

# Workforce Information Grant Annual Performance Report

*Program Year 2011*



INDIANA  
**WORKFORCE**  
DEVELOPMENT

*Submitted by:  
Indiana Department of Workforce Development  
Research and Analysis*

*August 1, 2012*

## **Introduction**

In 2011, Indiana continued to weather the post-recession economy while still maintaining its leadership position in the area of responsible fiscal stewardship. Labor markets and budgets dwindled, workforce education and analysis, data sharing and active collaborations proved to be vital elements useful to our local businesses, employers, employees and those seeking employment.

Workforce investment boards, regional operators, economic developers, education and training institutions, business groups and administrative office staff received monthly reports, labor market information (LMI) presentations and current relevant data specific to their labor market and expected areas of growth. Through a broader utilization of the Indiana Workforce Intelligence System (IWIS), the Indiana Career Connect database, EMSI /Desktop Economist and Wanted Analytics, the Research & Analysis Department (R&A) was able to assist our stakeholders in identifying employment skill gaps, conducting staff re-development analyses, determining local workforce characteristics and enhancing business attraction efforts. Rapid Response events also continued to present opportunities for workforce staff to assist in re-development and training needs of local businesses.

Regional analysts regularly participated in Regional Workforce Investment Board meetings and provided training for their members, as well as their local workforce staff, to further aid them in a more effective usage of LMI and its application to career resourcing and guidance. Periodic regional Labor Market reviews, Wage & Occupation reports, Job Postings and Starting Wages Reports, Up-One- Level Report and a new report – the Career Path Discovery were regularly distributed and published on the state's *Hoosiers by the Numbers* website. In addition, regional analysts continued to produce custom LMI reports with requested data specific to a particular business, locale or industry needs.

## Indiana's PY 2011 Toolbox

- **Indiana Workforce Intelligence System (IWIS)** – a data warehouse and a dimensional modeling system. It enables robust, flexible and speedy mining of the administrative data collected by the Indiana Department of Workforce Development (DWD). This research database reflects a cooperative effort between DWD and the Indiana Business Research Center (IBRC) of Indiana University. Through data-sharing agreements with the Indiana Commission on Higher Education and the Indiana Department of Education, IWIS serves as a bridge in connecting detailed training records for students at the state's public colleges and universities with subsequent employment, examining outcomes for unemployed workers who pursue additional training. Adult Education and student data from Indiana's public high schools provide additional breadth and depth to the training and employment connections. Explicit safeguards protect individual records and the focus is on aggregated data and trends of movement into, through and out of the workforce and education systems, while also providing many customizable reports through its user interface.

The screenshot shows the 'HOOSIERS BY THE NUMBERS' website. The header includes a search bar and navigation tabs for Home, Data by Region, Data by Topic, and Tools & Resources. The main content area features the IWIS logo with the tagline 'Integrating data to understand Indiana's human capital'. Below the logo, there are three featured articles: 'Unleashing data's power', 'Indiana's Tipping Point', and 'Degree Matters...'. The footer lists the IWIS Consortium members (Commission for Higher Education, Indiana Department of Workforce Development, Indiana Business Research Center at Indiana University, Kelley School of Business, Indiana Department of Education) and IWIS Support (Lumina Foundation, Lilly Endowment). A small text at the bottom states: 'IWIS is one of the first systems in the nation to integrate student and worker data to understand education outcomes for Hoosier workers. A unique collaboration of Indiana State agencies and university research, IWIS provides the data needed to measure those outcomes and develop performance metrics. For questions or comments contact Carol Rogers at 317-274-2200 or rogersc@indiana.edu.'

- **Indiana Career Connect (ICC)** – Indiana's job-match system, with opportunity for immediate analysis of the applicant pool found at [www.indianacareerconnect.com](http://www.indianacareerconnect.com). ICC, TrackOne Case Management System and UpLink (the state's UI system) connect using Enterprise Service Bus (ESB) technology. This technology allows electronic data sharing between these three vital systems, providing updated participant registration information.

- **Economic Modeling Specialists Inc. (EMSI)/ Strategic Advantage** – a labor market information software application whose Data and Analyst components put in-depth, local employment data and analysis in the hands of the R & A staff for them to share with stakeholders needing to make clear, data-driven decisions. Regional analysts use this tool to make customized reports that profile a given region’s employment, unemployment, industry mix, projected growth and demographics. The Career Coach piece of the software permits comparisons across occupations. It provides valuable information on how wages, trends, and careers connect to education and training. The Research and Analysis staff utilizes these tools to help evaluate the strengths and limitations in single occupation development, re-development, business attraction and the identification of career shortages within given regions.
- **Wanted Analytics** – an on-line tool and database that provides job-posting statistics. This tool allows greatly enhanced data mining of the Conference Board’s Help Wanted On-Line (HWOL) data series. Information from this source provides monthly insights into the current job-posting activity by occupation and industry for the DWD Commissioner and Lead Team. The identification of the Hoosier Hot 50 occupations included data consideration from this site.
- **Hoosiers by the Numbers** – Indiana’s LMI website located at <http://www.hoosierdata.in.gov>. The redesign of the website improves the appearance, search, navigation and usability, while increasing its efficiency. Electronically available labor market data and publications presented in various formats (i.e., Word, Excel, PDF, etc.) make favored and immediate access to our customers possible. Indiana Business Research Center of Indiana University hosts, maintains and enhances the website by populating some of the non-core datasets and providing links to other data series’ of interest maintained on their STATS Indiana website.

