

**Tennessee
Annual Performance Report PY 2005 - 2006**

Part b: Workforce Information Core Products and Services

Planned Milestones 2005-2006

1. Monthly 2005-2006	Continue to Populate the ALMIS Database	Update Applicants, Openings, UI Claimants, Labor Force, and CES Data (with 10 MSAs and reconstructed series)
2. Monthly 2005-2006	Customer Satisfaction	Assess customer satisfaction
3. Quarterly 2005-2006	Continue to Populate the ALMIS Database	QCEW Quarterly 2004-2005
4. July 2005- April 2006	Provide Workforce Information for Boards	LED Milestones (see page 15)
5. February 28, 2006	Long Term Projections	Finalize area and industry projections and load in ALMIS database; publicize
6. Aug.18, Oct. 20, and twice in the first 2 quarters of 2006	Provide Occupational And Career Information Products	Source Advisory Committee meetings
7. March 31, 2006	Provide Occupational and Career Information Products	Update occupational grades and placement data in Source
8. October 2005 March 2006	Continue to Populate the ALMIS Database	Short term statewide industry projections to 2007, 2008 based on NAICS entered in ALMIS
9. June 30, 2006	Provide Occupational and Career Information Products	Revised In Briefs online, with print copies to follow
10. June 30,2006	Continue to Populate the ALMIS Data Base	Update Licensing data to 2004
11. June 30,2006	Continue to Populate the ALMIS Data Base	Add other data bases for which updated data are available, including Educ ('04-'05), Analysis, and OES wages
12. June 30, 2006	Provide Workforce Information for Boards	On request, make LMI presentations/consultations
13. June 30, 2006	Electronic Information Delivery	Implement Source Vers. 7.0, including Spanish version
14. July 2005 -June 30, 2006	Implement planned training sessions	1 staff member to ALMIS Database Training (Aug. 05)
15. July 2005 -June 30, 2006	Implement planned training sessions	1 staff member to LMI Forum
16. July 2005 -June 30, 2006	Implement planned training sessions	2 staff members to Database software training
17. July 2005 -June 30, 2006	Implement planned training sessions	Train Employment Career Specialists and other staff on Demand Occupations 4 sessions
18. July 2005 -June 30, 2006	Implement planned training	Presentation to the State

	sessions	Workforce Investment Board 1 presentation
19. July 2005 -June 30, 2006	Implement planned training sessions	On request, train and consult with LWIA workforce boards on LMI products and services 12 sessions (1 has been completed.)
20. July 2005 -June 30, 2006	Implement planned training sessions	As requested, present LMI data and introduce products as a module of Global Career Development training. 6 sessions
21. July 2005 -June 30, 2006	Implement planned training sessions	1 staff member to Long Term Projections Training (Sept 05)
22. July 2005 -June 30, 2006	Implement planned training sessions	1 staff member to Short Term Projections Training (Fall 05)

LED MILESTONES

23. 09/30/05	<p>Submit preliminary wage record file and EQUI file to Census Bureau for first quarter 2005 and updated wage record file and EQUI file for fourth quarter 2004.</p> <p>Quarterly Workforce Indicator (QWI) files provided by Census Bureau. Begin analysis of variables and development of systems and methodology to make data available to Workforce Investment Boards (WIBs).</p>
24. 12/31/05	<p>Submit preliminary wage record file and EQUI file to Census Bureau for second quarter 2005 and updated wage record file and EQUI file for first quarter 2005.</p> <p>Quarterly Workforce Indicator (QWI) files provided by Census Bureau. Continue analysis of variables and development of systems and methodology.</p>
25. 03/31/06	<p>Submit preliminary wage record file and EQUI file to Census Bureau for third quarter 2005 and updated wage record file and EQUI file for second quarter 2005.</p> <p>Quarterly Workforce Indicator (QWI) files provided by Census Bureau. Continue analysis of variables and development of systems and methodology.</p>
26. 06/30/06	<p>Submit preliminary wage record file and EQUI file to Census Bureau for fourth quarter 2005 and updated wage record file and EQUI file for third quarter 2005.</p> <p>Quarterly Workforce Indicator (QWI) files provided by Census Bureau. Continue analysis of variables and development of systems and methodology.</p>

ANNUAL PERFORMANCE REPORT

**Tennessee
Annual Performance Report PY 2005 - 2006****Part b: Workforce Information Core Products and Services**

Tennessee made considerable progress in the achievement of its core products and services during Program Year 2005-2006. In addition to maintaining and expanding the use of the ALMIS data base and our labor market information Web site The Source (www.state.tn.us/labor-wfd/source), outreach to key customers has been expanded, and some specialized products created. Data quality of our core products has been and will continue to improve.

Improvements were made in each of the core product and service areas listed below:

- Continue to Populate the ALMIS Data Base
- Electronic LMI Delivery
- Long Term Projections
- Provide Occupational and Career Information Products
- Provide Workforce Information for Boards
- Workforce Information Training

In addition, progress was achieved in the building of a customer data base, targeted e-mail lists, and implementation of a customer satisfaction survey.

