

**South Dakota
Workforce Information Grant
Annual Performance Report
Program Year 2008**



Your workforce experts.
www.sdjobs.org

Labor Market Information Center

State of South Dakota
Workforce Information Grant Performance Report
July 1, 2008 through June 30, 2009

A. ACCOMPLISHMENTS

1. Continue to populate the Workforce Information Database with state and national data

Workforce Information Database (WID) Version 2.4 is currently installed. The core tables have been populated with national, statewide and sub-state data, including the South Dakota projections data.

Staff collected 2008 licensing information from the state's licensing and certification boards. The licensing data was provided to the National Crosswalk Service Center site and populated in the WID. The licensing information is also a component of the career information available in the Career InSite application.

The Labor Market Information Center (LMIC) currently hosts the 2009 2nd edition of the Employer Database. LMIC customers, local South Dakota Department of Labor (DOL) office staff and other DOL staff are provided access to the Employer Database through three different levels of access. The general public is provided access through the Employer Locator on the Career InfoNet Web site.

Access to the Employer Database for internal customers and DOL staff is available through a state government Intranet site. This application provides information about selected employers but has limited file download capability. However, the Employer Database is available on the computer hard drive of one LMIC computer, which allows LMIC staff to download larger files and do more intensive searches for LMIC customers. A link on the LMIC Web site also provides direct access to the Career InfoNet Web site. The Employer Database is also populated in the WID. Expenditures related to the Workforce Information Database totaled \$17,427.

2. Produce and disseminate industry and occupational employment projections

Due to staff turnover, a 90-day extension to complete the production of the substate long-term (2006-2016) and short-term (2008-2010) industry and occupational projections was requested and approved by the Employment and Training Administration (ETA) in June 2009. South Dakota used the methodology, software tools and guidelines developed by the Projections Workgroup and the Projections Managing Partnership to produce the projections deliverables.

South Dakota followed the procedures established by the Projections Workgroup and the Projections Managing Partnership for public dissemination of the projections deliverables.

Expenditures related to the production of industry and occupation projections during PY 2008 ending June 30, 2009 totaled \$30,788.

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

The annual economic analysis report is currently a work in progress, with the project approximately 90 percent complete. South Dakota received an extension on this project, with a deliverable due date of October 15, 2009.

The completed report will include information from internal and external sources of workforce, labor market and economic information, focusing on the impact of the recession, both for the nation and South Dakota. Once complete, a pamphlet containing highlights will be distributed to workforce development policy partners, including the Governor and South Dakota Workforce Development Council members; the pamphlet will include a link to the full online report. The full report will be published on the LMIC Web site, and the pamphlet will be made available there as well in Adobe .pdf format.

Expenditures related to the production of the annual economic analysis report during PY 2008 totaled \$9,121.

4. Post products, information, and reports on the Internet

Grant-produced products, including workforce publications, surveys and delivery systems, are all published on the LMIC Web site. In addition, many of these products are also disseminated electronically or in hard copy format.

Career Products

High growth and high wage occupations distinguished by educational level were published in the *South Dakota Hot Careers* flier. This flier shows the projected high demand occupations for the state which are grouped by the level of education/training/work experience preferred by employers. The flier also shows the highest paying occupations within those same categories.

The *South Dakota CareerWise* magazine (updated May 2009) contains more than 40 pages of job market information. It includes articles on how and where to begin looking for a new job, completing a job application, developing a resume which will get noticed (including completing an electronic resume), how to ask people to be a reference, interviewing techniques, when and how to accept a job, and how to keep a job. Results of a CareerWise user survey conducted during PY 2007 were incorporated into the new edition published in May 2009.

Bookmarks (updated January 2009) list Internet addresses for helpful, reputable career and labor market information for the United States and South Dakota.

The *Pocket Resume* is a small tri-fold pamphlet which provides space for all the personal and career-related information a person needs when completing a job application or going on a job interview. A completed Pocket Resume will contain essentially all of the information in a good resume - only in miniature form so it can be easily folded and carried in a pocket for handy reference at a job site. It also lists tips on preparing for and doing a job interview. The pocket resume can be downloaded at: http://dol.sd.gov/lmic/pdfs_and_other_files/pocket_resume.pdf.