**HOOSIERS BY THE NUMBERS**  
Your source for workforce data from the [Indiana Department of Workforce Development](#)

Home | Data by Region | Data by Topic | Tools & Resources

**How Education Pays in Indiana:** Which students stayed in Indiana after graduation and how much did they earn? [View report](#)

**Indiana County HIGHLIGHTS**

**Indiana INDEPTH profile**  
[View more data by region](#)

**New Releases**

- [May 2012 Indiana Employment Report](#)
- [Indiana Recession Employment Patterns](#)

[View more releases](#)

**Research & Analysis**  
[Indiana Workforce Intelligence System](#)  
[View more research](#)

**Latest Jobs Data**  
Monthly jobs by industry for the United States, Indiana and metros.

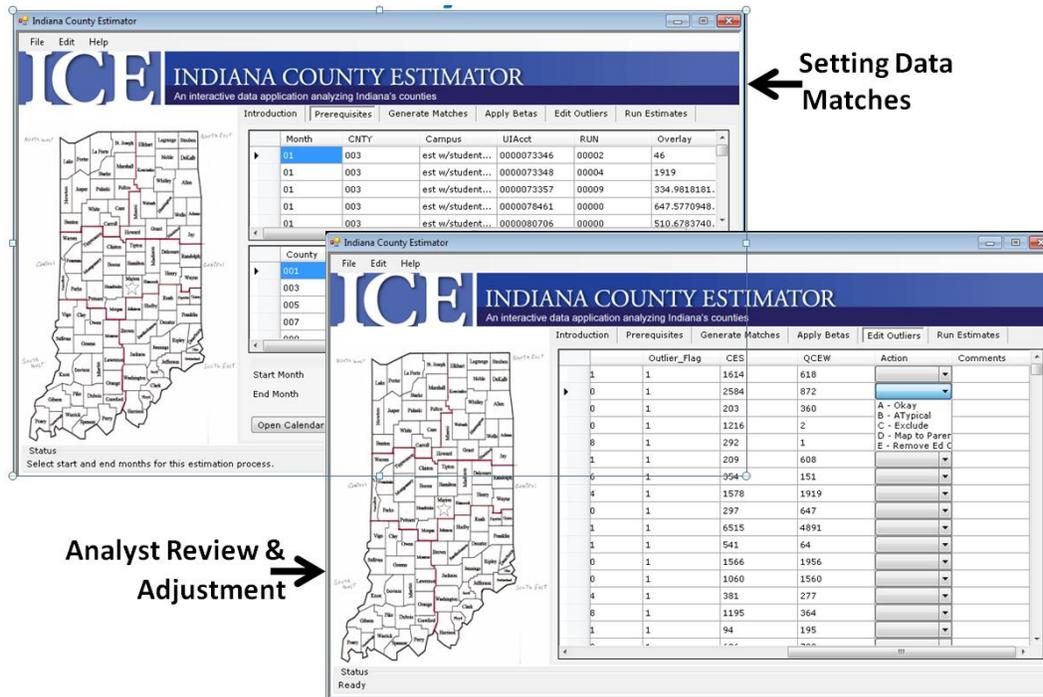
**Unemployment Data**  
Quick look at employed and unemployed in Indiana and other geographies.

**Business Look-Up**  
[Find businesses](#) by searching geography, employment size and/or industry.

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This website is powered by [STATS Indiana](#) and the [Indiana Department of Workforce Development](#).

- Indiana County Estimates (ICE)** - a state-of-the-art statistical model that produces monthly non-farm employment trends for each of Indiana's 92 counties. This system provides county level monthly estimates that are comparable in scope to the statewide and Metropolitan Statistical Area (MSA) estimates produced by the Current Employment Statistics program. Calibrations are in process to ensure better precision of data prior to its full release.



## Workforce Information Core Product Deliverables – Accomplishments

### 1. Populate the Workforce Information Database with state and local data

The Indiana Department of Workforce Development continued to populate the Workforce Information Database with state and local data that covers at least the most recent ten year period. The Workforce Information Database serves as the primary source for Indiana's website (*Hoosiers by the Numbers*) and is supplemented by the Stats Indiana database, maintained by our university partner. The data covers counties, metropolitan statistical areas, economic growth regions and balance of state areas in addition to statewide estimates and aggregates.

DWD worked with local economic and workforce development offices including the Northeast Indiana Regional Partnership, the Indy Partnership, Develop Indy, South Central Indiana Economic Development, Duke Energy, Hoosier Energy, Radius One, Johnson County Economic Development, Morgan County Economic Development, Project Future South Bend, Northwest Indiana Regional Forum, and many others to take in and address feedback regarding workforce data needs.