A. Continue to Populate the ALMIS Data Base (Milestones 1,3,8,10,11)Milestone 1:

All monthly data, including applicants, openings, and claimants by occupation; labor force; and Current Employment Statistics data, have been updated regularly in the ALMIS data base and displayed on the Source Web site. Tennessee changed from a state with seven MSAs to a state with 10 MSAs, with four crossing state lines. Data are now being displayed and distributed electronically for the ten areas.

LAUS data from 2000 to 2005 have been revised and are now being displayed in the Source, along with the current data for 2006. Areas include the state, MSAs, counties, Workforce Investment Areas, and custom regions the user develops.

Milestone 3:

Quarterly QCEW data is regularly being added to the ALMIS data base. Tennessee has been able to process and display the data faster than expected, with annual average 2005 and first quarter of 2006 already processed and displayed in the Source web site.

Milestone 8:

Two sets of short term statewide industry projections were completed during the program year as required, and included in the ALMIS data base. Projections for the second quarter of 2005 to the second quarter of 2007 forecast an annual average growth rate of 1.3%, as did projections for the fourth quarter of 2005 to the fourth quarter of 2007. The data for the most recent forecast have been added to the ALMIS data base, with the latest forecast displaying at <http://state.tn.us/labor-wfd/lmi/jobforecast.pdf>. The data are also displayed in the Source web site.

Milestone 10:

The ALMIS data base has been updated with licensing data for 2003 and 2004. The updated data are on the Source Web site. The State of Tennessee has begun a major development effort to rewrite all its systems relating to licensing, which should make accurate and timely data more readily available in 2007.

Milestone 11:

Education, analysis, and OES wage data:

The education data in the ALMIS has been updated through 2004. Data sources include public and private career and technical educational institutions at the secondary and post-secondary level, four year public and private colleges, and other approved local workforce investment area training. The Tennessee Department of Education is now able to provide complete data for career and technical secondary students.

The resulting supply and demand data (which appears in the analysis file in the ALMIS database) have been updated as well. The latest OES wage data for 2005 was added to the ALMIS data base and the Source.

B. Electronic LMI Delivery

Milestone 13:

Version 7.0 of the Source has been implemented and is operational. The Source labor market and career system can be accessed at www.state.tn.us/labor-wfd/source. A major effort in the conversion has been to convert the system from Oracle to SQL so application changes and updates can be made, and made quickly.

New features of Version 7.0 include:

1. *Quick Search Module for Jobs: Job listings (updated daily) can be quickly searched by location (including city), job title, occupational group, zip code radius, salary preference, and date of job posting.*
2. *Easy-to-Use Job Skills Wizard to find jobs related to your general skills or your skills in any of 13 different areas.*
3. *Enhanced search for employers both by name and by number of job openings listed.*
4. *Enhanced employer search by keyword, industry title, and employer size.*
5. *Enhanced Web Content Management System, allowing frequent update of topical articles, information from news releases, publication announcements, etc. on the Source home page as well as more control over the format of the entire home page. More Tennessee-specific content and links can be added within the Source.*
6. *Enhanced Comparisons of Industries, Occupations and Areas (selecting two for side by side comparison)*
7. *Customer Selection of Preferences for Data Output, to allow the user to develop more customized reports.*
8. *Use of latest ONET and Occupational Outlook Handbook Data.*

Tennessee continues to participate in a User Group for Virtual LMI with 14 other states through GeoSol. The maintenance agreement pays for continued updating and for adapting the system to conform to the ALMIS database upgrades.

Customer support for the product:

Customer usage of The Source is monitored weekly. From July 2005 to June 2006, there were nearly 414,292 visitors to the Source. In addition, there were nearly 50,000 hits on the Labor Market Information reports pages which can be accessed through links in the Source.

An analysis of the Source user survey for responses between July 1, 2005 and June 30, 2006 showed a variety of user types, and confirmation that most people find the site easy to use. 42% of people filling out the survey were job seekers, 28% were teachers, and 12% were counselors or employer specialists. 82% found the site easy or somewhat easy to use. 83% said they either liked the layout of the site or liked it very much. 76% said the information was relevant to solving their problem.

The Department of Labor and Workforce Development has created two additional access sites which link to the Source: Teens to Work, and Boomer Careers.

How this supports the operational goals of Tennessee's WIA/Wagner-Peyser 5-year plan:

The Source Internet system is the cornerstone of our system of labor market information delivery as required in the state's strategic plan. Inclusion of the ALMIS employer list helps users of The Source seek employment. This, as well as many other functions of The Source, support the plan's Operational Goal #1, to "maximize employment and re-employment opportunities for Tennesseans in first, new and better jobs." Tennessee is doing well at this goal in WIA.

C. Long Term Projections

Milestone 5:

Tennessee completed long term projections for the state of Tennessee for 2004 to 2014 in June, 2006. Local workforce area projections followed and were completed by July 6, 2006, during the following program year. The state projections information was provided to the national projections web site. Printable formats of key projections tables for the state and areas can be accessed through the Source Web site Reports tab (<http://www.state.tn.us/labor-wfd/publication.htm>).

