

OKLAHOMA EMPLOYMENT SECURITY COMMISSION
ECONOMIC RESEARCH & ANALYSIS DIVISION
PROGRAM YEAR 2009
WORKFORCE INFORMATION ANNUAL PERFORMANCE

Submitted:

Approved By: Steve D. Hendrickson, Chair
Governor's Council for Workforce & Economic Dev.

Jon Brock, Executive Director
Oklahoma Employment Security Commission

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Grant Deliverables:

In accordance with the Employment and Training Administration's (ETA) guidelines for grant deliverables, the Oklahoma Labor Market Information Program Year 2009 accomplishments are outlined below:

1. Continue to populate the ALMIS Database with state and local data

Accomplishments:

- Populated in July 2009 statewide short-term (2008 – 2010) industry and occupational projections data according to the specifications and guidelines issued by the ALMIS Database Consortium.
- All core tables were populated during the program year.

2. Produce and disseminate industry and occupational employment projections.

Accomplishments:

- Statewide long-term employment projections (2008 – 2018) were completed by June 30 2010.
- Short-term industry and occupational projections (2009-2011) were completed and sent to ETA as deliverable June 30, 2010;
- Long-term employment projections (2006 – 2016) for the 12 Workforce Investment Areas were placed online in August 2009;
- Statewide short-term (2008 – 2010) industry and occupational projections data were placed online in August 2009.

During program year 2009 ETA One Stop Labor Market Information staff participated in relevant training as outlined below:

Training:

Time Series Analysis & Forecasting – SPSS, Inc, Chicago, IL. – 9/23-25/2009

LTIP Training – Denver, CO - January 25, 2010

Understanding Labor Market Economics –Sacramento, CA – February 24-26, 2010

Understanding Labor Market Economics – Kansas City, MO – March 23-25, 2010

Matrix Training – Denver, CO - March 1, 2010

LED Partnership – Arlington, VA – March 11-12, 2010

ETA Dallas/San Francisco Bi-Regional Green Jobs Forum, Denver, CO - May 5, 2010

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

The PY2009 annual Governor’s Economic Analysis Report was published September 2009.

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

Publications, Reports, Products

CES online 2009 (1990-2009) Online Application	Updated April 2010
Employer Locator Online Application	Updated October 2009 & March 2010
Oklahoma QCEW Online Application (2001-2008)	Updated February 2010
Long-term (2006-2016) WIA Industry and Occupational Employment Projections	Online August 2009
Short-term (2008-2010) Industry and Occupational Employment Projections	Online August 2009
Oklahoma State of the Workforce Report 2009	Online publication September 2009
Labor Force Info for Affirmative Action 2009	Online publication October 2009
State Rankings Labor Market Indicators for the 50 States	Online publication October 2009
Quarterly Census Employment and Wage Data 2008	Online publication November 2009
QCEW Annual Averages – 2008 Chart Book	Online publication January 2010
WIA Economic Reports for 12 WIA areas (update)	Online publication January 2010
Oklahoma Labor Force Data 2009	Online publication June 2010
Oklahoma’s Economic Indicators -Monthly Reports (New)	Online since February 2010
Characteristics of Older Workers (New)	Online January 2010
Oklahoma CES 2009 Benchmark (New)	Online publication March 2010

Local Workforce Investment Board Products

Oklahoma Employment Projections by WIA 2016	Online March 2010
LAUS by WIA 2008 - 2009	Online April 2010
Oklahoma Population Estimates by WIA 2009	Online April 2010
QCEW by WIA 2008-2009	Online April 2010

Links to Long-term 2006-2016 WIA and short-term 2008 – 2010 employment projections:

http://www.ok.gov/oesc_web/Services/Find_Labor_Market_Statistics/Projections/

Links to online applications:

CES online 2009 (1990-2009)
http://www.ok.gov/oesc_web/documents/lmiCesXclSheet.xls

Employer Locator
<http://www.oesc.state.ok.us/lmi/EmployerLocator/>

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4. Post products, information, and reports on the Internet (Continued).

