

Paul

THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF WORKFORCE DEVELOPMENT



MITT ROMNEY  
GOVERNOR  
KERRY HEALEY  
LT. GOVERNOR

JANE C. EDMONDS  
DIRECTOR, DEPARTMENT OF  
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September 29, 2006

Grace A. Kilbane  
Regional Administrator  
U.S. Department of Labor  
Employment and Training Administration  
John F. Kennedy Federal Building  
Room E-350  
Boston, MA 02203

Dear Ms. Kilbane:

Enclosed please find the annual report on *Massachusetts PY 2005 Workforce Information Grant Plan and Accomplishments*. This report was developed in accordance with instructions set forth in Training and Guidance Letter 33-04.

This report also will be provided to your office in .pdf format as instructed on TEGL 33-04.

If you require additional information or have questions, please contact Dawn McElaney of the Division of Career Services at (617) 626-5736.

Sincerely,

  
Jane C. Edmonds



The Commonwealth of Massachusetts  
Department of Workforce Development  
Massachusetts Workforce Investment Board

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September 29, 2006

Grace A. Kilbane  
Regional Administrator  
U.S. Department of Labor  
Employment and Training Administration  
John F. Kennedy Federal Building  
Room E-350  
Boston, MA 02203

Dear Ms. Kilbane:

This letter confirms that I, in my capacity as the Executive Director of the Massachusetts Workforce Investment Board (MWIB), have reviewed and approve the enclosed Annual Performance report for PY 2005.

If you require additional information or have questions, please don't hesitate to contact me.

Very truly yours,

A handwritten signature in black ink, appearing to read "Peter G. Torkildsen", written over a horizontal line.

PETER G. TORKILDSEN

## Massachusetts PY 2005 Workforce Information Grant Plan and Accomplishments

### A. Statewide Workforce Information System Overview

Massachusetts' Workforce Development system is administered by the Department of Workforce Development (DWD). The Workforce Information products and services funded through this grant are provided by the Division of Unemployment Assistance (DUA) and the Division of Career Services (DCS) under the administration of DWD.

- **The process used to ensure that the SWIB can exercise its responsibility for ensuring that state workforce information policy is responsive to the needs of the state and local workforce investment system.**

The products and services in this grant were coordinated with the Department of Workforce Development as well as the Executive Director of the Massachusetts Workforce Investment Board (MWIB), to ensure that our workforce information systems are consistent with the Commonwealth's workforce policies and customers' needs.

- **How the statewide workforce information system supports the goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan for state and local workforce development.**

Our design and use of workforce information systems has always been guided by how they do or will support the state's Two-Year Strategic Plan. The core products and services are designed to meet previously identified customer needs and offer the flexibility for adjustments with changes to the Commonwealth's strategic plan.

- **How the grant activities are consistent with the strategic vision of the Governor and the MWIB.**

Information produced through this grant's funding provides the Governor and other state and local policy makers with labor market information profiles, expected job vacancies and likely demand occupations. In addition, we have recently reorganized our agency to better perform our stated functions, and to align these functions with the Governor's Strategic Plan, and also with the stated vision of the MWIB.

- **The strategy of the SWA and the MWIB for consulting with local workforce investment boards and stakeholders in the workforce investment system to determine customer needs for workforce information.**

The Massachusetts Workforce Board Association represents each of the sixteen Workforce Investment Boards (WIBs). Regular meetings have been held with representatives of this group to develop state and area LMI and workforce profiles. We will continue to meet with them to coordinate our efforts and ensure that we address their needs and concerns. In addition, a Workforce Information LMI Advisory Group of stakeholders met to discuss customer needs and align products and services to identified needs.

- **The broad strategic approach for workforce information delivery to principal customers.**

Our goal is to provide timely and accurate information to our various customers in the forms that best suit their varied needs, even if this entails redundancy or overlap in our provision of data and information products.

- **How workforce information and services are delivered as core services to customers through the state's One-Stop service delivery system.**

Specific LMI and data, and occupationally-specific LMI, are available online to Career Center staff working directly with customers and to the general public through the agency's websites. Employers, policy makers, workforce development partners, economic developers and clients, at home or in the Career Center resource rooms, may also obtain any needed LMI information online from the agencies websites which include immediate 24/7 access from time of release to all Labor Market (LMI) and Workforce Information (WI), access to MASSCIS, a career information delivery system, or from Mass Stats, a geography based LMI delivery system. We also provide specific training to Career Center staff on how best to use LMI to serve their customers. Additionally, MASSCIS and/or LMI training is provided to Career Center staff working with veterans, the ex-offender population, and the disabled and welfare communities.