State and LWIA projections data can be accessed through the Source Web site. They are also one part of the supply and demand data available for individuals and counselors to use to approve training requests. Projections data are used extensively in the Jobs Forecast News 2004-2014 publications available on the Internet (<http://www.state.tn.us/labor-wfd/outlooks/select.htm>) and in printed format.

D. Provide Occupational and Career Information Products (Milestones 7 and 9)

Milestone 7

Tennessee successfully updated the occupational grades and placement data in the Source. The education, or supply, data was updated with 2004 data in February 2006 and the updated cluster grades and supply/demand information then put on the Source. Placement data was updated at the same time. During the program year several adjustments were made in the 2002-2012 demand data as well.

New long term demand data to 2014 which was produced in 2006 also required updating the supply and demand data and the occupational grades. This was completed in July 2006 for the state and the LWIAs, right after the end of the program year.

Milestone 9:

14 “Jobs Forecast News” publications (<http://www.state.tn.us/labor-wfd/outlooks/select.htm>) were created using the new industry and job projections to 2014, updated 2005 wages, education and training codes, and updated supply and analysis data.

From June 30, 2005, to July 2006, 30,820 copies of the Job Outlook publications were distributed for the state and the LWIAs. No information is available about the number of people who accessed the publications online. In addition, it was decided to create and distribute four “career tips” cards which explain how to access the occupational and training information in the Source Web site. 119,943 of these were distributed. In addition, 31,014 two color flyers on the Source Web site, describing the data and how to access it, were also distributed. More than 20,000 copies of a small statewide brochure, Top Jobs in Tennessee, were distributed as well.

E. Provide Workforce Information for Boards (Milestone 4,6,12)

Milestone 4:

The table above lists all the LED milestones for the 2005-6 plan, which were all accomplished on time. The system is working very well, with Tennessee data able to be accessed through the LED Web site at <http://lehd.dsd.census.gov>.

Milestone 6:

Three meetings of the Source Advisory Committee were held during the program year, on August 18, 2005; November 10, 2005; and March 9, 2006. The assistant administrator for the Employment Security Division has provided strong support for this multi-customer committee, and much satisfaction has been expressed with the meetings. Internal partners and external customers attend. The committee is chaired by the chair of the Bedford County Chamber of Commerce and the co-chair is a counselor at the Middle Tennessee Career Center. The November meeting involved a visit to the Dell manufacturing plant in Lebanon. A meeting for the 2006 program year was planned for the Center for Better Health at Vanderbilt, in the Design Center.

Milestone 12:

The Employment Security Research and Statistics Division has been doing presentations on request for the state and local Workforce Investment Boards to highlight available information and seek customer input. Due to scheduling issues, presentations did not begin until after the end of the 2004-5 program year. However, three presentations to workforce boards- the state board and areas 1 and 8- were made between July 1, 2005, and September 15, 2005, with another presentation (LWIA 10) scheduled for October 12. The presentations have sparked interest in all available labor market information.

F. Workforce Information Training (Milestones 14-22)

Milestones 14-22:

Internal Training: One supervisor attended ALMIS data base training when it was held in August, 2005. The Research and Statistics programmer analyst attended the GeoSol Virtual LMI training in May, 2006. One staff attended the short term projections training in October, 2005. Staff attended training on the use of Excel for doing data base functions in January, 2006.

External training involved four of the planned three sessions for employment career specialists (with 39 in attendance), and an additional six hands-on training sessions with vocational counselors and teachers on "Making the Source Work for You" (75 participants). Four of the twelve planned presentations to workforce boards have been completed, including a session with LWIA 10 in October, 2005. In addition, Research

staff presented six sessions on the use of Labor Market Information for 150 LWIA staff between July 1 and September 15, 2005.

Other training sessions provided by Research staff included:

(1) October, 2005: Training in Dyersburg for corrections personnel on the use of labor market information; (2) February 2006: Two staff presented at the Tennessee Educational Counseling conference in Nashville; (3) Training on March 29, 2006 in Nashville for research staff in the Department of Economic and Community Development on the use of the Source (8 participants); (4) Training in Nashville on May 23, 2006 for statewide dislocated worker staff on “What are Demand Occupations,” with about 35 in attendance.

Part c. Consultation and Customer Satisfaction Assessment

1. Formal evaluations are done by participants in all teacher training sessions. In all classes, the perceived usefulness of *The Source* for trainees' purposes was rated between 4 and 5 on a scale of 5. The overall evaluation of the training also was rated between 4 and 5.
2. Of the users of *The Source* who filled out the on-line User Survey, the following percentages agreed or strongly agreed:
 - Accurate enough for the users' purposes 80%
 - Relevant to their purposes 76 %
 - Could compare with other information they have 80.6%
 - Timely enough for their purposes 74%
 - Were able to solve their information needs with this information only 65 %
 - Important to their decision making 79.5%
 - Easy to Use 82%

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