

Tennessee Department of Labor and Workforce Development

Annual Performance Report to the Employment and Training Administration

July 1, 2011 – June 30, 2012

September 2012

Requirements and Accomplishments for Attachment III, Work Deliverables

Deliverable 1. Populate the Workforce Information Database (WIDb) with state and local data in all tables designated as core tables.

ACCOMPLISHMENTS

Annual Accomplishments: *All core tables are populated and listed at the end of this report. They are displayed in Tennessee's online access point for all Department of Labor and Workforce information, now named Jobs4TN Online <http://jobs4tn.gov>.*

New in PY 2011-2012

New processes begun due to a top-to-bottom review initiated by the new state administration include cross-training for improved efficiency and speed in updating of the data and appointment of a continuous improvement team for updating the WID.

A. Updating the WID and Utilizing Customer Consultations and Partnerships:

During the review process undertaken by the TN Department of Labor and Workforce Development in the fall of 2011 through the beginning of 2012, the Research and Statistics/ Labor Market Information Division submitted two recommendations relating to the core activities of the Workforce Information grant.

These two goals included:

- Strengthening and retaining partnerships with the Departments of Education and Economic Development. Activities included:
 - a. Working to obtain agreements with state education agencies to provide us timely education completer data;
 - b. providing our Department of Education customer written annual supply/demand reports by occupational clusters; and

- c. Creating a collaborative task force to consider the implications of the report, including any actions needed.
 - d. Meetings with all our sources of education data: Meetings were held with the Tennessee Department of Education for secondary data; the Tennessee Board of Regents for selected postsecondary completers and follow-up data; and the Tennessee Higher Education Commission, THEC, for additional postsecondary data, academic inventory, and updated address and institutional contacts. (ITEP data are used as well.)
- Analysis of Occupational Supply and Demand We Provide to Customers. The results of consultations and collaborations were
 - a. Obtaining the updated educational and completer data as requested
 - b. A new product: A report, “Tennessee Statewide Supply and Demand Report for the 16 Educational Clusters,” was produced and provided to the Department of Education as well as THEC. (Attached)
 - c. A new economic analysis delivery vehicle: In addition to the report, an Excel-based Supply/Demand Analysis system was created in response to requests by the Department of Education, This was provided to the Department for use by their vocational directors across the state as they plan training this fall. The system allows all the flexibility for the supply/demand reports to be accessed and printed by LWIA for up to 208 detailed clusters/programs of study; by the secondary education course; or by CIP code. (Attached)

B. Cross-training, improved efficiency/speed in updating of data; continuous improvement team for updating the WID

Additional outcomes of the top-to-bottom review initiated in our department were:

- Increasing cross-training of selected statistical staff to be able to post routine updated data on the LMI web site. Two statistical analyst 3 staff and one statistical analyst 2 have worked with our LMI programmer analyst to streamline the posting of CES, LAUS, population, income, and building permits data.

- Developing an improved data updating schedule for the WID database thus increasing the frequency and availability of real time LMI. A continuous improvement committee has been set up relating to the WID database to specify a more timely posting schedule for databases and to troubleshoot data access problems.
 - For example, due to the large number of applicants and claimants, time to run the programs has increased significantly and data by occupation are less available. As a result, claimant queries are now being handled directly on an ad hoc basis. Program requests have been made to departmental information technology staff to produce new files to provide more timely data to update claimant and employment service applicants and openings. These efforts are expected to improve the availability of labor availability data.
- A goal of providing downloadable files and additional statistical analysis of job openings data available on the Source.

Increasing usage of the in-context LMI function. The <http://jobs4tn.gov> web site contains numerous features that display in-context LMI of both the statistical type as well as real-time data. The enhanced web-based Labor Exchange module included (a) A self-service module for job seekers that allows individuals to post resumes and apply for jobs online; and (2) A self-service module for employers to post jobs and search resume postings for candidates, with appropriate safeguards. Individuals posting resumes are able to directly access statistical OES occupational wage data, as well as average wages for SOC- coded jobs posted on the system. Employers posting jobs are able to access OES and real-time wage data, number of current applicants by occupation, etc. Not only is this a benefit to users of the Labor Exchange Module, but this self-service usage of labor market information by job seekers and employers can be tracked by Job Service and LMI staff.

The Labor Exchange modules on the <http://jobs4tn.gov> web site were initially developed with funding in the LMI Improvement green jobs grant. These funds leveraged additional

funding provided by the governor's office in 2012 to add extensive job listings to the web site to aid job seekers.