- **A description of the customer consultation and satisfaction assessment method(s) to be used to collect and interpret customer satisfaction information and the principal customers to be consulted.**

For those accessing the web, an on-line customer service tool has been added to gather feedback and suggestions from customers accessing LMI and WI. Enhancements in presentation and content will be made based on information provided through this on-line customer satisfaction tool. We will use focus groups of customers to discuss specific information products, e.g. MASSCIS. Customer satisfaction surveys are conducted following each LMI and MASSCIS training session provided to Career Center and workforce partner agency staff. Our Workforce Information LMI Advisory Group, comprised of stakeholders, will provide us with useful feedback.

- **A concise summary of customer satisfaction findings for the most recent survey of products and services and the effect those findings had on the planned products and services for PY 2005 including how the plan addresses inadequacies or gaps identified by users.**

New web applications are being developed and added this year based on feedback from customers who use the survey tool and from those who e-mail or phone in seeking information or customized data products. The expanded products include additional summary information from the Quarterly Employment and Wage, Local Unemployment Statistics and Mass Layoff Statistics programs, and additional information from the Job Vacancy Survey. Finally, in response to the suggestion for a way to increase LMI workshop awareness, research continues on a way to do a broadcast e-mail to alert all Managers, Job Specialists or Career Counselors of upcoming workshops, and to encourage participation.

- **Identify funds leveraged or matched from funding sources other than these grant funds and how these funds will enhance delivery of products and services as part of the state's workforce information system.**

Carryover funds from PY 2005 will be utilized to fund staff costs for the Job Vacancy surveys and MASSCIS, and for non-personal services (NPS).

## **B. Core Products and Services**

Arrayed below are the plans and accomplishments for the core products and services that will be delivered during PY 2005.

### **1. Continue to populate the ALMIS Database with state data.**

#### **Plan:**

All core LMI and required ALMIS Database tables will be populated for immediate public use at time of release. Files are updated for all monthly and quarterly releases for core programs providing employment, wages, and labor force and unemployment information. We will continue to move to the most recent version of the ALMIS Database after the receipt of the new version and updates to applications. All formats and core tables are developed in accordance with the ALMIS Resource Center (ARC) guidelines. The ALMIS Database is the cornerstone for our information delivery systems and we are working with other States and BLS program staffs to ensure all new products utilize a common database format. Additional information used in the LMI web applications will be populated and maintained in common database formats. New or enhanced applications and tools will be developed using these core tables. Requests for customized information and/or formats will be handled timely and where possible provided in customer requested formats.

During PY 2005 we will explore options for enhancing the agency's web site for compatibility to XML formats, allowing us the opportunity to use new products currently being developed by the Workforce Information Council and ETA for sharing LMI and WI across state boundaries.

Additional tools and/or database formats will be developed based on customer needs that are consistent with the Massachusetts WIA/Wagner-Peyser two-year strategic plan and the needs of policy makers and economic developers. Customer requests come from the web customer satisfaction tool, e-mails and phone calls and from the Division of Career Services who are responsible for coordinating and providing information and services to workforce and Career Center customers daily.

Principal customers include all workforce partners, staff and their customers, policy makers, economists, economic developers, researchers and the general public who have 24/7 access to LMI and WI applications, customer satisfaction surveys and e-mail support.

Key outcomes include immediate on-line access to information at time of release, access to QCEW and LAUS data at the Regional Competitive Council's (RCC) geographies to assist in expanding economic development, access to QCEW annual 2004 information in both old and new metro geographic areas, consistent information on all applications at time of release, enhanced applications and web tools based on customer demand and new ALMIS database formats for the expanded QCEW and MLS files.

#### **Accomplishments:**

The LMI and ALMIS Employer Database tables were populated in the most current ALMIS Database version for all customers' immediate use at time of release. The tables and formats are in accordance with the ALMIS Resource Center guidelines. All additional information used in MA DWD Economic Data web applications were populated and maintained in common database

formats. As of June 2006 the web information delivery has been consolidated for all LMI and WI data products and services. This consolidation ensures that all products can be delivered at time of release and be available to the general public and provides for immediate release of new information.