The *Bookmarks* and *Pocket Resumes* are widely used and distributed by local DOL offices for workforce development activities. These products are utilized by local office staff when they

visit local schools and employers, and are made available in their resource centers. The other principal users of these products are school counselors, teachers and school administrators. From July 1, 2008, through June 30, 2009, a total of 15,515 career publications were distributed to our users, who include students, teachers, counselors, businesses and workforce development professionals.

LMIC staff also produced some ad-hoc publications during PY 2008 which provided further opportunities to promote LMIC resources. One was a *Halloween Career Carvings* flier which promoted career awareness and included fun career-related games and tidbits. It was distributed along with treats at a state government-hosted Halloween event for youth. The flier had a pumpkin design and featured career-related activities and fun labor market statistics related to the season. For example, the flier provided ideas for career-based jack-o'-lanterns, a pumpkin word game and ideas for career-related Halloween costumes. The flier also included holiday-related labor market statistics like the number of pumpkins produced in the nation and the number of potential stops for trick-or-treaters (number of households) in South Dakota. The flier referred readers to the Career InSite and LMIC Web sites for more related information.

Another promotional product was the *Career Destinations* pamphlet, which was updated and customized, upon request, for local DOL offices. In addition to being used by career explorers and decision-makers within those local offices, the pamphlet was given out to students in the Watertown area prior to attending the Watertown Career Expo. *Career Destinations* featured the basic steps in the career decision-making process with suggested activities for students to do during the Career Expo. Again, the pamphlet referred students and other career decision-makers to the Career InSite Web site for more in-depth career planning and decision-making information.

LMIC also contributed to another publication at the invitation of the Dakota Association for College Admission Counseling (DACAC). Six pages of South Dakota career information were designed and provided for inclusion in the *Educational Opportunities in South Dakota* booklet. The booklets are provided to high school counselors and are distributed, at a minimum, to most junior and seniors throughout the state. Upon request, counselors also receive additional booklets to distribute to other grades. The booklets provide very comprehensive information on all of the post-secondary educational institutions in the state and their program offerings, as well as information about scholarships, grants, etc. available in the state. The six pages provided by the LMIC featured lists of South Dakota's "hottest" career opportunities for various educational levels, using those occupations projected to be in the highest demand. Also included was a promotional article on South Dakota Career InSite, encouraging students to use this application for career exploration, decision-making and educational planning purposes. Also included was a bar chart comparing average wages of occupations at various levels of educational, training and work experience requirements. Another page provided tips on using labor market information from unbiased sources for improved career decision-making. The six pages were included in the booklet at no cost to the LMIC, more proof of the very positive partnership LMIC and DACAC have built over the years in distributing timely and quality career decision-making materials to students across South Dakota.

In summary, the majority of users' needs for South Dakota career information are met with the various career publications, the LMIC Web site and South Dakota Career InSite. LMIC staff also provided responses to approximately 70 more in-depth requests for career information. Approximately 36 such requests originated from DOL staff and other state agency staff.

Occupational Wages

Occupational wage data is also published on the LMIC Web site; promotion of the data is accomplished by sending e-mail notices to customers alerting them when more current wage data is available. The "What's New" page of the LMIC Web site also announces each new quarterly release of updated occupational wage data. Statistics available on Web site usage indicate users visited the LMIC Web site 2,896 times to access occupational wage information during the program year. In addition, 110 more in-depth requests for occupational wage information were handled by LMIC staff. Occupational wages can be viewed or downloaded at: http://dol.sd.gov/lmic/menu_wages_earnings.aspx.

Affirmative Action

The Affirmative Action information is provided online to assist employers in the completion of their Affirmative Action Plan (AAP). Specifically, information is provided to allow employers to compare the percentage women and minorities comprised of all employment in their establishment to the percentage of women and minorities with requisite skills in the recruitment area. Information is also provided regarding the percentage of women and minorities in the population and in the labor force. Because the Affirmative Action tables contain a great deal of labor force data by gender and race, employers use it for other needs (in addition to Affirmative Action purposes). Statistics available on Web site usage show Affirmative Action data was accessed 618 times. Affirmative Action data can be viewed or downloaded at: http://dol.sd.gov/lmic/menu_affirmative_action.aspx.

Employee Benefits

An employee benefits survey was conducted by LMIC during PY 2007, and results were published in October 2008. Detailed results were published online and made available at: http://dol.sd.gov/lmic/menu_employee_benefits.aspx.