PY 2011- 12 DATA UPDATES

Our service provider for our data delivery, GEOSOL, installed the new online data loader. Updating was completed on some files in this PY. It was begun on others during the program year 2010-2011 and is continuing.

Updating Completed

Dates activities accomplished PY 2011 - 2012	Data Tables Updated Displayed in Tennessee's WIDb, <i>The Source</i>
Monthly PY 2011 – 2012	<ul style="list-style-type: none"> • <u>Labor force, employment, and unemployment</u> data were uploaded with no significant changes. • <u>The CES output file</u> required programming changes in Access in order to conform to WID 2.4. This was accomplished.
Quarterly 2011 as well as annually.	<p><u>Employment and wage data submitted by employers (QCEW)</u>: Rebecca McCleaf from PA provided the needed lookup table for the WID database with the new 2012 codes (which were implemented in 2011).</p> <p>As a result of the change, 1st and 2nd quarter 2011 processing was late. However, all 2011 quarters have now been processed.</p>
Every 6 months	Obtained <u>employer database through multistate consortium from InfoGroup</u> and updated WID tables
June 2012	2011 and 2012 OES wage data for the state, 10 MSA's and 4 Balance of State areas were posted on the TN Dept. of Labor web site and are now accessible from the LMI home page in Jobs4TN.gov. The 2011 wage data was accessible in Jobs4TN.gov during 2012.

Progress to date on other WID files for PY 2011-12

<p>June 30, 2012</p>	<p><u>2011 – 2013 Short term industry and occupation projections data</u> were submitted to the Projections Managing Partnership by the deadline. These will be finalized and entered into the WID after any needed changes are made. We hope to receive comments soon from the PMP review.</p>
<p>August 31, 2012</p>	<p><u>2010-2020 Statewide Industry and occupational projections data tables</u> were submitted to the Projections Managing Partnership at the revised deadline caused by national projections not being completed until February. These will be finalized and entered into the WID after any needed changes are made; hopefully after BLS timely review.</p>
<p>All 2011 quarterly files processed by July 2012</p>	<p><u>Employment and wage data (QCEW) quarterly files</u> for 2011 were delayed by NAICS coding changes but were processed by July 2012 and uploaded to the WID.</p>
<p>To be available in the WID by October 31, 2012</p>	<p><u>The 2011 employment and wage data (QCEW) annual file was completed on September 19, 2012 and will be uploaded to the WIB in October.</u></p>
<p>To be processed and available as scheduled.</p>	<p><u>The 1st quarter 2012 Employment and wage data (QCEW) has been processed and is releasable on September 27, 2012.</u></p> <p><u>The 2nd quarter 2012 Employment and wage data (QCEW) will be processed and released by January 31, 2013.</u></p>
<p>Monthly PY 2011 – 2012</p>	<p>Employment Security data (<u>Openings, Applicants, Claimants</u>) have not been processed in over a year. The output file for applicants has been split in the WID 2.4 format into two files. A programming request has been submitted to Information Technology section with a request for completion by October 31, 2012.</p>

Deliverable 1, continued.

Licenses Requirement: Populate the database with the following licensing files: license.dbf and licauth.dbf updated every 2 years and submitted to the National Crosswalk Service Center.

TO BE COMPLETED: An update is required for PY 2011 – 2012, including: (1) new data, (2) data updates to the WID and (3) files forwarded to the National Crosswalk Center. This update was submitted to the WID programming staff before June 2012 but due to a programming problem relating to data loading and subsequent lost files due to the conversion to Outlook email it is being resubmitted.

Previous update: Occupational licensing information was updated to the most recent date then available during PY 2009 – 2010. The License.dbf and Licauth.dbf WID tables were updated. Also, data were forwarded to the National Crosswalk Service Center crosswalk center which then forwarded Tennessee's updates to the O*Net site ACInet.org where they have been displayed.

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

First primary activity for PY 2012: Statewide short-term occupational projections.

Requirement: Produce and disseminate projections for 2011 - 2013.

Accomplishment: Producing update. Completed processing of the short-term statewide projections for 2011 - 2013 and submitted the data to the Projections Managing Partnership for review by June 30, 2012.

Accomplishment: Web Dissemination. When these data have been returned by the Partnership they will be available from the Jobs4TN website.

Second primary activity for PY 2012: Statewide long term projections for areas.

- The statewide publication of "Hot Jobs to 2018" was updated and printed in October 2011 and available on the departmental web site at <http://www.state.tn.us/labor-wfd/publication.htm> .
- Updated Hot Jobs publications for the 13 Local Workforce Investment Areas were produced In November and December 2011 and are available for viewing and printing and in downloadable pdf format at <http://www.state.tn.us/labor-wfd/publication.htm> .