Users of the *Hoosiers by the Numbers* website viewed more than 600,000 pages during the grant period, with over 200,000 unique visitors. Web analytics also show that two-thirds of visitors were new to the site. The majority was comprised of Indiana users, but a significant number of visits came from contiguous states, as well as New York, California and Texas. The iPhone, iPad and Android mobile devices are showing a strong trend in usage.

A. Maintenance of Databases and Outputs

- During this grant period, ICC participated in approximately 8,000,000 transactions with the Enterprise Service Bus (ESB) technology. In addition, over 5,000 new employers registered with ICC and new job orders totaled 41,000 with 236,000 full-time positions listed. Almost 90,000 new individuals registered with ICC and clients created over 200,000 new resumes.
- IBRC, in collaboration with DWD, created an XML version of the *Hoosiers by the Numbers* County Highlights section that allows economic developers and others to “feed” certain tables (or all of them) into their own sites – and not have to update anything.
- Two separate systems are actually maintained – TEST and PUBLIC. All data are verified and tested prior to public display; CES and LAUS data are kept under embargo until the DWD Public Information Office grants public release.

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

The Indiana Department of Workforce Development generated and delivered to ETA, Statewide Long-Term Industry and Occupational Employment Projections for the 2010-2020 reference period, as well as Statewide Short-Term industry (3<sup>rd</sup> Quarter) 2011-2013 Projections. The *Hoosiers by the Numbers* website will display those projections.

In addition, DWD also released the Hoosier Hot 50 occupational listing, including profiles this year of incumbents in each occupational category. The listing resulted from incorporation of the occupational growth rate and volume from both short and long-term projections, wage information from the Occupational Employment Statistics program and information on current job postings generated through Wanted Technology’s Wanted Analytics software. ([www.HoosierHot50.com](http://www.HoosierHot50.com) ).

(See the *Hoosiers by the Numbers* “Publication Lookup Tool” below that lists Long and Short-Term Projections and the Hoosier Hot 50 report.)



# HOOSIERS BY THE NUMBERS

Your source for workforce data from the [Indiana Department of Workforce Development](#)

- Home
- Data by Region ▾
- Data by Topic ▾
- Tools & Resources ▾

## Publication Lookup Tool

Select Region



Select Publication

Select Version

Select Output

- Job Postings and Starting Wages (JPSW)
- Labor Force Estimates
- Long Term Projections
- Monthly CES Detailed Employment Listing
- Monthly CES Non-Seasonally Adjusted Employment Estimates
- Monthly CES Seasonally Adjusted Employment Estimates
- Monthly Detailed Total Non Farm Estimates SA
- Occupational Employment Statistics (OES)
- QCEW Annual Summary
- QCEW defined by Counties
- QCEW defined by Economic Growth Regions
- QCEW defined by reporting units by counties
- Short Term Projections
- Unemployment Rankings
- Unemployment Rates by County (vs. Indiana & U.S.)
- Unemployment Rates by County (vs. Indiana)

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### Publication Description

This data series contains current establishment employment by State and MSA areas. Average Weekly Earnings, Average Weekly Hours, and Average Hourly Earnings are collected for some industries, usually manufacturing.

Notice

This website is powered by [STATS Indiana](#) and the [Indiana Department of Workforce Development](#).

### **3. Publish an annual economic analysis for the governor and the State Workforce Information Board**

Indiana's Annual Economic Analysis Report for PY 2011 is being written to serve as an important source of economic information for the governor, the SWIC, local WIBs, colleges, economic development organizations and other workforce development interest groups. The report includes the following topic headings: Employment and Income; Education; Workforce Transition; Occupations; Workforce and Industry Composition; and Housing. A copy of the report will be submitted and posted on the *Hoosiers by the Numbers* website.

### **4. Post Products, information and reports on the internet**

The Indiana Department of Workforce Development continued to maintain and enhance its labor market information website, *Hoosiers by the Numbers*, located at <http://www.hoosierdata.in.gov>. During the 2011 program year, web designers and R & A managers worked to improve this website. Programmers modified the structure and interactive components, and a new look was deployed across the web site on March 12, 2012.