Additional tools were provided based on customer requests for core programs. Customized formats were developed for those customers needing access to the entire six years of revised Local Area Unemployment Statistics files for the state and all sub-state areas. Responses to customized data queries were provided through special web links in standardized formats. New data maps were developed for the core employment, labor force and occupation series that allow customers access to the most recent data in formats requested by the WI partners.

## **2. Develop Long-Term and Short-Term Projections.**

### **Plan:**

The DCS will develop and publish the 2004-2014 statewide long-term industry and occupational projections by March 2006 using the methodology, software tools and guidelines developed by the Projections consortium and the Projections Managing Partnership. The DCS will also develop and publish 2005-2007 statewide short-term projections by June 2006.

Massachusetts' estimates of job growth and replacement needs are widely used by educators, career counselors, policy makers, government agencies and businesses. As the state's workforce ages and health shortages develop, the projections information will become even more widely used.

### **Accomplishments:**

In June 2006 DCS completed the 2004-2014 statewide long-term industry and occupational projections and emailed the file to North Carolina as mandated by the ETA agreement. DCS is now in the process of developing a series of reports that provide an overview of the 1) factors driving job growth as well as those eliminating jobs; 2) the industries and occupations generating the most new jobs; 3) the industries and occupations growing the fastest. Major factors to be discussed include: rapidly rising productivity, outsourcing, convergence of technologies, globalization, and the aging of the labor force. Also included in this analysis is an examination of the state's industry mix, education and training requirements, and replacement needs.

Massachusetts short-term projections have been delayed due to network installation and operational problems of the Projections Suite software. This past spring Massachusetts was one of 3 states to put the Projections Suite software on the network so that two analysts could jointly develop projections at the same time. Each time the analysts began using the network version, the projections software would lock up and crash. Moreover, the software could not distinguish the two separate directories containing the data and the system files. Utah tried to resolve this problem, but could never fix it. To get around this problem, Massachusetts assigned only one analyst at a time to work on the industry projections. When it came time to using the MicroMatrix system, serious problems arose with the occupational change factors. The two methods to editing and applying the BLS change factors did not work because the network version could not keep track of the data directories containing the default values and the modified values. The only way Massachusetts resolved this problem was to take the projections suite software off the network entirely and install it on each analyst's computer. Troubling shooting this problem has been very frustrating because of email restrictions placed on Massachusetts analysts. To protect its network, Massachusetts limits the size of email files to 1 mega bytes. As a result much time was spent zipping files to no avail.

Given the slow pace of the state's employment recovery and the fact business hiring demand is being successfully captured by the DCS semi annual job vacancy survey, DCS considers the job vacancy survey to be a better indicator of short term demand. Additional resources have been put into this survey, which tracks business hiring demand by industry, occupation, and education and training for each of the state's seven regions. In addition, it asks employers to evaluate the workplace skills of their new hires in eight categories. With response rates averaging 75 to 80 percent across the regions, this survey provides a richer, more comprehensive picture of the shifts and turning points in the hiring demand for workers than any two year forecasts could ever present, particularly on an occupational basis in the rapidly changing industries of bio-tech and IT. In the bio-tech industry, for example, hiring already has shifted over the past two years from biological scientists to clinical trial managers and sales and marketing staff. Right now given the limitations of the two year forecasting methodology, (i.e. by using and applying the same change factor--20 percent of the expected 10 year change--to each and every industry) the present methodology distorts the hiring demand for workers in these industries by over estimating demand for biological scientists and underestimating the demand for clinical trial managers and marketing and sales workers. In short, the present two year forecasting methodology cannot adequately capture shifts in the demand for workers. If the BLS developed occupational changes factors for specific industries, then DCS two year industry and occupational forecasts would be more accurate.

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

#### **Plan:**

Results of the spring 2005 *job vacancy survey* will be published in fall 2005. Two job vacancies surveys will be conducted during PY 2005 for the state and the 7 regions. The first will be conducted in fall 2005 to collect 4<sup>th</sup> quarter hiring information, with results and analysis published in spring 2006. The second survey will be conducted in spring 2006 to collect 2<sup>nd</sup> quarter vacancies, with results and analysis published in fall 2006.

With data available from multiple survey rounds, DCS will begin analyzing the variance in job vacancies by area, industry, and size class and use this information to draw better samples and obtain better job vacancy estimates. An evaluation of industry/area response rates will be conducted and we will weigh the costs of collecting data from industries that find it difficult to respond to the survey.

