



State of Alaska
PY 2008 Workforce Information Grant
Performance Report
(July 1, 2008 – June 30, 2009)

A. Statewide Workforce Information System

During Program Year 2008, the Alaska Department of Labor & Workforce Development's Research and Analysis Section (R&A) produced a significant amount of work in support of the Workforce Information Grant core products outlined in TEG L No. 31-07.

A. PY 2008 Accomplishments

1. Continue to populate the Workforce Information Database (WID)

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

Alaska continued to update the Workforce Information Database core tables with required data sets as established by the Analyst Resource Center. The WID served as the collection point and delivery mechanism for many of Alaska's Internet products and special reports that were supplied to the business community, Alaska Workforce Investment Board (AWIB), individuals and workforce development professionals.

During PY08, the database software was converted from version 2.2 to 2.3 and then to 2.4. MS SQL Server database is currently used by Alaska to run the WID.

2. Produce and disseminate industry and occupational employment projections

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

The long-term 2006-2016 occupational projections were completed and delivered to ETA in PY08. Both the ten-year industry and occupational projections were completed in October 2008.

The long-term forecasts were highlighted in the January 2009 issue of the monthly magazine *Alaska Economic Trends*. A news release announcing the projections was distributed on January 27.

A short-term 2009 industry forecast was prepared for statewide and the Southeast, Anchorage and Fairbanks regions of the state and featured in the January 2009 issue of *Alaska Economic Trends*. The 2008-2010 occupational projections were delayed and are expected to be produced and submitted to North Carolina in the first half of PY09.

In addition to the WID, R&A disseminated the ten-year occupational projections through the Alaska Career Information System and through R&A's on-line Occupational Table. Other examples of current products that use long-term occupational projections data include the Department of Labor's *Alaska's Gasline Inducement Act* report and the *Hot Jobs* tabloid.

3. Publish an annual economic analysis report for the governor and the AWIB

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

R&A published the economic report, *Nonresidents Working in Alaska 2007*. The report was published in January 2009 and describes the status of resident hire in Alaska by industry, occupation and geographic area. Maximizing resident hire continues to be a high priority of policymakers and Alaska's Workforce Investment Board. Industries and occupations with high percentages of nonresident workers are receiving high priority for new training dollars.

A printed copy of the report was delivered to the governor, legislature and the Alaska Workforce Investment Board. The plan is also available on DOLWD's Workforce Info web site.

4. Post products, information and reports on the Internet

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

R&A continued expanding access to labor market information through the maintenance and enhancements of its workforce information delivery systems which includes R&A's website—Workforce Info (WI)—and the Alaska Career Information System (AKCIS). In addition, a new on-line resource was released in June 2009 called the Alaska Local and Regional Information (ALARI).

WI is a user friendly, comprehensive online resource for jobs and careers, labor market research, education and training programs/providers and employer information. During PY08, the following products, information and reports were posted:

Workforce

- Size of the labor force (total number of people employed plus those seeking employment);
- Number and percent of workers unemployed;
- Number and percent of the workforce that were not Alaska residents;
- Number and percent of new hires;
- Number of layoffs;
- Fish harvesting employment;
- Number and details of work-related injuries, illnesses and fatalities.

Industry

- Monthly estimate of payroll jobs by industry;
- Quarterly employment and earnings by industry;
- Short-term employment forecast by industry;
- Ten-year employment forecast by industry;
- Number of new hires by industry.

Occupational

- Employment and wages by occupation;
- Career and occupational related information;
- Ten-year occupational forecast;
- Number of new hires by occupation;
- Job-to-job links in a typical career path.

Housing

- Costs related to buying, building and renting housing in the state.

Training

- Employment and earnings of training program exiters.

Population and Census

- Current and future populations;
- Maps;
- Decennial census related information.

Nearly every product that R&A produces finds its way onto the Workforce Info website. An average of nearly 137,000 users a month visited the site in PY2008. There were more than 745,000 downloads of R&A publications or products. *Alaska Economic Trends*, with more than 339,000 downloads, accounted for about 45 percent of the total.

<http://almis.labor.state.ak.us/>

AKCIS is the state's designated career information delivery system. AKCIS is an interactive, web-based education and career-planning resource designed specifically for people who are looking for career information. AKCIS seamlessly links state-specific occupational and educational information together in one place.

<http://akcis.org/>

ALARI is a new on-line resource that provides customers a wide variety of data presented as a snapshot of an area's resident workforce rather than a snapshot of an area's economy. The data in ALARI is by place of residence - Alaska, Region, Borough/Census Area and Community. Residency is established by matching wage record file data with Alaska's unique Permanent Fund Dividend (PFD) information.

<http://labor.alaska.gov/research/alari/>

5. Partner and consult with the AWIB

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

During the program year, R&A continued to work with the AWIB staff and committee members to provide information and to produce products and services in support of the AWIB's strategic plan. Alaska's workforce board has been uniformly supportive of the workforce information products and services provided by R&A.

6. Conduct special studies and economic analyses

- **The outcomes achieved compared to planned outcomes and an analysis that explains the cause of any significant variance from the plan. Describe any actions required to improve the outcome.**

In PY08, R&A published a variety reports to the Internet. These included:

- *Alaska Population Overview, 2005-2006 Estimates*;
- *Nonresidents Working in Alaska, 2007*;
- *Residency Analysis of Alaska Workers by Firm, 2007*;
- *Training Program Performance, 2007*;
- *Unemployment Insurance Actuarial Study and Financial Handbook, 2007*.

R&A provided printed copies of these reports by request. The monthly publication the *Alaska Economic Trends*, also available on the Internet, had the largest distribution of any hardcover R&A publication with more than 33,000 printed copies delivered in PY08.

Printed copies of R&A's *Residency Analysis of Alaska's Workers by Firm - 2007* were provided to the offices of the Alaska state legislature and other interested parties.

B. Customer Satisfaction Assessment

- **The method used for collecting customer satisfaction information and for interpreting the collected information.**

Alaska used several ways to collect and interpret customer needs and satisfaction:

- Customer satisfaction survey: R&A maintained a web-based user survey on its website-- Workforce Info. Customers who completed the survey were mostly satisfied with the products and services that R&A offers. Users were most satisfied with the "Completeness and Understandability" of R&A products. Eighty-six percent who were familiar with the data they were looking for or using, expressed an overall satisfaction with using the website.
- Informal discussions and collaboration: R&A worked closely with its primary user groups, including the AWIB, employers, and the Alaska Department of Labor & Workforce Development's Divisions of Employment Security and Business Partnerships, to ensure that data needs are being met. Alaska's principal customers expressed strong support for R&A and the services and products provided.
- Information requests: R&A tracked information requests for data. Staff responding to a request maintained an electronic log to document the various customer types that requested data, what was requested and what was provided. This has proven helpful as it provides us information about the types of customers who use our data. Staff has also met directly with several customers who had requested data and have provided tailored reports to answer their needs.

Though no specific improvements have been identified by Alaska's primary customers, R&A will continue to work with its customers to closely align its products and services with their needs.