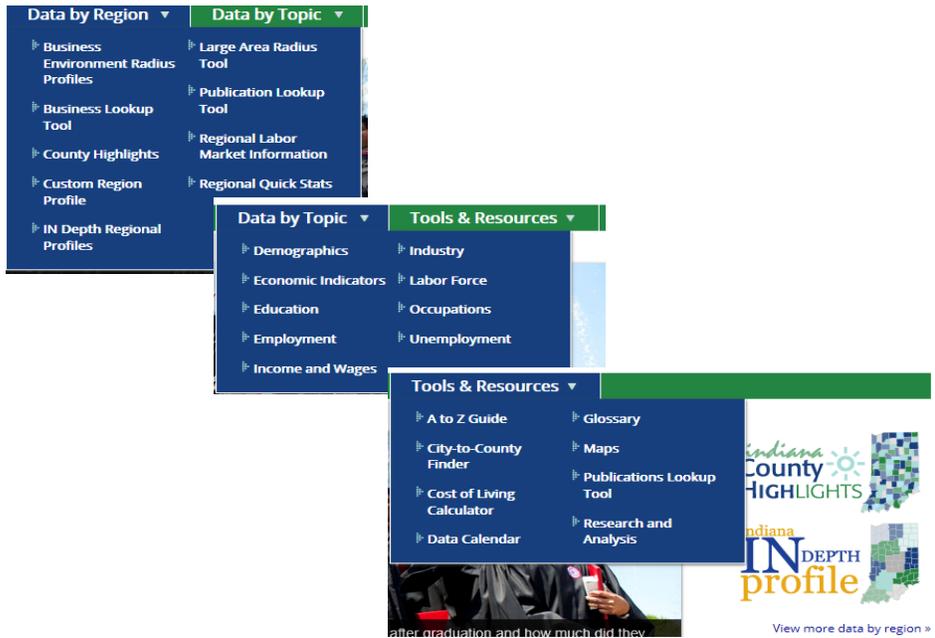
#### ***Functionality and Data Improvements***

A brief list of work done on the site includes:

1. Site framework is now web-standards compliant.
2. Focus on clarity, current approach to web best practices regarding navigation.
3. Designed new banner for use site wide; created new look for County Highlights.
4. Created new LMI Research and News components.
5. Designed visually oriented snapshots of LAUS and CES data
6. Updated custom region editor
7. Created an automated regional quick stats
8. Created the "Tell Us" response form in Qualtrics, a leading, state-of-the-art web survey engine (dropping the previous tool used) and provided direct access to R&A managers.
9. Thorough edit of the LMI glossary.
10. Regional links pages totally updated.

The screenshots that follow reflect the new features.

IDWD utilized web best practices for navigation to increase the user's ease of usability.



The County Highlight page reflects our fresh new look.

**HOOSIERS BY THE NUMBERS**

Your source for workforce data from the [Indiana Department of Workforce Development](#)

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## Indiana County Highlights

*The County Highlights profile provides a snapshot of critical population and workforce statistics for each of Indiana's 92 counties.*

These data are updated throughout the year, not just on an annual basis. They are available in an easy-to-use web format but are also printable and emailable.

**What You Will Find**  
Click any county on the map to access data on:

- Population
- Education
- Commuting
- Labor force
- Industry
- Income
- Firm size

Don't hesitate to contact your [regional analyst](#) if you need additional information about your area.

Here regions can be determined by county of interest and the data for that region is easy to access.



# HOOSIERS BY THE NUMBERS

Your source for workforce data from the [Indiana Department of Workforce Development](#)

Search

Home | Data by Region | Data by Topic | Tools & Resources

## Regional Labor Market Information

Select a region from the map or the list below.



- **Region 1:** Jasper, Lake, LaPorte, Newton, Porter, Pulaski, and Starke
- **Region 2:** Elkhart, Fulton, Kosciusko, Marshall, and St. Joseph
- **Region 3:** Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells, and Whitley
- **Region 4:** Benton, Carroll, Cass, Clinton, Fountain, Howard, Miami, Montgomery, Tippecanoe, Tipton, Warren, and White
- **Region 5:** Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan, and Shelby
- **Region 6:** Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union, and Wayne
- **Region 7:** Clay, Parke, Putnam, Sullivan, Vermillion, and Vigo
- **Region 8:** Brown, Daviess, Greene, Lawrence, Martin, Monroe, Orange, and Owen
- **Region 9:** Bartholomew, Dearborn, Decatur, Franklin, Jackson, Jefferson, Jennings, Ohio, Ripley, and Switzerland
- **Region 10:** Clark, Crawford, Floyd, Harrison, Scott, and Washington
- **Region 11:** Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh, and Warrick

An automated “Quick Stats” page was developed for basic regional level data.

## Quick Stats: EGR 2

Economic Growth Region 2 includes Elkhart, Fulton, Kosciusko, Marshall and St. Joseph counties.



### Average Wage (May 2011)

Geography	Hourly	Annual
Elkhart-Goshen MSA	\$17.59	\$36,590
South Bend MSA	\$18.97	\$39,450
Indiana	\$19.08	\$39,700
U.S.	\$21.74	\$45,230

Source: OES from the [U.S. Bureau of Labor Statistics](#) and [Indiana Department of Workforce Development](#)

### Median Wage (May 2011)

Geography	Hourly	Annual
Elkhart-Goshen MSA	\$14.42	\$29,990
South Bend MSA	\$15.08	\$31,370
Indiana	\$15.04	\$31,280
U.S.	\$16.57	\$34,460

Source: OES from the [U.S. Bureau of Labor Statistics](#) and [Indiana Department of Workforce Development](#)

### Unemployment Rate (May 2012)

Region 2	8.4
Indiana	7.8
U.S.	7.9

The Custom Region editor received an update.