#### **Accomplishments:**

During PY 2005 DCS 1) sampled 12,000 firms by region, industry and size; 2) obtained an 80 percent response rate; and 3) published two major job vacancy reports analyzing the demand for workers by region, industry, and area. In the Fall 05 Job Vacancy Report, DCS started to include an analysis of the current supply/demand relationship by examining job vacancies and UI claimant characteristics. It found that although demand for IT professionals was increasing, the proportion of managerial, professional and technical workers collecting unemployment benefits exceeded the proportion of professional and technical job vacancies. In future reports DCS will start studying the supply/demand situation on a regional basis.

DCS also made a number of survey and system enhancements to the job vacancy program:

*Survey enhancements.* To improve the education and training of the state's workforce and help policy analysts better invest in education and training, DCS asked employers to evaluate the workplace skills of their new hires in eight revised skill categories—oral communication, written

communication, teamwork, basic math, problem solving, information technology, professional and technical skills, and leadership ability. By including these new skill sets, DCS hopes to gain better information on industry training needs from both big and small employers.

*System enhancements.* DCS created and embedded three utility programs/modules within the JVS tracking software to help speed up the processing and analysis of data. The non response module produces a series of reports to help staff identify the firms that have not responded to the survey. Specifically, this program produces a report for each region, the industry/size class designations where response rate is below 50 percent. It also calculates the number of firms that need to be contacted in order to reach a 75 percent response rate within each region/industry/size class. In addition the software produces a listing of the names and phone numbers of the companies within each cell that need to be contacted. This program helps DCS gather better data and produce better regional estimates. In short it helps JVS survey staff to more easily pin point their efforts to the regions and industry and firms where responses are low.

Another improvement made to the job vacancy survey tracking system is an automatic SOC coding feature. This program batches companies with similar job titles and assigns the correct soc codes based on the education and training required, the salary paid, and the industry where the job is opened. The program works like Google's search engine, although at this point it is not as powerful. Analysts enter job titles common to many firms and then they start assigning the correct soc code by filtering on the job requirements set by each company i.e. the education and training required, the salary offered and the industry where the job opening is found.

The third module produces four final tables on business hiring expectations and business training needs that are ready to drop and drag into a publication. The module unifies all the queries used to gather the information and all formatting of these tables. Other utility reports in progress include outlier detection on both an industry and size class basis.

*Development of an online JVS survey.* During PY 05 DCS also began looking at the fastest and easiest ways to put the job vacancy survey online. Considerations around information security and privacy as well as budget constraints caused us to postpone the development of an online survey.

**Plan:**

During the year, DWD will disseminate customer-focused occupational and career information. Developed in cooperation with customers and other stakeholders, the career information will again be O\*NET based. It will include occupational skill requirements, user-friendly descriptions, wages, and current and forecast employment by occupation. The latest Occupational Employment and Wage Statistics will be developed for each of the LWIB areas and accessible through the agency's LMI/WI pages. During PY 2005 we will explore additional options for publishing these data in at-a-glance formats developed based on LWIB customer input

**Accomplishments:**

The occupational Employment and Wage Statistics were developed and published for each of the sixteen LWIAs. Information and new maps were provided with the publication in June 2006 of the new NAICS industry and NECTA metropolitan areas estimates to assist customers in transitioning to the new series. State wide staffing patterns for the May 2005 estimates have been developed and work on the LWIAs staffing patterns will be completed in the fall of 2006.

**Plan:**

The *Massachusetts Career Information System* (MassCIS) will include this occupational information, plus links to America's Job Bank, and to education and training venues. These venues include colleges and universities nationwide, as well as proprietary training schools throughout Massachusetts. DWD will develop the database of information on proprietary schools in the Commonwealth. MASSCIS will continue to be available free to all state residents on an Internet site. We will provide training and technical assistance for MASSCIS. Brochures for parents, Career Center personnel, and others will also be prepared. DWD will monitor usage of the MASSCIS web site, and obtain feedback on MASSCIS from focus groups and a survey of Career Centers. Principal customers for these products include Career Center planners, counselors, Career Center and educational administrators, elementary and secondary school career counselors, job seekers, employers, libraries, and parents. MASSCIS has a contract with intoCareers (University of Oregon) to use the national CIS program, and to host the MASSCIS web site.

**Accomplishments:**

During PY 2005, a new version of MassCIS with updated information was released free on-line to all Massachusetts residents. Accompanying the new release were a series of updated and redesigned on-line brochures called "Quick Starts", which explained the use of MassCIS and its various components. These "Quick Starts" were developed to aid Career Center personnel and the public in using the information in MassCIS, including LMI. A comprehensive database of Massachusetts training providers was developed and included in the updated version of MassCIS.