A brochure, titled *Serving Up Employee Benefits* which promoted the new data and summarized survey results was also developed and distributed to users in October 2008. The brochure offers readers a quick, easy-to-read synopsis of some highlights of the benefits data collected, with referrals to the LMIC Web site for full survey results. About 825 copies of the brochure were distributed. LMIC staff handled 1,126 requests for employee benefits information during PY 2008, including those who requested the brochure.

During the 2008 program year, Web site usage statistics show the benefits data was accessed online 1,065 times. The detailed results published on the Web site included data on the percent of employers offering benefits and the percent of employees offered benefits, by industry group and employer size class. Upcoming in PY 2009, another employee benefits survey will be conducted. Once the survey is complete and all data tabulated, LMIC will produce an updated brochure, as well as update the LMIC Web site.

South Dakota Labor Bulletin

LABOR MARKET INFORMATION CENTER



LMIC staff produced 12 monthly issues of the *South Dakota e-Labor Bulletin* and distributed it to all types of users. The *e-Labor Bulletin* is available from a button labeled “e Labor Bulletin” on the homepage of the LMIC site at www.sdjobs.org/lmic. When a new issue is published at the end of each month, subscribers receive an e-mail notice, along with a link to the Web site. The tables of data included in the *e-Labor Bulletin* are automatically updated through an application which imports the data from existing databases used for the various historical data applications on the LMIC Web site. As part of the electronic release, a link to a printer-friendly copy (.pdf format) of the entire *e-Labor Bulletin* is included.

The following timely articles were published in the PY 2008 issues of the *e-Labor Bulletin*:

South Dakota e-Labor Bulletin Articles Published in Program Year 2008

Topic	Published
Disabilities in the workplace	July 2008
Tracking occupational change (about the SOC)	August 2008
Facing tomorrow's challenges: Workforce 2025	September 2008
Career InSite	October 2008
Some South Dakota professions in short supply	November 2008
What will your 'true love' spend this Christmas?	December 2008
More of what Local Employment Dynamics has to offer, including OnTheMap	January 2009
SD nonfarm industry trends in 2008	February 2009
Retail trade: Let's go shopping	March 2009
Summer youth employment outlook 2009: uncertain	April 2009
Census 2010	May 2009
4th of July's economic significance	June 2009

The subscriber list for the *e-Labor Bulletin* increased during PY 2008, averaging about 1,400 each month (up from an average of 1,000 in PY 2007). Recipients include employers, educators, economic development organizations, chambers of commerce, as well as local DOL office staff, other divisions of the DOL and partner agency staff. As of June 2009, Web site usage statistics show usage of the *e-Labor Bulletin* includes 4,989 unique users who have experienced about 27,800 sessions and more than 82,600 page views.

The increased recipient list is due in part to various continued promotional efforts made in PY 2008 to increase awareness about the *e-Labor Bulletin*. A promotional postcard, which users can return to subscribe, was created and distributed at Small Business Workshops conducted jointly by the DOL and the South Dakota Department of Revenue, the Small Business Development Center and the Small Business Administration. Local DOL offices also provide the postcards to employers and other potential subscribers within their offices and at employer visits.

LMIC Web site

(www.sdjobs.org/lmic)

The LMIC Web site serves as the platform to showcase all of the publications, historical datasets and workforce delivery systems available to our users. All static pages of the Labor Market Information Center Web site were revamped during PY 2008 to coordinate with a new design and organizational system implemented on the South Dakota Department of Labor Web site. Statistics available on Web site usage show the LMIC Web site had 12,649 visitors who experienced 39,369 page views during PY 2008.

Career InSite

(<http://www.sdjobs.org/careerinsite/>)

Career InSite was designed to provide career information for job seekers and career decision-makers who visit local DOL offices, as well as for those who do not take advantage of the services offered by the local offices. This application was developed to provide a career exploration program for all users free of charge.

Career InSite is one of the most comprehensive sites for current South Dakota career information. Users can take a career interest assessment and access the wages, training requirements, workplace examples, working conditions, licensing requirements, skills and interest areas for an occupation. The Career InSite Web site is highly utilized by local DOL office staff, their customers and other career decision-makers to easily access free, quality career development information.