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## Custom Region Profile

To build a custom region, select the counties you want using the map or the dropdown list. You have the option of naming your region (if you do, it will save it as a cookie so you can use it in the future). Then click on "Get Profile" and the data will be aggregated to your new region.



**County Select**  
List  
Adams ▾

**Optional Region Name**  
(no spaces permitted):

**Region Counties**  
Wabash, Indiana  
Hamilton, Indiana  
Brown, Indiana

**Delete:** removes highlighted entry from your list  
**Clear:** clears out all entries  
**Get Profile:** aggregates the data for you and displays it on the screen

Designers added a new LMI Research and News component.



**HOOSIERS BY THE NUMBERS**  
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## Research and Analysis

Timely and accurate information on the size of our labor market and the job growth in our industries is at the heart of what we do for the state of Indiana. We provide the latest, most detailed public data on job growth and unemployment trends. We are the official source of labor market information for the state of Indiana.

### Current LMI Research and News

#### [Career Path Discovery](#)

Research has highlighted the increasing importance of skills to employers—basic skills as well as advanced. Workers develop skills in a variety of ways, including on-the-job training, workplace training, and higher education. The Research & Analysis Team at IDWD has produced information to assist workers and job seekers in making decisions about careers and planning for a career change. The Career Path Discovery series is tailored to each region in Indiana.

#### [Indiana Workforce Intelligence System](#)

The Indiana Workforce Intelligence System (IWIS) takes data already being collected by the state and develops new ways to make it useful. Four agencies came together united by a need to get more intelligence out of data they already collected or used—the Indiana Commission for Higher Education, the Indiana Department of Workforce Development, the Indiana Business Research Center at IU's Kelley School of Business and the Indiana Department of Education.

#### [Driving Workforce Change: Greening the Automotive Workforce](#)

The labor market information offices, state workforce investment boards, and other research institutions in Indiana, Michigan and Ohio collaborated to analyze issues related to the restructuring of the auto industry in the tri-state area. The consortium analyzed the specific nature of the auto industry transformation and the skills relevant to efficient and renewable vehicle technologies and other career opportunities in the green economy. It was funded by the U.S. Employment and Training Administration.

### Other States' LMI Websites

Click on a state in the map below to visit the LMI website for that state.



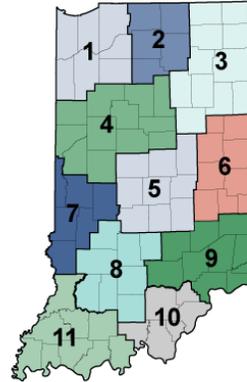
R&A developed a new report that serves as an additional tool for users of the site.

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## Career Path Discovery

Research has highlighted the increasing importance of skills to employers—basic skills as well as advanced. Workers develop skills in a variety of ways, including on-the-job training, workplace training, and higher education. The Research & Analysis Team at IDWD has produced information to assist workers and job seekers in making decisions about careers and planning for a career change.



### 2011 Series

Click on the icon to download excel or pdf versions.

- Indiana:
- EGR 1:
- EGR 2:
- EGR 3:
- EGR 4:
- EGR 5:
- EGR 6:
- EGR 7:
- EGR 8:
- EGR 9:
- EGR 10:
- EGR 11:

A. Career Path Discovery Report - This newly created report suggests possible occupational pathways towards Indiana Hot or High Wage/High Demand Occupations that require a bachelor’s degree. The report transitions workers from occupations usually requiring a high school diploma or general equivalency degree (GED) into new occupations requiring postsecondary or associate degrees and then onto ‘hot’ or ‘high wage/high demand’ occupations requiring bachelor degrees. The suggested occupations are based on Economic Modeling Specialists Inc. Career Pathways compatibility index. O\*Net OnLine ‘green’ occupations, created by the U.S. Department of Labor, ETA by the National Center for O\*Net Development, was used to indicate the ‘green’ jobs.



Current Occupation <sup>1</sup>	2011 OES Annual Entry Wage	Next Step Occupation <sup>2</sup>	Education/ Training	2011 OES Annual Entry Wage	Next Step Occupation <sup>2</sup>	Education/ Training	2011 OES Annual Entry Wage	2011 OES Annual Experienced Wage
Bartenders	\$16,893	Social and Human Service Assistants	Postsecondary vocational training	\$20,871	Medical and Public Health Social Workers	Bachelor's degree	\$33,022	\$53,011
Bill and Account Collectors	\$23,897	Lodging Managers	Postsecondary vocational training	\$29,363	First-Line Supervisors of Non-Retail Sales Workers	Bachelor's degree	\$41,999	\$99,475
Bookbinders	\$19,235	Prepress Technicians and Workers	Postsecondary vocational training	\$23,379	Graphic Designers	Bachelor's degree	\$26,191	\$46,068
Child Care Workers	\$16,910	Preschool Teachers, Except Special Education	Postsecondary vocational training	\$18,851	Kindergarten Teachers, Except Special Education	Bachelor's degree	\$34,614	\$54,898
Concierges	\$18,264	First-Line Supervisors/Managers of	Postsecondary vocational training	\$21,690	Special Education Teachers, Secondary School	Bachelor's degree	\$36,690	\$60,097

