, collect, and analyze results. We currently use Webtrend reports of customer web hits collected in the Labor Market Information portals to replace the Geosol product. In addition, customers have the ability to email LMI staff questions concerning any LMI data on the LDOL site. This allows for one-on-one feedback with follow up telephone calls if needed.

2. PRODUCE AND DISSEMINATE INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS

A. Accomplishments compared to Plan.

Outcome(s) and system impacts(s):

- The 2002 – 2012 projections data was added to the ALMIS database after completion of the review process and approved by the Occupational Forecasting Conference (OFC). Educators, career planners, and LWIAs learn what occupations will need more trained workers to steer potential workers to, jobseekers will know what occupations require additional training, and businesses are able to determine staffing shortfalls they may face in certain occupations. The Projections Unit worked with staff of the Workforce Commission to create post hurricane recovery occupational projections in a specialized report.
- Work was completed on publishing the 2002 - 2012 industry and occupational projections and the short-term projections for 2004 – 2006 were submitted to ETA. As relevant data became available, work began on developing the 2004 – 2014 industry projections. The impact of this data are widespread; as it is used in determining training needs and curriculum, allocations of training funds, economic development efforts, determining career paths and courses of study, as well as being utilized throughout the workforce development and educational arenas.

Milestones:

- Finalize and publish 2002 – 2012 industry and occupational projections (after regional review and approval by the Occupational Forecasting Conference).
- Began work on long-term state and RLMA occupational projections (2004 – 2014)
- Completed preliminary statewide industry (2004 - 2014) projections.
- Work in progress on short-term projections.
- Partnered with Board of Regents to print and distribute flyers using 2002-2012 industry projections for 15 different career clusters

Cost:

Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)

The estimated cost of updating and maintaining the Occupational Employment & Industry Projections was \$71,837. There were no leveraged funds identified with this core product. The state’s procurement process was used for any equipment or contracts.

B. Recommendations for Improvements or Changes to the Core Product.

Hurricanes Katrina and Rita affected this deliverable more than any other. Not all timelines for these deliverables were met during this grant year. Two staff positions, one fulltime and one part-time, used in the preparation of projections were vacated. We were not able to fill the fulltime projections position until May of 2006. The person was able to finish production and meet the deliverable for the 2004 – 2014 industry projections to ETA. This new staff person tried to get into the projections training but the class filled up too fast. It was later learned that over 20 people were turned away. We recommend that projections training be available annually in two separate sessions, one for long and one for short-term projections, because of continuing staff turnover.

Current projections for 2002 – 2012 were used as a basis for a report created to identify those occupations that would be needed in the short term to help rebuild areas affected by the hurricanes. The report called *Rebuilding Louisiana’s Economy: Identifying Occupations Critical to Recovery of the New Orleans Region and South Louisiana* by Dr. Raymond Brady, Technical Consultant to the Louisiana Occupational Forecasting Conference, was published in December 2005 and will reside on the LMI Website.

C. Customer satisfaction assessment.

Webtrends reports indicated that projections data in the Labor Market Information portal accounted for eight of the top twenty LMI sites listed. The reception of customers to the 15 career cluster brochures tying together occupational projections by industry cluster with educational requirements and wages was very high at all workshops.

3. PROVIDE OCCUPATIONAL AND CAREER INFORMATION PRODUCTS FOR PUBLIC USE

A. Accomplishments compared to Plan.

Outcome(s) and system impacts(s):

- The Career Cluster Brochures support state legislation that requires local level school guidance counselors to provide 8th through 12th graders resources for career plans and goals. Students will be better prepared to make informed career decisions through this occupational and career information. The youth oriented LMI portal “Louisiana Youth Works” located on the LDOL’s front page was further enhanced and streamlined to serve as a useful career tool for users statewide.

Milestones:

- Youth Portal on LDOL Web site was activated and LMI flyers describing its contents were created and distributed to local offices and distributed in career-oriented workshops.
- Updated career publications and training materials with the 2002-2012 occupational and industry projections and the latest wages.
- Produce the “Top Occupations in Demand” at the state and sub-state level based on 2002-2012 occupational projections and criteria established by the Occupational Forecasting Conference.
- Work collaboratively with the staff of the Louisiana Board of Regents and the Louisiana Department of Education to develop brochures that highlight each of the career clusters and the LMI data relative to occupations in the cluster. Target audience was middle and high school students.