Training on MassCIS was provided to all Career Center personnel who took MOSES systems training during the year, and to DCS Career Counselors, and to educators statewide. During the training, particular emphasis was placed on the LMI information contained in MassCIS. Usage of MassCIS, based on the number of monthly visits to the web site, was monitored throughout the year. Feedback was obtained from Career Center managers, trainees, and focus groups.

- 4. Ensure that workforce information and support required by state and local workforce investment boards are provided.**

**Plan:**

DWD will produce an LMI Profile Series of reports during PY05 for both the state and each of the 16 Workforce Area regions. These reports will provide economic analysis and pertinent labor market and economic data, including census data. These products will be developed in conjunction with the local workforce boards and with input from the MWIB. On-going feedback will be solicited from these groups to ensure that the products are current with their information requirements. DWD will also continue to consult with key members of the MWIB and local boards to ascertain which key indicators of labor market demand and supply are needed to develop the capacity of regions to use current labor market and economic data for planning, analysis, and policy development purposes. By providing access to relevant and easy to understand labor market information, workforce development officials will be able to build the capacity of their regions to analyze, interpret, and use labor market data on an ongoing basis. In addition to the Workforce Area and Career Center staff, these profiles will serve the needs of key customers including workforce development agencies and partners, jobseekers, employers and policy makers.

**Accomplishments:**

DCS published a set of labor market information profiles for each of the 16 WIB regions in March 2006. As part of the LMI Profile series, DCS also designed and developed the following comprehensive and timely series of reports for the state and regions:

- NECTA and Workforce Area Geographic Definitions: Cross Tabulations and Maps (Aug. 2005)
- Census Compendium: Census 2000 and 2004 Population Estimates (August 2005)
- Occupational Wage Statistics: State, MSAs, and Workforce Areas (September 2005)
- Massachusetts Industry Staffing Patterns – 5 volumes (September 2005)
- Massachusetts Occupational Employment Distribution by Industry – 6 volumes (September 2005)
- Level of Defense Expenditures in Massachusetts (September 2005)

DCS participated in an interagency work group that included strong WIB participation. As a result of feedback from this group and individual consultation with WIB members, DCS was able to better formulate the design and data components of the profiles to meet customer demand. DCS has been able to utilize these profiles in developing customized workshops that meet local customer needs. The profiles met with positive customer response.

**5. Maintain and enhance electronic state workforce information delivery systems.**

**Plan:**

The costs for maintaining core LMI and workforce information web products and tools that use the ALMIS database are included in deliverable number one. Developing new tools, applications web displays to enhance customer support are included in this deliverable. Plans include: reorganizing the presentation and access to the LMI/WI web pages so customers can find the information they are seeking; expanding on customer requests for the at-a-glance summaries and comparisons for most recent monthly and quarterly information; installing the latest version of MassStats, the MA version of North Carolina's web SARAS; expanding linkages to LMI/WI tools directly from state web pages; exploring upgrades to the agency's web pages that can support state-of-the-art technology to expand customer access to, and our ability to respond to, workforce partner and MWIB needs and requests. The on-line customer satisfaction survey tool will be enhanced to collect more product requests and to allow for follow-up to specific customer requests. We will explore implanting applications developed by WIC, ETA and other states that facilitate customer access from other states.

Milestones include: quarterly assessments of workforce customer request and suggestions provided by DCS and DUA and establishing implementation plans; establishing plans for implementation of interactive web applications, utilizing XML formats and tools for customers to store and receive updates on the specific LMI/WI they access regularly; additional at-a-glance tools for the accessing LAUS, QCEW, CES and OES information, based on customer requests; publication of annual employment and wages for the private non-profit sector; and implementation of an enhanced on-line customer satisfaction tool. Key customers are the workforce partners, MWIB and LWIBs, economic developers, researchers and the public.

**Accomplishments:**

As of June 2006, all customers have immediate access to all LMI and WI products and services through enhanced web delivery tools. The consolidation of the information delivery reduces costs and provides for immediate access at time of release for all WI products in addition to the LMI products. The fall 2006 releases for the Job Vacancy Survey and the Statewide long-term

industry and occupation projections will be included in the consolidated application ensuring all customers have access to the information at time of release. The home pages for economic information have been redesigned to meet customer needs. Customers can see at a glance the latest information for jobs and the unemployment rate and get access to all information in newly developed formats. New query tools were developed for the enhanced and revised geographic areas and series. Customized State and sub-state cluster data series were developed for key customers for economic development and environmental management.