An upgraded version of Career InSite was launched in November 2008. Career InSite now has a more modern look and has been designed to be more user-friendly. Banners have been tightened up so more content appears on the screen. The help content is improved for surveys, and a new feedback section has been added. Career InSite sports still pictures and video clips for many occupations; in addition, rotating occupational pictures now appear on the homepage of Career InSite. Updated programming will ensure InSite integrates across several different browsers and tightens security guards against hacker attacks. The redesign of this application has enhanced the speed, data handling/transfer and browser capability, and allows for more accurate web statistics. Statistics available on Web site usage show as of the end of the program year, Career InSite had 29,728 unique visitors who experienced more than 1.1 million page views.

Training Provider System

(<http://apps.sd.gov/applications/LD16P3/PPP/PPPLISTPROVIDERS.asp>)

From the South Dakota Training Provider Web site application, users can obtain information on both public and private educational and training programs. Training providers use this application to request WIA certification. Potential students can compare tuition costs and program availability among various providers to make informed decisions about the education or training which meets their needs. LMIC staff continues to encourage training providers to make annual updates to their programs.

During PY 2008, the Training Provider System had approximately 1,700 visitors and more than 4,000 pages viewed.

Community Labor Profiles

(http://dol.sd.gov/lmic/menu_clp.aspx)

Community Labor Profiles (CLP) are available online for DOL staff, businesses and economic development groups. The DOL staff use the CLPs for meetings with businesses and economic development groups. The interactive Web site application enhances the quality and availability of labor supply information. The Web site application allows the user to select a default area configuration based on commuting patterns or create an area to produce a customized CLP. This option allows for development of regional economic reports, which assists local workforce development efforts in South Dakota. The profiles provide a wide range of labor market information about the area, including:

- Labor Supply
- Population
- Education Levels
- Commuting Times of Workers
- Nonfarm Wage and Salaried Workers by Industry
- Labor Cost by Industry
- Labor Cost by Occupation
- Resident Labor Force
- Job Seekers

LMIC staff prepared only seven CLPs for customers during PY 2008; most LMIC customers used the Web site application to create 787 CLPs on their own.

Expenditures related to the posting of products, information and reports on the Internet, as well as other means of distribution, totaled \$80,108.

5. Partner and consult on a continuing basis with Workforce Investment Boards and Key Talent Development Partners and Stakeholders

South Dakota Workforce Development Council

LMIC staff attended three of the quarterly Workforce Development Council (WDC) meetings during PY 2008 and plan to be in attendance at future meetings. Interaction with the WDC included:

- An update was given in July 2008 on the *Local Employment Dynamics* (LED) program. The council was informed DOL, along with 47 other states, was now an LED partner with the U.S. Census. The LED program has eight Quarterly Workforce Indicators (QWI). The indicators include total employment, job flows, job creation, new hires, separations, turnover rate, average monthly earnings and average new hire earnings. The QWI can be examined by age, gender, geography, industry and time period. Prior to the LED program DOL had to rely on surveys which were very expensive or census data which is only produced every ten years.
- A presentation given in January 2009 highlighted the South Dakota 2008 Labor Market Report, an annual economic report which is a deliverable to the Governor and the

Workforce Development Council. A summary was provided. The Council was informed copies would not be printed this year because of state budget constraints, but were told where they could access the full report from the DOL Web site.

- Additionally, at the January 2009 Workforce Development Council meeting, the workforce training director for the DOL used labor market data provided by the LMIC while briefing the council about a recent bill signed by President Bush, and its potential impact in South Dakota. The bill involved the Emergency Unemployment Compensation program providing up to 20 additional weeks of 100 percent federally-funded unemployment compensation to eligible individuals in all states.
- The quarterly meeting scheduled for April 2009 focused on funding issues; therefore, LMIC staff did not attend.
- LMIC staff attended the July 2009 Workforce Development meeting. The agenda topic on National Career Readiness Certificates was especially of interest for related WIG activities within LMIC.

LMIC staff will be available at future meetings to provide updates of LMIC activities and to be available as a resource as needed.

Key Talent Development Partners and Stakeholders

Workforce 2025

South Dakota's focus on workforce development is driven by a joint partnership involving government, education and business. Government organizations provide the vision and communication/collaboration and create an attractive education and business environment. Educational institutions provide the pathway to knowledge and skills, and create and encourage a challenging and entrepreneurial environment. Businesses provide for investment and opportunity. This collaboration is known as Workforce 2025, an initiative of Governor Rounds.