Cost:

The estimated cost for developing occupational & career information products was \$67,849. The R&S Division continues to work toward finding alternative funding for the delivery of information in hard copy format, such as \$5,000 from Carl D. Perkins Vocational and Technical Education Act and WIA incentive grant money to print career cluster brochures. The state’s procurement process was used for any development of this core product. Additional funding sources require legislative approval.

B. Recommendations for Improvements or Changes to the Core Product:

The LMI Unit has to limit the number of copies of career publications available to users because of printing cost. Alternatives have been the development of tutorials in the form of brochures to direct users to career exploration products on the LMI/LOIS Website, as well as CDs for distribution at workshops.

C. Customer satisfaction assessment:

Webtrends reports indicate that the career information in the Labor Market Information portal count is very high. Some of the most visited Websites are the Occupational Licensing Guide, projections, and a listing of the highest paid occupations. The 15 career

cluster brochures tying together careers by industry cluster with educational requirements and wages was well received at all workshops. The “Answer My Question” email application enables users to receive timely answers to their LMI questions.

4. ENSURE THAT WORKFORCE INFORMATION AND SUPPORT REQUIRED BY STATE AND LOCAL WORKFORCE INVESTMENT BOARDS ARE PROVIDED.

A. Accomplishments compared to Plan.

Outcome(s) and system impacts(s):

- o LMI Training products were developed for the WIBs, which will allow them to increase productivity and improve customer service to their clientele. Customized training to address staff needs for those that work primarily with businesses and jobseekers will improve effectiveness and efficiency of WIB staffs.

Milestones:

- LMI staff completed all customer driven training workshops for WIBs, One-Stops, and Job Center staff that were requested with this year’s grant.
- The career publications and training handouts were updated with the 2002-2012 occupational and industry projections.
- Partnered with the Department of Education through the Louisiana Community and Technical College System and Board of Regents to develop training tools using the latest projections to help meet future workforce needs.
- Prepared profile reports for each WIB area to use in developing their two-year plan. These profiles were updated and distributed.
- Supplemental funding from WIA provided for eight regional vacancy surveys to help local WIBs identify workforce needs.

Cost:

The estimated cost of updating and initiating new deliverables was \$108,683. The state’s procurement process was used for contracts and equipment.

B. Recommendations for Improvements or Changes to the Core Product:

“Training by Design” specialized LMI on-site training finished up at the beginning of this grant period. Hurricanes Katrina and Rita changed the focus for LWIA and One-Stops to that of UI claims taking and processing. Because of these events and reorganization within LDOL the needs of our customers were greatly impacted. They found that they were in a state of flux and therefore had to rely on Web site and one-on-one questions to LMI staff. Funding issues have restricted staffing, with the loss of two LMI Unit positions. Additional staff is needed in order to continue the current level of development of LMI products as well to continue on-site training.

C. Customer satisfaction assessment:

WIB members were able to use the Profile Reports to complete their two-year plan last year and to update their plan for the current year. To determine customer needs the LMI Unit uses Webtrends Reports, emailed questions, telephone inquiries, and product and training evaluations to meet the needs of the local WIBs.

5. MAINTAIN AND ENHANCE ELECTRONIC STATE WORKFORCE INFORMATION DELIVERY SYSTEMS.

A. Accomplishments compared to Plan.

Outcome(s) and system impact(s)

- o A publicly accessible state workforce information delivery system that facilitates customer access to information statewide and across state boundaries 24/7.

Milestones:

- Updated existing data sets and developed additional information for customer use in the LMI portal as well as in LOIS Louisiana’s ALMIS database.
- Activated and updated the Youth Portal to include brochures created through a partnership with the Board of Regents using the 2002 – 2012 projections.
- Update the LOIS site with benchmarked CES and LAUS data as well as annual and quarterly QCEW reports.

Costs:

The estimated cost of providing information and support to the Workforce Investment Boards and producing other state demand information products and services was \$181,286. The state’s procurement process was used for contracts and equipment.