Oklahoma QCEW Online

<http://www.oesc.state.ok.us/lmi/QCEWHistorical/Default.aspx>

WIA Oklahoma Population Estimates, QCEW, LAUS, OES Wage Report & Projections

http://www.ok.gov/oesc_web/Services/Find_Labor_Market_Statistics/WIA/wiahp.html

Links to other publications:

Labor Force Info for Affirmative Action 2009

http://www.ok.gov/oesc_web/documents/lmiaapub2009.pdf

Oklahoma Labor Force Data 2009

http://www.ok.gov/oesc_web/documents/lmilbrfrdata09.pdf

Oklahoma State of the Workforce Report 2009

http://www.ok.gov/oesc_web/documents/lmiStateofWrkFrc2009.pdf

Oklahoma Wage Report 2009

http://www.ok.gov/oesc_web/documents/lmiwagereport2009.pdf

QCEW Annual Averages – 2008 Chart Book

http://www.ok.gov/oesc_web/documents/lmi08qcewchrtbk.pdf

Quarterly Census Employment and Wage Data 2008

http://www.ok.gov/oesc_web/documents/lmiqcewpub08.pdf

State Rankings Labor Market Indicators for the 50 States

http://www.ok.gov/oesc_web/documents/lmistaterankings09.pdf

WIA Economic Reports for 12 WIA areas

http://www.ok.gov/oesc_web/Services/Find_Labor_Market_Statistics/Publications/lmipubwiaecon.html

Oklahoma's Economic Indicators - Monthly Reports (**New**)

http://www.ok.gov/oesc_web/documents/lmiEconIndPub.pdf

Characteristics of Older Workers (**New**)

http://www.ok.gov/oesc_web/documents/lmicharowrkr.pdf

Oklahoma CES 2009 Benchmark (**New**)

http://www.ok.gov/oesc_web/Services/Find_Labor_Market_Statistics/Publications/lmipubces.html

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5. Partner and consult with workforce investment boards.

The Workforce Investment Board (WIB), Oklahoma Employment Security Commission and other agencies have continued a partnership venture regarding labor market information dissemination, etc. The following activities were accomplished during program year 2009:

<u>Date</u>	<u>Staff</u>	<u>Meeting/Training/Conf.</u>	<u>Location</u>	<u>Agenda</u>
10/2/2009	Program Dir.	Governor's Council	OKC-OSU	LMI
10/8/2009	Program Dir.	Education	OKC Dept Educ.	LMI
11/12/2009	Program Dir.	LMI	State Capital	LMI
11/25/2009	Program Dir.	WIA	Central	LMI
11/25/2009	Program Dir.	LMI	Dept of Educ, OKC	LMI
12/2/2009	LMI Analysts	LMI Round Table	OKC	LMI
12/4/2009	Stat. Analyst	Governor's Council	OKC	LMI
12/8/2009	Program Dir.	Governor's Council	OKC	UI Wage records
1/13/2010	Stat. Analyst	Central WIB Meeting	Oklahoma	LMI
2/5/2010	Program Dir.	Governor's Council	OKC	LMI
2/10/2010	Stat. Analyst	SE WIB	McAlester, OK	UI Ins. Trends
2/16/2010	Program Dir.	Rogers State University	Claremore, OK	OK Green
2/18/2010	Stat. Analyst	Tulsa WIB Meeting	Tulsa, OK	Demand Occupations
2/22/2010	Stat. Analyst	EWIB	Muskogee, OK	Environmental Scanning
4/2/2010	Program Dir.	Governor's Council	Oklahoma City	LMI
4/7/2010	Stat. Analyst	SWIB Meeting	Tishmingo, OK	LMI & Ins. Trends
4/29/2010	Stat. Analyst	DeVry College	Oklahoma City	Okla Eco. Dev & Outlook
5/14/2010	Program Dir.	Ok Workforce Comm	Oklahoma City	Labor Mkt. Information
5/24/2010	Program Dir.	BLS National Conf.	Denver, CO	Annual Conference
6/9/2010	Stat. Analyst	E. Central WIB	Tecumseh, OK	LMI & Ins. Trends

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6. Conduct special studies and economic analyses.