Although the nation is currently suffering through recessionary economic impacts, recovery will come. Therefore, the mission of Workforce 2025, which is to ensure South Dakota has a competent and qualified workforce to allow for economic growth and expansion, continues. The Departments of Labor, Education, Tourism and State Development, and the Board of Regents are working in partnership to deliver the following programs established under this initiative:

- Dakota Roots is an effort to recruit individuals and businesses to South Dakota.
- Live Dakota is an effort to retain current South Dakotans in our workforce.
- Dakota Seeds is an effort to increase the number of internships and assistantships.
- Grow Dakota is an effort to prepare students to enter the workforce.
- Build Dakota is an effort to assess the workforce needs of industries statewide.

The combined efforts of this partnership focus on ensuring a qualified and highly capable workforce to allow for economic growth and expansion and to sustain our youth population by

establishing meaningful, fulfilling and interesting career opportunities with high paying, high growth jobs.

As of September 18, 2009, Dakota Roots has accomplished:

- 1,965 active registered job seekers
- 1,200 seekers who have entered employment in South Dakota
- 364 business partners
- 52 inquires regarding business expansions in South Dakota

Looking hopefully to positive job trends on the horizon, an efficient labor market exchange which effectively matches worker skills to employer needs is a key component for economic growth. The Workforce 2025 partnership is serving as a catalyst for an efficient labor market exchange and continued economic growth in South Dakota.

As part of the DOL, LMIC serves as an integral partner of Workforce 2025, providing a wide variety of statistics and services to assist this initiative.

Expenditures related to continued partnerships with the South Dakota Workforce Investment Council and other key talent development partners and stakeholders totaled \$7,109.

Detailed Information about our Customers

With a vested interest in the products and services we provide, our customers are our main stakeholders. In order to quantify what LMIC provides and identify who we provide it to, all information requests received are tracked by a subject code and user code. This is accomplished via an Access database, which includes the ability to run queries and produce reports on the types of information requested and type of requester. For example, data can be tabulated just for business requests or for workforce development agencies.

Collectively, LMIC provides a large amount of information to many user types. Of the 21,207 requests handled by LMIC staff during PY 2008, more than 55 percent (11,757) were from businesses and economic development groups. Private business establishments comprised the largest single requester group.

LMIC staff handled nearly 450 requests from economic development agencies, with approximately 50 specifically for staff from the Governor's Office of Economic Development (GOED). LMIC has maintained a close partnership with GOED for the past several years, providing labor market information as needed to assist in workforce development. A vast array of information has been provided to this agency, including occupational wage information, covered worker data, IMPLAN analyses and information from the Bureau of Economic Analysis (BEA).

LMIC also provides frequent assistance to local economic development groups, responding to about 400 requests for labor market information. Local economic development agencies assisted include:

- Aberdeen Development Corporation
- Absolutely Aberdeen!

- De Smet Development
- District II Planning
- Focus Watertown
- Grant County Development Corporation
- Greater Huron Development Corporation
- Hill City Area Chamber of Commerce
- Rapid City Economic Development
- Redfield City Economic Development
- Sioux Falls Development Foundation
- Spearfish Economic Development
- Yankton Office of Economic Development

Local DOL office staff are also frequent users, with more than 3,500 requests for information. Postsecondary institutes submitted more than 700 requests for information. The K-12 schools systems, including both public and private, had 511 requests for information including the distribution of nearly 1,000 publications.

In addition to the 21,207 requests for information, which included the distribution of more than 17,000 publications, the LMIC Web site also had just under 12,650 visitors during PY 2008 with approximately 39,000 page views.

An Access database is also utilized in order for management to have the ability to more easily and accurately track budget expenses and forecast expenses. This allows for real-time control over the grant monies received and aids decisions as how to best serve our customers.

Expenditures related to customer service products and activities totaled \$11,175.

6. Conduct special studies and economic analysis.

The LMIC provided 72 special studies involving economic analysis to our users during PY 2008. Some of these studies involved the use of IMPLAN software. LMIC used IMPLAN to produce 10 studies to estimate the economic impact of a new or expanding business; these studies were conducted at the request of the Governor's Office of Economic Development (GOED).

LMIC also provided several economic impact analyses using the Regional Input-Output Model (RIMS II) multipliers, which are produced by the Bureau of Economic Analysis, U.S. Department of Commerce.

LMIC staff also prepared several workforce availability reports for several of the local DOL offices throughout the state. These reports were prepared to provide detailed data regarding the availability of workers for new businesses and proposed business expansions.