Accomplishments: All core tables are displayed in Tennessee's online access point for all Department of Labor and Workforce information, now named Jobs4TN Online <http://jobs4tn.gov>.

Deliverable 3. Requirement: "Conduct and publish relevant economic analyses, special workforce information, and/or economic studies determined to be of benefit to the governor and state and local WIBs. . . . Studies may also support the LMI/WI . . . needs of other system stakeholders."

One key stakeholder in the search for appropriate measurement and comparison of occupational supply and demand has been the Tennessee Department of Education's Career and Technical Education section.

The LMI section has been publishing supply/demand analyses for many years based in part on collaboration with the state postsecondary educational institutions providing career and technical education. However, when public secondary schools were required to configure their career and technical educational training into 16 specified clusters, there was a mismatch between LMI's clusters providing supply/demand analyses and the needs of educators concerned with linking their courses to the supply and demand into which students will be graduating and/or seeking further training and education. At that point, several years ago, an intensive period of collaboration began between Department of Education staff and LMI staff.

The result has been a retooling of the supply/demand cluster concept, measurement, and display in the search to best meet the needs of secondary educators, students, and parents as well as their postsecondary education partners.

The method of analyzing supply and demand resulting from these years of consultation and collaboration with Tennessee Department of Education's Career Education staff, has culminated in approximately 200 one-page printable analyses which became available in March 2011 from the home page of *The Source*, the previous on-line location for LMI data, and listed as "Supply and Demand Report". Although designed to accommodate one set of users' specific needs, it is available to all users on the site including job seekers, employers, and other members of the general public.

These reports include:

- Analyses based on breakouts of the occupations in the 16 national education clusters. Each analysis can be printed separately.
- Two or three tables in each analysis. The Demand table lists projected annual job openings for occupations education department staff specify for this cluster. The Supply table lists the most recent annual total of education/training completers the education department staff and LMI staff jointly determined to be the supply for these occupations. A third table represents an additional operational definition of supply: a month (date supplied on the table) of Unemployment Insurance Claimants for occupations related to this cluster.
- A bar graph with 3 bars in most analyses, providing immediate visualization of the relationships between supply and demand. Bars representing the Supply table totals can be compared with Demand table totals. A third bar represents a month's total Unemployment Insurance Claimants for occupations related to this cluster.
- An accompanying table clearly presenting the sums of the Supply and Demand tables and providing the supply/demand ratio for these sums. Additionally, the table provides a supply/demand ratio for a total of claimant data to the educational supply.

These data tables and analyses will be updated annually. They are now available in the newly developed Supply/Demand Analysis Excel system, which can be loaded and run on any computer using Windows 2007 or Windows 2010. Occupational wages and usual educational requirements are also included.

Deliverable 4. Requirement: “Post products, information, and reports on the Internet.”

- Data updates developed for the Workforce Information Database (WIDb) are available on the web in the interactive system *Jobs for TN Online* (jobs4tn.gov), which contains an LMI home page.

As they are processed, we upload much of our data updates and analyses to one of our two departmental data and publication websites, <http://www.state.tn.us/labor-wfd/lmi.htm> and <http://www.state.tn.us/labor-wfd/publication.htm>. In addition to the data and publications already cited, the following are also available on these sites: “Wages of Selected Occupations for State and Sub-State Regions” <http://www.state.tn.us/labor-wfd/wages/intro.htm> (2012 wages for all MSAs and Balance of State areas); and the Tennessee Department of Education’s 16 Career Cluster Guides resulting from LMI’s collaboration with that department. The most recent LMI report, “Tennessee’s Green Job Opportunities” is also available.

Deliverable 5. Requirement: “Partner and consult on a continuing basis with workforce investment boards and key economic development partners and stakeholders.”

Workforce Investment Boards and staff.

State Workforce Investment Board

- The Labor Market Information section provides monthly labor force estimates by local workforce investment areas to the Workforce Development office. Other requests for demographic data or targeted populations are frequently received and answered.
- The Labor Market Information section actively participated in the WIA planning process to complete the statewide WIA plan.

Local Workforce Investment Boards

- The Labor Market Information section’s seven research analysts located across the state maintain ongoing relationships with a wide variety of data customers, including local workforce boards.