B. Recommendations for Improvements or Changes to the Core Product:

This core product ensures the web application of LMI products and services. The LMI unit continually updates in a timely manner all statistical data produced by BLS programs and other funded research within Research and Statistics. As staff and funding levels constrict, this core product will become the primary delivery means of labor market information. Staff will continue to attend workshops, when available, on improving LMI electronic delivery of products and services.

C. Customer satisfaction assessment:

The LMI staff continued to use the Webtrends reports to monitor web activity and feedback. Customer satisfaction and feedback for improvements are also collected in all training sessions. Staff used a comprehensive count of Web activity, WEBTRENDS, to

track access to the different components of the LDOL Website. This included the number of hits, frequent visitors, downloaded data, and the keywords entered by users to locate data. These reports were evaluated to determine customer usage patterns of products/data that are most widely accessed. The reports are an important tool in tracking the number of visitors to our Website. Our goal was to increase the number of repeat visitors to our LMI sites. Monthly reports were interrupted last year because of the widespread power outages after the hurricanes in the southern portions of the state. But in comparing reports from the middle of last year to reports for the end of this grant period, web hits and the number of unique visits has doubled.

6. SUPPORT STATE AND WORKFORCE INFORMATION TRAINING ACTIVITIES.

A. Accomplishments compared to Plan.

Outcome(s) and system impact(s)

- Increased awareness of the information available through the LMI delivery system and furthered the understanding of its practical applications in the performance of our LWIA and One-Stop staff's job duties. By increasing the LWIA and One-Stop staffs awareness of LMI products, the potential and current workforce are directed to tools and information that will improve their earnings levels and their quality of life.

Milestones:

- Completed all requested "Training by Design" workshops for LWIA and One-Stops customers
- Staff training to include: staff attendance at the ALMIS database meeting; staff participation in training offered by the LMI NASWA Directors Conference; and a staff member attended the LMI Forum.
- The LMI Manager represented the LDOL, Research and Statistics Division on the NASWA LMI Committee.

Costs:

The estimated cost of providing support and training for this statewide initiative was \$38,143. Additional resources were leveraged through the Technical Assistance and Training (TAT) grant for the learning labs and from a grant made available through the Carl D. Perkins Vocational and Technical Education Act System for middle school and high school training of educational partners, administered by the Louisiana Community and Technical College. The state's procurement process was used for contracts and equipment and the states travel guide was used for expenses related to the state training of WIBs, One-Stops, and Job Centers as well as for federal training for in-house LMI staff.

B. Recommendations for Improvements or Changes to the Core Product:

The LMI Unit has no authority to mandate LMI training for LWIA or One-Stop staff. This is entirely a customer driven core product. Our recommendation, as staff and funding allows, is to promote value added outcomes for One-Stops and LWIAs service programs by their requesting products and training from the LMI Unit.

C. Customer Satisfaction Assessment:

Following all LMI training presentations, participants were asked to complete a customer satisfaction survey instrument rating the presentation, providing suggestions for improvement and additional topics to be covered in future training.

All publications or special information request provided in hard copy in these training sessions have a customer satisfaction survey instrument attached. These can be mailed or faxed to the LMI office. Tallies of the results were calculated monthly to determine if any changes need to be made to the publications prior to the next printing. Feedback from the LMI customers help to determine if we provided them with the tools needed for them to provide the necessary customer services and serve us as a tool to use to improve our products.

SUMMARY PAGE

ONE STOP LABOR MARKET INFORMATION GRANT PY'05

EXPENSES:

<i>Core Products and Services</i>	Budgeted	Actual
ALMIS DATABASE	\$112,883	\$128,626
INDUSTRY & OCCUPATIONAL PROJECTIONS	\$ 71,837	\$ 81,855
<i>State Workforce Investment Board Deliverables</i>		
OCCUPATIONAL & CAREER INFORMATION	\$ 67,849	\$ 77,311
WORKFORCE INVESTMENT BOARDS	\$108,683	\$123,840
WORKFORCE INFORMATION DELIVERY	\$181,286	\$206,569
WORKFORCE INFORMATION TRAINING	\$38,143	\$ 43,463
TOTAL ALL PRODUCTS	\$580,681	\$661,664
REVENUE:		
Carry Over PY 04	\$150,931	
Grant PY 05	\$580,681	
TOTAL REVENUE	\$731,612	