Expenditures related to conducting special studies and economic analysis totaled \$41,226.

B. CUSTOMER CONSULTATIONS

South Dakota continues to strive to provide excellent customer service. All feedback from our customers, whether collected formally or received informally and anecdotally, is vital in identifying what we do well and how we can improve our products and delivery systems.

The LMIC conducted an online LMIC Web site customer satisfaction survey during PY 2008. It appeared in a pop-up window for several weeks when it was first launched; since then, it has been on the site as a standing link on the homepage. Although the response rate was rather low (91 respondents), the information gained through the survey provided LMIC staff with valuable input and prompted them to make several improvements to the Web site in follow-up.

- The largest portion of respondents (44 percent) indicated they found exactly what they were looking for when using the LMIC Web site.
- The majority of users indicated the information they found on the site to be useful, with 39 percent giving the highest rating of usefulness and an additional 32 percent giving the usefulness the second highest rating.
- A combined 70 percent of respondents indicated they find the site easy to navigate, with 33 percent giving it the highest rating possible, and an additional 37 percent giving it the second highest rating.

The narrative comments were especially beneficial in making improvements to the navigability and usefulness of the site. In response to comments made by survey respondents, the following changes were made to the LMIC Web site:

- “Unemployment Rates” was added as a right-hand navigation menu item. This seemed to be the most common item people have trouble finding. Since some users were apparently not making the connection with “Labor Force,” “Unemployment Rates” was added as a separate menu item with a link to the menu for labor force data.
- “Labor Bulletin” was also added to the right-hand menu. Apparently, the large “e” followed by “Labor Bulletin” within the top bar of the homepage does not grab everyone’s attention.
- Accessibility to occupational descriptions was improved in three ways:
 - by adding it as an item in the right-hand menu
 - by calling more attention to it on the menu for occupational wages (with a bolder subheading)
 - by providing a “definitions” link within the wage database (the heading over the column of occupational titles is now a link which takes users to the occupational descriptions pages - either in alphabetical order or SOC code order)
- A “Can't Find It?” item was added as the last option on the right-hand menu; if users cannot find what they are looking for, they are linked to a page of contact information (including an e-mail link) for assistance.

C. RECOMMENDATIONS FOR IMPROVEMENTS/DELIVERABLE CHANGES

The LMIC currently does not have any changes to recommend regarding the grant deliverables. However, based on conversations with both external and internal customers, the following improvements are in the process of being implemented to enhance and upgrade the products offered by the LMIC and its delivery system of these products.

1. Recommendations based on consultations with customers

- a. LMIC contracted with the University of Oregon to produce a South Dakota version of Reality Check (<http://www9.intocareers.org/realitycheck%5FSD/>). Reality Check provides specific cost information for five substate areas in South Dakota which will allow for the determination, depending on lifestyle choices, what a person will need to pay for housing, food, clothes, transportation, etc. Once the user determines how much money is needed, the user can search for occupations earning an average wage which would support all identified needs. LMIC staff are currently reviewing the application and working with programmers to take care of a few bugs. Once all issues are addressed, South Dakota Reality Check will be integrated into the LMIC Web site, as well as featured on other dedicated Web pages, including Workforce 2025 (<http://workforce2025.com/>).
- b. The recent redesign of Career InSite will be improved by incorporating the DOL Web site templates into InSite's design in order to conform to DOL standards. The I-frame template will ensure the ability to link other applications in a quick and efficient manner. Incorporating the e-mail application will ensure that footers in InSite will coordinate with the DOL web site.

During the last redesign of InSite, which was launched in November 2008, neither the template nor e-mail applications were available. Now that they are, we want to take advantage of this opportunity to have InSite look and function as much like the DOL/LMIC website as possible. In addition, the I-frame conversion to linking other applications to InSite is instrumental in the incorporation of moving towards incorporating the Reality Check application into InSite.

- c. LMIC will soon start the RFP process to research options available to upgrade and improve our LMI delivery system. The main goal of LMIC is to incorporate a delivery system which takes advantage of the wealth of information stored in the WID. As stated in the statement of work deliverables, the WID is intended to serve as the cornerstone for information delivery, workforce research and product development for information which is standard and comparable across all states. Using this critical workforce information from many sources will promote better analysis and more sophisticated interpretation.