- Statewide Hot Jobs publications displaying high demand, high wage, and high skill occupations are distributed in the local workforce investment areas through our department's Employment and Training division.
- We provide additional information, including special occupation and industry analyses, to the 13 local workforce investment board staff upon request.
- **UPDATED: 2011-12:** Members of the state workforce investment board and a local workforce board were invited to attend a September 2011 PowerPoint presentation displaying screens with labor market information in new Jobs4TN system. Several from the middle Tennessee area attended. In 2012, they also received an orientation and training on the new Supply Demand Analysis Excel system. The system is available to the local workforce boards.

Additional key stakeholders

Career and Technical Education section of the Tennessee Department of Education.

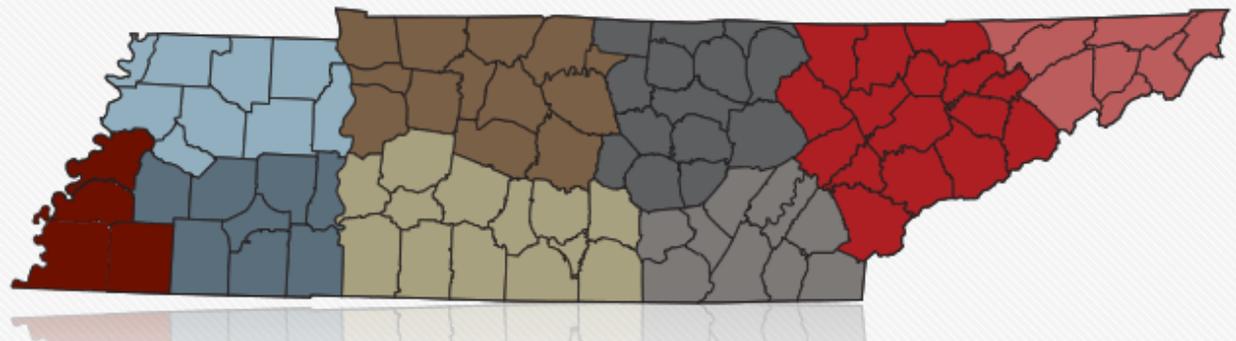
We consult on a continuing basis with this section. We provide and update supply-demand analyses for incorporation into their department's 16 education Career Cluster booklets.

As detailed in Deliverable 3, at the request of this section of the Department of Education and working collaboratively with education staff, Labor Market Information staff developed detailed statewide supply-demand analyses for a total of 208 subsets of the 16 national education career clusters. These analyses are available for the state and local workforce investment areas in a new supply/demand analysis system (Attached). A written analysis for the sixteen clusters at the state level was also completed (Attached).

TN Department of Economic and Community Development:

Background: As part of Governor Bill Haslam's Job4TN economic development plan, the Department of Economic and Community Development (ECD) fundamentally restructured its field staff to establish a "jobs base camp" in each of nine regions across the state. Regional directors were appointed to run each base camp and to serve as the primary point-of-contact for Tennessee companies seeking state assistance with expansion or with accessing state services. A key function of the camps is to reach out to rural counties to incorporate them into broader regional economic development strategies.

Jobs Base Camps



Products developed for the new ECD districts:

- The LMI unit compiled the labor force estimates by the new districts and has been providing unemployment rates to ECD on a monthly basis.
- Industry employment data has also been provided.
- Numerous requests for area specific data have been answered by both LMI field staff and central office staff. The requests have varied from general demographic information for grant purposes to commuting patterns, wages, and available workers for prospective employers.

Economic and Community Development staff continue to utilize the updated jobs4tn.gov website and request additional labor market information.

Labor Market Information Outreach

Data Requests: LMI employees have responded to over 4,500 requests from data users over the past year from: individuals; employers (both new and existing); Chambers of Commerce; industrial boards/recruiters; Governor's office, legislators & other local elected officials; local workforce investment staff/boards; and the news media.

Web usage: The new Jobs4TN.gov site is averaging between 80,000-100,000 sessions per month.

Print Products: Jobs4TN.gov brochures have been printed and distributed across the state by the department's marketing staff to Career Centers and employers. Over 15,000 brochures have been printed and distributed over the past four months. (Attached)

Presentations: 27 presentations were given by LMI staff with approximately 700 individuals in attendance to employer outreach groups, Chamber of Commerce meetings, workforce boards, human resource manager meetings, and students at high schools and technology centers.

Training data users: Central office LMI employees have been actively involved in training activities over the year.