*One location holds all the resource links and contact information.*

**HOOSIERS BY THE NUMBERS** Search

Your source for workforce data from the [Indiana Department of Workforce Development](#)

Home Data by Region Data by Topic Tools & Resources

**A to Z Guide to Links**

Jump to: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

**A**

- [America's Career InfoNet](#)
- [America's Career InfoNet Employer Locator](#)
- [America's Job Bank](#)
- [Annual Survey of Manufacturers](#)

**B**

- [BestPlaces.Net \(information at the City Level\)](#)
- [BioCrossroads](#)
- [Bureau of Economic Analysis](#)
- [Bureau of Labor Statistics](#)
  - [Career Guide to Industries](#)
  - [Data Tools](#)
  - [Monthly Labor Review](#)
  - [News Releases](#)
  - [Occupational Outlook Handbook](#)
  - [Occupational Outlook Quarterly](#)

**C**

- [Career One Stop](#)
- [Census Bureau](#)
  - [American FactFinder](#)
  - [Geography Resources](#)
  - [QuickFacts](#)
- [Conference Board](#)
- [Convention and Visitors Bureaus \(for Indiana\)](#)

## B. Articles Published on *Hoosiers by the Numbers*

- “Indiana Recession Employment Patterns”
- “Union Membership in Indiana”
- “Auto Worker Re-Employment in Indiana, Michigan and Ohio”
- “Measuring Indiana: Veterans”
- “Does Cost of Living Affect Indiana Incomes”
- “How Green Is Indiana?”
- “Jobs for Displaced Auto Workers”

## **5. Partner and consult on a continuing basis with workforce investment boards and key economic development partners and stakeholders.**

Regional Analysts worked closely with their assigned Economic Growth Regions in pro-actively providing current labor market information and educational LMI presentations. Each analyst routinely attended regional Workforce Investment Board (RWB) meetings and served as a consultant for various community committees. This partnering effort helped workforce investment boards, economic developers, schools, community organizations, local businesses and other key workforce organizations in the formulation of their strategic business and education/training.

The Regional Analyst and/or other Research & Analysis administrative staff members also produced customized reports and individualized, specific information as needed or requested by our partners and stakeholders. Central office team members continued to work closely with the Indiana Economic Development Corporation, providing materials geared towards business attraction efforts, analyses of the economic impact of specific industries, identification of

expanding industry subsectors to serve as a focus for future attraction efforts, etc. Economic and Market Analysis team members also worked closely with other DWD staff in the preparation of statewide and multi-regional grant proposals.

## **6. Conduct special studies and economic analyses**

### *Special Studies/Projects*

- Auto Re-Employment Analysis – Examining Transportation Equipment Manufacturing workers migration and re-entry to the workforce with previous employers or with employers of other industries.
- Tipping Point Study 2 – Examining IWIS data regarding educational achievement and future earnings.
- Companies With Claims Counts Greater Than 25 Report – A weekly breakout by continued and initial claims of all separating employers of claimants, where 25 or more claims was filed.
- Workforce Demographic Information Request – Number of unemployed adults with no high school diploma. The request was completed for the Adult, Career, and Technical Education unit.
- Paid Claimant Counts by Local Office – Paid claimant count by local office request done for the REA/WPRS/Federal Bonding unit.
- Unemployed 9/11 Veterans Request – Estimate of the number of 9/11 veterans who have received UI benefits. A related request was also done to show a breakout of military UI claims into the number of post-9/11 claims, and the number of claims by claims type.
- Biocrossroads Request – Higher education completion and enrollment counts for select science-related CIP codes for Biocrossroads.
- Keystone RV Claimants Request - Request done for deputy commissioner, showing a listing of universal IDs of claimants and for which weeks they received UI benefits.
- UI Incentive Analysis – Study on unemployment claimants’ wage trends and mobility habits.
- Final Pay Extended Unemployment Compensation (EUC) and Extended Benefits (EB) Request – Analysis of EUC and EB claimants who have exhausted their benefits, including demographics and how long it takes to find employment after their very last benefits.
- Career and Technical Education (CTE)/Adult Basic Education (ABE) Social Security Number Verification – A process has been completed for the CTE/ABE unit, which checks the IWIS database to determine if the SSNs of CTE/ABE completers are correct

and have a match in the wage, claims, or new hires records. Match results, along with fields of data from these datasets, are then returned to CTE/ABE.