PY 2009 Ad Hoc Reports completed:

<u>Customer</u>	<u>Data Type</u>	<u>Date Published</u>
South Central WIA	LAUS	6/10/10
Durant Industrial Authority	QCEW, OES, LAUS	5/10/10
Gov Council	OES, Projections	5/10/10
Pittsburg County Econ Dev	QCEW	5/10/10
Pittsburg County Econ Dev	OES	4/10/10
OK Council of Public Affairs	QCEW	2/10/10
Geary Company	LAUS	12/9/10
Gov Council	UI Demographics	11/9/10
Pittsburg County Econ Dev	QCEW	2/10/10
Pittsburg County Econ Dev	QCEW	11/9/10
East Central WIA	QCEW & LAUS	10/9/10
Gov Council	UI Demographics	10/9/10
Gov Council	QCEW	10/9/10
Mid Continent Oil & Gas Association	QCEW & CES	10/9/10
Central WIA	LAUS	9/9/10
Gov Council	UI Demographics	9/9/10
Gov Council	CES, LAUS, OES, Projections	8/9/10
Pittsburg County Econ Dev	QCEW	7/9/10

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7. Customer Satisfaction Assessment

Accomplishments

During the 2009 grant year three primary methods were employed to consult with our customers as outlined below.

(1.) First, an online customer satisfaction survey allowed our website data users to comment and provide feedback on their website experience. One primary result of our customer consultations was the LMI website redesign. During previous customer consultations we found that our website was difficult and in some cases unfriendly to use. In May of 2009 the OESC LMI website underwent a redesign and transitioned to a new server and domain.

During the redesign process we were unable to capture customer feedback on the website. However, beginning January 2010 we were able to resume capturing customer feedback. The new survey asks three questions and provides an open field for comments and/or questions. Below are the survey questions and customer results:

Question 1: Overall, how satisfied are you with our website?

Results: 70% of the respondents were either satisfied, or very satisfied

Question 2: How easy was it for you to find the information you were looking for?

Results: 75% of the respondents stated they could find the information needed easily or very easily.

Question 3: Which of the following best describes you? (Lists various occupations)

Results: 80% of the respondents identified themselves as job seekers, 10% identified themselves as OESC employees, and 10% identified themselves as retired.

The majority of questions we receive, either by phone or through our customer satisfaction survey, request further clarification about how the unemployment rate is calculated and differences in the methodology between our programs. As such, we are working to complete a frequently asked questions page and/or a LMI data guide to be published on our website. This new tool(s) will assist our customers by answering the most common questions and will allow them to better discern which data set is most beneficial to meet their specific needs.

Between July of 2009 and June of 2010 the OESC LMI website had a monthly average of 3,150 page request hits for a total of 40,956. The News Release section which predominantly contains the LAUS and CES statewide news release, and the LAUS sub-state areas news release is the most visited website section. The OES and LAUS sections of the website are the second and third most visited.

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7. Customer Satisfaction Assessment

Accomplishments (Continued)

(2.) Secondly, as listed in deliverable item #5 above, our frequent attendance at both state and local Workforce Investment Board (WIB) meetings gave those customers opportunities to provide feedback on our products and services.

(3.) The last method was responses to customer inquiries by phone, email, or personal contact. The LMI division responded to over three hundred eight (308) customer contacts during PY2009.

8. Recommendations for Improvements or Changes to the Deliverables.

There are no recommendations regarding changes or improvements to the existing deliverables, as we believe that the new website design corrected many of those issues.