

Annual Performance Report
PY 2012 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 continued to be maintained and updated using the WebSARAS LMI delivery system. 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. The data are then linked to the Delaware Department of Labor’s website through a stand-alone system known as ELMER.

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.

As the state of North Carolina, which hosts WebSARAS, has informed us that it intends to cease hosting the system, we have been working on developing a platform ourselves. A new ELMER system which is compliant with the Workforce Information Database 2.5 structure has been developed, and is in final testing. It uses Tableau data visualization technology, and is expected to go fully live in the next few weeks.

2. Produce and disseminate industry and occupational employment projections.

Short-term industry and occupation projections for the period 2012 to 2014 were produced and made publicly available at the end of May 2013. Statewide long-term projections for the period 2010-2020 continued to be used by a wide variety of organizations. The 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. We have held workshops with various education and vocational education groups to illustrate the use of the projections and to gather feedback on their needs and how we can better meet them.

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

The 2012 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 48 page report contains a detailed analysis of all major industry sectors and sub-sectors in the state, an analysis of labor force data, commutation patterns, and a breakdown of industry employment in the City of Wilmington.

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 have incorporated Facebook as a way to communicate with our users. We will be completely revamping our main website in the coming year to make it more interactive and less reliant on pre-packaged reports and datasets. The Delaware Career Resource Network website has been completed and is about to go live. It contains activities, data, and other information targeted to each age group which can be used to assist in career exploration.

The *Delaware Career Compass* was once again published and distributed to the state's public and private middle and high schools. Now in its 21st edition, this guide to 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 in providing information, analysis, and expertise. In addition to continuing its support of the DWIB, OOLMI has continued its work with the Wilmington Job Corps. We will continue to support their work by providing analysis of the labor market and attending their Micro Industry Council meetings. The Jobs Corps has come to rely on OOLMI's guidance to direct their job training resources.

OOLMI also works closely with the state Economic Development Office and the University of Delaware's Center for Applied Demography and Survey Research, as well as the Delaware Technical and Community College system.

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 has assisted the Wilmington Job Corps in changing their program offerings through analysis of local occupational employment trends. OOLMI is in regular contact with the state Chamber of Commerce, as well as 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 have also begun to use Facebook to solicit feedback. Our number of friends continues to slowly expand.

We have also participated in multiple workshops in the use of labor market information and projections for counselors and educators in all three of the state's counties. In all of these cases, while we help these groups to better understand our products and services, they help us to understand their needs and desires. We use this feedback in an ongoing process of evaluation of our products and services and improvement to them.

C. Recommendations for Improvement or Changes to the Deliverables.

The only recommendation we have is to not change the deliverable date for the short-term projections requirement. The current schedule allows for just enough time to use a full year of data for the base year. The expedited schedule will not allow for that. It is true, as the Projections Managing Partnership claims, that the projections can be completed using less than a full year of data for the base year. It is also true that the resulting projection will be of lesser quality. That is unavoidable. The result would be a greater emphasis placed on the long-term projections, and the short-term projections would be relegated to an even more marginal status than they now hold.