- FutureWorks Request – A data request done for FutureWorks to explore educational, employment, and income outcomes for people completing a secondary (high school) or post-secondary (college) program.
- Veteran Claimant Counts for U.S. Congressman Marlin Stutzman – Claimant counts for veterans by education attainment and number of weeks of paid claims.
- Battelle Request – A data request through Battelle Technology Partnership Practice to align college graduates with industry demands and employment opportunities in Indiana.
- Wage and Workforce Measures Report for Indiana institutions – This report is still in development. This report shows the number of Indiana post-secondary graduates (from public higher education institutions) by degree level and their post-graduation wages; breakout by degree level and degree and their post-graduation wages; and a breakout by degree level, degree, and industry of employment. This report will be revised, based on feedback received from the institutions, and given to the institutions with updated higher education data.
- Department of Education K-12 Data Analysis – Examined post-graduation outcomes for high school students in four different cohorts: high school students who go straight to college; those who wait 1-3 years after high school graduation to attend college; high school students who do not go to college within 3 years of high school graduation; high school dropouts.
- IWIS Claims Fraud Detector Project – Checks of claims records against wage records to ensure that claimants are not filing for unemployment when they are actually employed.
- INDOT/DOR Matching Request – Request from INDOT to determine the percentage of contractors who are Indiana residents.
- Stoppage Data Request – Study on students who have dropped out of college and returned to complete their education. Includes demographics, wage, and NAICS of employer.
- Weekly claims data on R & A website – Revamped the weekly UI claims data on the website to include breakouts by claims type, statewide and by county.
- Multiple Employer Analysis – Analysis of wage records to determine how quickly Indiana employees flow through jobs and if there is a higher percentage in the workforce today holding more than one job at the same time than in previous years.
- Ivy Tech TAA Request – Indiana claimant profile for TAA claimants collecting unemployment benefits for grant application for Ivy Tech.

- Permanent Employment Analysis – Examined whether employment services employees (NAICS 5613) remain in employment services, cycle in and out of temporary employment, or whether they migrate to “permanent” employment in another industry sector.
- WorkKeys Analysis – Analysis done for ACT Testing on Workkeys data and their tie-in to wages and NAICS of employer.
- Alliance for Strategic Growth (ASG) Data Request – Starting salaries for recent college graduates in Education and Social Services.
- IEDC Request – Employment and Wages – Employment and wage data for the most recent 4 quarters for the IEDC regions
- Pell Grant Awards – Done for Simulex, Pell Grant recipients by institution and dollar amount of the grant.
- 21<sup>st</sup> Century Scholars Request – Request for Commission on Higher Education (CHE), counts of 21<sup>st</sup> Century Scholars and their post-graduation experience, i.e., if they are working or enrolled in higher education after graduation.
- Institution for Working Families Request – Analysis of select 6-digit CIP codes from certificate level graduates, their dominant industry of employment, and post-graduation wages.
- Stay in Indiana Request – Requested by CHE, counts of recent graduates who stay in Indiana as defined on being matched to a wage record, unemployment record, or enrolled in a degree program post-graduation.
- Adult Education Performance – Obtain wage and NAICS for Adult Education training programs applicants to analyze outcome.

## **7. Customer Consultations**

IDWD developed a SharePoint site in an effort to coordinate information dissemination and increase collaboration while reducing effort redundancy. The site was developed to facilitate distribution of frequently requested data, such as a applicant counts by occupation from the Indiana Career Connect (the agency’s job-matching system) applicant pool, wage demand by occupation and county, and occupational employment estimates (incumbent employment) by county. In addition, R & A established a SharePoint for the Regional Analysts to facilitate the collaborative exchange of information concerning their work in their assigned regions.

Economic & Market Analysis team members have worked closely with regional analysts, economic developers, and other interested parties in developing and refining products such as the detailed Indiana Career Connect occupational listing by county and wage report and detailed

breakouts of the unemployment insurance claimant population by age and educational attainment.

May 2011 Claimant Pool Comparison	Reg UI	Extended										
	% of Age	UI % of Age	% of Age	UI % of Age	% of Age	UI % of Age	% of Age	UI % of Age	% of Age	UI % of Age	% of Age	UI % of Age
	16-24		25-34		35-44		45-54		55+		Total	
Less than High school	16%	17%	15%	15%	13%	13%	12%	13%	12%	11%	13%	13%
H.S. Grad or Equivalent	55%	57%	48%	48%	51%	49%	56%	53%	53%	50%	52%	51%
Associate and 1-3 year college/Tech/Vocational School	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%
Bachelor's Degree or Higher	5%	3%	12%	10%	12%	11%	11%	11%	15%	15%	12%	11%

Quality assurance and customer satisfaction monitoring continued through various means this year. In August 2011, a new state-of-the-art survey engine, Qualtrics, began to capture the former on-line broad-base Tellus survey. This survey afforded customers with the opportunity to provide us with feedback on the quality of our on-line publications and the service provided for custom data requests. At the same time, the R & A department began a “Regional Analyst Services” survey to tap into those directly served by the regional analyst team. A total of 146 customers, to date, have responded to this new survey. Comments and questions were collected from both tools as well as through direct communication or e-mails.

A. Tellus Survey Tool. IDWD switched to a new state-of-the-art web-survey engine this grant period converting the former survey questions into a Qualtrics form. For PY 2011, the most frequent user type descriptions included:

- Service providers – 35%
- Economic Development – 15%
- Business – 14%
- Education – 10%
- Information Seeker – 6%
- Other – 10%
- Media – 1%
- Not designated – 9%

**Survey Responses:**

Was the publication you received timely and accurate?

