

Annual Performance Report
PY 2014 Workforce Information Grant
Delaware Department of Labor
Office of Occupational and Labor Market Information

A. Accomplishments – Required Core Deliverables

1. Continue to populate the Workforce Information Database with State and Local Data.

Core tables continue to be maintained and updated using software developed by Diamond Technologies, a Delaware-based IT firm. Built around the Tableau data visualization technology, the data are linked to the Delaware Department of Labor's website through a stand-alone system known as ELMER. The new ELMER system is compliant with the Workforce Information Database 2.5 structure. Data are updated on a regular monthly, quarterly, or annual schedule, depending on the type of data. All updates have been made in a timely fashion.

Along with the ELMER delivery system, we also make data available through a variety of other avenues, in order to increase usage. Data users can view graphs and tables, and download multiple data series through several access points on our website.

2. Produce and disseminate industry and occupational employment projections.

Short-term industry and occupation projections for the period 2014 to 2016 were produced and made publicly available in April 2015, in accordance with the new accelerated delivery schedule. OOLMI did comply with the new earlier delivery date, even though that unquestionably reduces the quality of the estimates, since a full year of data are no longer available for the base year. County long-term projections for the period 2012-2022 were produced and submitted in June, again in accordance with published deadlines. The current statewide long-term projections, which were produced in PY 2013, remain operative, as they are generated every two years. These projections are used to develop lists of the occupations with the greatest number of expected openings by required education and training in order to assist the Delaware Workforce Investment Board in focusing its training funds on occupations and industries where jobs are expected to be most available. They are also incorporated into our student career guide, the *Delaware Career Compass*. The projections continue to be used by the Delaware Department of Labor's Divisions of Employment and Training and Vocational Rehabilitation to assist jobseekers. They are used by school districts to develop and focus career pathways. The projections data have been incorporated into a new tool developed in partnership with the state Department of Education Career and Technical Education unit that ties together labor market information and secondary education pathways and programs of study.

<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/New-Castle.aspx>
<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/NewCastleIndustryProjections.aspx>
<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/Kent.aspx>

<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/KentIndustryProjections.aspx>

<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/Sussex.aspx>

<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/SussexIndustryProjections.aspx>

<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/Short-Term-Industry-Projections---Delaware.aspx>

<http://www.delawareworks.com/oolmi/Information/LMIData/Projections/Short-Term-Occupation-Projections---Delaware.aspx>

3. Publish an annual economic analysis report for the governor and the Workforce Investment Board.

The 2014 Delaware Annual Economic Report was submitted to state policymakers and posted on the OOLMI website for public use.

<http://www.delawareworks.com/oolmi/Information/Publications/DelawareAnnualEconomicReport.aspx>

This 62-page report contains a detailed analysis of all major industry sectors and sub-sectors in the state, a graphical exposition of labor force data for various demographic groups, migration patterns, personal income, and a breakdown of industry employment in the Cities of Wilmington, Dover, and Newark, among a variety of other topics.

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

OOLMI continues to post a variety of data, reports, and analysis on our website. We have arranged data, publications, and links that are most likely to be of interest to different groups: jobseekers, businesses, researchers, and students and educators accessible in a single click for each to make it easier for our users to find information pertinent to them.

In a continuing effort to improve electronic delivery, we incorporate Facebook as a way to communicate with our users. The Delaware Career Resource Network is being continually updated and expanded. It presents new information monthly to teachers, counselors, parents and students to assist them in career exploration and planning.

The *Delaware Career Compass*

<http://www.delawareworks.com/oolmi/Information/Publications/Delaware-Career-Compass.aspx> was once again published and distributed to the state's public and private middle and high schools. Now in its 23rd edition, this guide to personal and career exploration and labor market information has become a staple in the education community. It has been continually revised and improved by working with an advisory council of educators and counselors. The Delaware Higher Education Office, the Delaware Department of Health and Social Services, the Delaware Economic Development Office, Tech Prep, the Delaware Department of Education, and the Delaware Department of Labor's Divisions of Vocational Rehabilitation and Employment and Training all contribute content or advice. The Delaware Advisory Council on Career

and Technical Education is consulted regularly as the new edition of the *Career Compass* is developed. Additional copies are provided at workshops and by request throughout the year.

5. Partner and consult on a continuing basis with the Workforce Investment Board and key talent development partners and stakeholders.

OOLMI maintains regular contact with the Delaware Workforce Investment Board (DWIB) staff and assists them in guiding training funds to areas where jobseekers and businesses are most likely to benefit. OOLMI also assists them by providing information, analysis, and expertise. This year, we have also contributed a large part of the Governor's new planning document required under WIOA.

In addition to continuing its support of the DWIB, OOLMI has continued its work with the Wilmington Job Corps. We are engaged in ongoing support of their work by providing analysis of the labor market and attending their Macro Industry Council meetings. The Jobs Corps has come to rely on OOLMI's guidance to direct their job training resources.

6. Conduct special studies and economic analyses.

OOLMI regularly provides comment and analysis to local newspapers, magazines, and radio stations. OOLMI also regularly provides analysis for other governmental entities, such as the Governor's Office, the state Economic Development Office, the City of Wilmington, county economic development offices, the Department of Finance, the Department of Health and Social Services, the Department of Transportation, and other divisions within the Department of Labor. OOLMI is in regular contact with numerous private employers, schools, institutions, and citizens, providing data, analysis, and projections.

B. Strategy for Customer Consultation and Assessment of Customer Satisfaction.

OOLMI provides contact information for customer feedback prominently on all publications and on its website. OOLMI does receive, and act on, informal comments from groups we work with. We also use Facebook to solicit feedback. Our number of friends continues to slowly expand.

We have ongoing discussions with counselors from the Employment and Training and Vocational Rehabilitation divisions on the use of labor market data and the needs of their clients. We use this feedback in an ongoing process of evaluation of our products and services and improvement to them.

We continue to assist the City of Wilmington in their economic development efforts. Using residency assignment software that was developed for the Local Area Unemployment Statistics program we operate in partnership with BLS, we are able to determine industry employment within city limits. The availability of this data provides the Wilmington Economic Development team with actual detailed knowledge on jobs

within the city that was never before available. We met with city economic officials multiple times during PY 2014 to provide information and get feedback on their needs.

C. Recommendations for Improvement or Changes to the Deliverables.

We would suggest a return to past practice when all projections deliverables are due at the end of the program year. This will improve the quality of the data by making a full year of payroll statistics available in the base year.