- For the Jobs4tn.gov site, 7 training sessions were held for departmental staff and LWIA staff. This includes one session after July 1 concerning posting of state government jobs.
 - November 2011. 3 training sessions were held with Career Center, WIA staff and other stakeholders on the new Labor Exchange Modules
 - March 2012. A webinar was conducted on the New Source functions.
 - April 2012. GeoSol conducted 3 webinars on the Jobs4TN.gov for individuals, employers, and staff, respectively, with the revised Governor's web page.
- The new supply/demand Excel system has also generated a lot of interest from educators. It has been demonstrated to the TN Higher Education Commission and several meetings were held regarding this product with the Career and Technical Education (CTE) staff of the TN Department of Education and the director of the state CTE advisory council.

Internal (Department of Labor and Workforce Development) customers.

August –December 2011. Meetings were held weekly or more frequently as needed to finalize specification and data transfer issues between the legacy eCMATS system and the Source web-based system regarding information on self-service job seeker registrations and resume building and self-service employer registration and job posting. Testing on the test site continued through September. The Jobs4TN.gov site was launched on May 14, 2012.

Our department has a fleet of several Career Coaches—vehicles similar to recreation vehicles—providing career services across the state. When the new Labor Exchange modules on jobs4tn.gov were completed, LMI and Employment Security central office staff participated in training sessions to introduce the staff of these coaches to the new modules and the integrated “in context” access to labor market information. Full color flyers were produced for career coach participants.

Customer Consultations

Consultations with workforce investment boards, and other economic development partners and stakeholders, including the Department of Education and sections of our own department, have been described in the section **Deliverable 5, “Partner and consult on a continuing basis.”**

Recommendations for Improvement or Changes to Deliverables

The value of labor market information depends on the uses made of the information by the variety of stakeholders in the workforce development arena, from policy analysts and administrators to elected officials to the unemployed and other job seekers, to employers, students, parents, and the media. Key to the distribution of this information is an effective data base of customer information. If you don't have accurate and available snail mail, email, and web site addresses of current and potential customers, it is difficult to be on top of data distribution.

This should also include information on training classes conducted, evaluation information, and product inventory and distribution. Tennessee suggests that one of the products that LMI shops be requested to develop is a user-friendly customer database system. ETA would do well to ask states to distribute their successful non-proprietary systems to other states to improve customer tracking.

Data Tables Populated by Tennessee

analysis	This table contains one record for each cluster or unit of analysis. The purpose of the table is to allow the ALMIS Database Administrator to enter text that analyzes the Supply/Demand situation for a state or area, and to display relevant information about placement rates for programs.
blding	Table of building permits awarded per area and time period.
cenlabor	One record for each Census occupation with the count of females or males in the labor force in the occupation.
ces	Employment estimates as reported by the Current Employment Survey.
commute	Commuting patterns. Each record of this table contains a geographic area of a worker's residence ('stfips', 'areatype', 'area') and the geographic area of a worker's place of work ('wkstfips', 'wkareaty', 'wkarea') and the number of workers that fall into this commuting pattern.
empdb	This table contains employer data obtained through the Employer Database Consortium. The use of the data in this format is subject to the state's terms and agreements reached in the contract signed with the ALMIS Employer Database supplier.
esapplic	Employment Service applicant characteristics.
esdata	Employment Service data.
income	This table contains income data.
indprj	This table contains employment projections for each of the identified industries and areas.
industry	This table contains covered employment by industry collected for the QCEW report. (This table includes historical data so that reports reflecting change can be produced.)
iomatrix	This table contains the industry-occupation employment matrix.
labforce	Employment and unemployment estimates are reported from Local Area Unemployment Statistics.
licauth	Table of licensing authorities for the state.
license	This table contains one record for each individual license authorized by the state.
lichist	Table containing the number of licenses awarded for a selected occupation.
occpnj	This table contains occupational employment projections for each of the defined areas.
oeswage	This table contains one record for each OES occupation.
populatn	This table contains population estimates for a geographic area and time period.
progcomp	This table contains information about program completers.
programs	This table contains information about programs that are offered by education and training providers.

propval	Property Values. This table contains property value data for an entire geographic area for a specified time period and taxtype.
sales	Revenue from retail sales.
schools	This table contains one record for every training provider in the state. Each training provider will be identified by a code. The training provider will be coded by type - field 'insttype'.
stindprj	This table contains short term employment projections for each of the identified industries and areas.
stoccprj	This table contains short term occupational employment projections for each of the defined areas.
supply	Completer data for all occupational training providers in the state.
tax	Revenues from taxes
uiclaims	This table contains the numbers of Unemployment Insurance Claims for the selected area.

Tennessee Grant expenditures for all activities and deliverables: \$537,958