## **6. Support state workforce information training activities.**

### **Plan:**

LMI-101, a training course designed for counselors and One-Stop Career Center staff will be enhanced and delivered on a regular schedule during the year. The enhancement will include suggestions and recommendations from evaluations and previous focus group panels. The courses will be offered to Career Center and Workforce Area counselors, business specialists, and staff in December 2005 and March 2006. Four introductory training sessions on the utilization of labor market information for program planning, job development, placement and career counseling will be provided. Additionally, DCS will develop and deliver an LMI program for local workforce boards, based on input from the local boards. Also, DCS will provide special presentations and customized workshops based on customer demand with input from local workforce boards and career centers to ensure that they are given priority for limited staff resources. Principal customers include Workforce Area staff, Career Center staff, and workforce development service providers.

### **Accomplishments:**

Four LMI-101 training sessions were delivered to Career Center and Workforce Area staff, two in November 2005, one in May 2006, and one in June 2006. Based on customer feedback, the LMI 101 training courses were expanded and enhanced to meet more individualized and specific customer needs. In addition, with input from local workforce boards, DCS developed and delivered a series of eight LMI workshops to local workforce boards between November 2005 and June 2006. The workshops received excellent customer feedback. DCS also delivered additional special presentations and customized workshops to meet local workforce board and career center needs.

## **C. Consultation and Customer Satisfaction Assessment**

Responsibility for consultation with customers and customer satisfaction assessment is shared by both the Statewide Workforce Information System along with the staff involved in delivering workforce information products and services to Massachusetts' workforce development partners, including Career Centers and LWIBs. This responsibility entails day-to-day contact with Career Centers, LWIBs and their staff and information requests; surveying the partners to determine their needs for additional services and products; and providing quarterly information on customers needs. Customer satisfaction surveys are done following each LMI and MASSCIS training session, and the surveys are used to enhance the courses and to develop new sessions. Additionally, focus groups help us to assess the desirability of maintaining or enhancing our electronic information tools. The LMI web site pages include a customer satisfaction tool that allows all users to provide feedback on the information and the tools, and to request customized information. This information is used to assess the need for additional tools or changes to the site.

**Accomplishments:**

Customer feedback came from our web application, special requests, calls and staff. Numerous enhancements were made to the LMI web applications to address customer needs especially those from the Workforce Investment partners.

During and after training sessions CIS staff requested feedback (constructive criticism) of MassCIS and our training. Virtually all the feedback was positive. Staff attended a conference for vocational education teachers in Marlboro in June, where a majority of the people that attended their workshop stated that they were already satisfied users of MassCIS . When the CIS city / zip code registration went down one morning due to a server problem, we had calls from Career Centers about the problem; additional evidence that the product is used and appreciated. Usage of MassCIS was up this past year, while we had fewer technical support questions /complaints.

The regional LMI Profile Series products were developed in conjunction with the local workforce boards and with input from the MWIB. In August 2005, an LMI Advisory Group was convened. The members of the Advisory Group included representatives from local workforce boards, career centers, and economic professionals. The meeting was co-chaired by the MWIB Executive Director. The Advisory Group provided specific requirements regarding products for the local boards and information for local career centers. These requests were incorporated into the planned products and services. DWD staff also consulted throughout the year with key members of the MWIB and partner agencies to ascertain which key indicators of labor market demand and supply and economic data they required for planning, analysis and policy development.

Based on customer feedback and previous focus groups, the LMI 101 training courses were expanded and enhanced to meet more individualized and specific customer needs. We developed and delivered an LMI program for local workforce boards, based on input from these boards. These workshops, done in conjunction with the Commonwealth Corporation, received excellent customer response. Additionally, we provided other special presentations and customized workshops for local boards and career centers.

**D. Expenditures**

	<u>Carry-in Funds from PY 04</u>	<u>PY 05 Funds</u>	<u>Total Expenditures</u>
PS/PB	\$267,236.88	\$574,975.28	\$842,212.16
NPS	\$ 84,424.25	\$148,051.89	\$232,476.14
AS&T	\$ 26,374.58	\$ 58,623.83	\$ 84,998.41
Total	\$378,035.71	\$781,651.00	\$1,159,686.71