96%, 4 of 80 responders answered “no”.

Was the information or service helpful or informative?

99%, 1 out of 80 responders answered “no”.

Did we fulfill your data or service request in a timely manner or as promised?

99%, 1 out of 80 responders answered “no”.

*Comments or questions:*

Very Informative!

Staff very responsive to info/report requests. Only wish the reports emailed regularly would be labeled consistently - that would save me the time to save it under a different name so that there is uniformity in my database records.

Wow! Thank you so much Terry! You made my day (and a lot of others too)!

Bruce B. is awesome.

Cathy Boatman was extremely helpful in listening to my request and providing relevant information in a very timely manner.

Kent Sellers was very helpful in providing work force numbers specifically for Decatur, IN, and also explained the definition more clearly.

Lori Wasson gave me exactly the information I had been searching for.

Very valuable information; much appreciated.

Great data, great work!

Cathy always provides a quality product in a timely manner - great job!

B. *New Regional Analyst Services Survey:* The following are the questions used to survey customers directly utilizing regional analyst's services:

1. Which Region are you primarily engaged in? If you are not sure, you can view the region map [here](http://www.hoosierdata.in.gov/docs/maps/regional_analyst_map.pdf).
2. Do you know your Workforce Regional Analyst or know who it is?
3. What type of service have you requested in the past from your Regional Analyst? Please check all that apply:
  - a. Regular reports
  - b. Requested specific data or information
  - c. Regional Analyst attendance and support at Board or Committee meetings
  - d. Regional Analyst presentations or training
  - e. None
4. Do you know that your Regional Analyst can provide the following? Please check all that apply:
  - a. Area economic and demographic profiles

- b. Industry employment/earnings and wage surveys
- c. Labor force/unemployment data
- d. Short-Term and Long-Term Projections
- e. Education related statistics
- f. Customized labor market reports (on request)
- g. Public presentations or training on labor market related tools and topics
- h. Assistance identifying employment and/ or re-employment
- i. Personal responses to questions via email or by telephone
- j. Input and consultation on regional boards and committees
- k. Periodic local, regional and national labor market data reports

5. How would you rate the overall quality of the services you have used?

- Consistently high quality      0
- Generally good                      0
- Quality has varied                  0
- Poor quality                            0

6. Please tell us how beneficial the following resources are to you.

	Extremely	Somewhat	No Opinion	Not very	Not at all
Labor Market Review (locally produced monthly newsletter)					
Job Postings & Starting Wage Report (quarterly report with local office wage data)					
Up-One-Level Report (quarterly report with job openings and wages focused on transitions)					
Occupational Employment & Wage Survey report with employer wage(survey results)					
Hoosier Hot Jobs (regional and statewide jobs ranked by demand and wages)					
Hoosiers by the Numbers (Website focused on workforce data)					

7. What other reports would you like to receive from your Regional Analyst?

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8. What additional trainings or presentations would you like the Regional Analyst to provide? \_\_\_\_\_

9. Would you like your Regional Analyst to continue to participate in Regional meetings?

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10. Please share any additional comments:

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11. Name (optional) \_\_\_\_\_

12. Email address (optional)

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13. Occupation \_\_\_\_\_

Overview Results: Over 74 percent of those taking the survey reported knowing and using the services of their Regional Analyst. The respondents gave consistently high or generally good marks for those services and rated 5 out of 6 publications produced by the R & A staff as being extremely beneficial.

C. Direct communication - E-mail feedback. Responses this year included the following remarks:

Thank you for this information. You do a great job of providing relevant information that we can forward to our prospects.

You're the best.

Very much appreciate your help☺

Thank you for getting me the information so quickly. As always – a great job.

Thanks for your help with gathering the data for this project. You guys are Awesome with a capital A.

Thanks. You are a great resource.

You ROCK !! Thank you very much and especially on such short notice !!

Thanks! You are always such a help!

This information is very relevant and helpful.

Oh, my gosh! These tables are astonishing! These data are so helpful and will surely keep us busy.

Thank you very much. I appreciate you quick response.

I use the information (JPSW report) almost every day. Thanks.

Thanks very much for collecting and sending this data. I find this information very helpful and informative.

Thank you for this and all of you report data. I use it in my workshops!

Thanks so much for your quick, professional response.

Thanks for the great report and explanation of the data.

Thank you so much for your guidance. I sincerely appreciate it as I try to educate myself on all the available resources that can help us when competing for companies to bring to Indiana.

Thanks for your help in understanding these numbers. Your help is appreciated.

You have been a wealth of knowledge. Thank you SOOOO Much!

This was exactly the information I needed. Thank you for your prompt response.

Thank you very much! You are incredible! This looks great.

WOW ! fast & great! I appreciate your efforts.

Thanks for your hard work on this project I appreciate all your efforts. This information is very useful.

Thank you for the national information. This helps tremendously.

Thank you for your time and help with this community project.