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GOVERNMENT OF
THE UNITED STATES VIRGIN ISLANDS



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Office of the Commissioner

July 10, 2015

Mrs. Holly O' Brien
Regional Administrator
U.S. Department of Labor/ETA
John F. Kennedy Federal Bldg., Rm E-350
Boston, MA 02203

Dear Mrs. O'Brien:

In accordance with TEGL (Training and Employment Guidance Letter) No. 23-13, the Virgin Islands Department of Labor hereby submits its PY 2014 Workforce Information Grant Annual Performance Report.

If you have any questions or concerns regarding this information, please feel free to contact Mr. Gary Halyard or me at (340) 773-1994 extension 2104 or 2101, respectively.

Thank you for your continued support, cooperation and assistance.

Sincerely,



Catherine A. Hendry, Esq.
Commissioner Designee

Sincerely,



Richard Difede
WIB Chair

cc: Amanda Schaffer, USDOL/ETA
Gary Halyard, Director, VIDOL-BLS

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VIRGIN ISLANDS LABOR MARKET INFORMATION

Virgin Islands Department of Labor Labor Market Information Annual Performance Report PY2014

In accordance with USDOL Training and Employment Guidance Letter (TEGL) No. 23-13, covering Workforce Information, the annual performance report details program year 2014 activities and deliverables for the Virgin Islands Department of Labor Workforce Information system. This report represents the final report of the Workforce Information systems support of the Workforce Investment Act system. With the ushering in of the Workforce Innovation and Opportunity Act on the horizon, the area continues to build upon the past years of presenting and publishing local area economic data for customers within the Virgin Islands. The compilation and data sources will provide a repository of assisting the restructure, and providing continued activities and support for the foreseeable future. As new partnerships and customer delivery systems evolve, the availability of new and enhanced data sets will provide additional economic information and the potential for exploring real time information for customers and the workforce community.

Based on the established requirements, the following are activities and actions in the order prescribed.

- **Workforce information database**
 - During the cycle, the workforce information database continued to be updated with requisite Virgin Islands labor market information data, and core USBLS program data available for the Territory. In addition, the system also used information gathered at the workforce centers on characteristics of both job seekers, and employers. Based on the Analyst Resource Center (ARC) guidance and common structure for storing labor economic data in a single database, the Virgin Islands continued to comply with and subscribe to the latest version of the WID schema. Recent requirements of the ARC are requiring a move to version 2.6 WID schema, and the agency is preparing backend databases and storage capacity to accommodate migration to the new environment.

- **Industry and occupational employment projections**
 - Guidance from the Projection Management Partnership (PMP), required industry and occupational projections for the 2 year cycle, with a base year of 2014. The Virgin Islands produced and published its 2016 projected rounds under the Labor Market Basket portal. The current data set can be accessed at <https://www.vidolviews.org>. The industry and occupational 2 year outlook, continues to reflect a decline in job growth throughout the Territory. A majority of job openings are a result of replacement factors that are pervasive in the leisure and hospitality sectors seasonal employment cycle, with declines or marginal entry level appointments occurring.

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- **Annual economic analysis and other reports**
 - During the program year, the labor market information unit's primary goal was to begin capturing data from employer job listing and create a model that could report data on market activity by sector, and occupations. This model and subsequent analysis will begin to provide leading indicators to the system, economic development specialist, educators, and strategic planners on current conditions, and also glean on projected movements in the market as cycles occur overtime.
 - With the onset of the WIOA legislation, the Virgin Islands annual economic report will take a slight turn from the overall employment data, but focus on a current demand analysis on current occupations in the market, and what projected trends will occur in the near future. This analysis, will assist the new WIOA transition to continue planning infrastructural modifications, and provide data for development of services, and what occupational skill sets are currently in the market.

- **Customer Consultations**
 - Assistance to customers during the year was channeled through meetings, presentations, and electronic medium. The agency continued its work, and entered the second phase of workforce data quality initiative, designed to bridge the educational and workforce data into a vectored structure in the Virgin Islands. The agency assisted the local power utility with benchmarking their pay scale and using occupational wage data in the analysis. Consultation continued during the year with the Workforce Investment Board providing assistance and reports for analysis, and in preparation for the transition to the WIOA system. The labor market information system also continued assistance to various private, and non-profit entities with data through the portal, and in written correspondences.

- **Customer Satisfaction**
 - An integrated customer satisfaction survey was done during the cycle, with the Workforce Investment system. This effort was done to mutually obtain service outcome results from participants and employers as they used our virtual, and onsite services of labor market information, job seeking, research, and training opportunities. The system received response from 789 job seekers, with 47.2 percent of responders satisfied with workforce information related services. Approximately 52 employers responded with 61.5% satisfaction with the system services during the year.

- **New tools and resources**
 - Presently, no significant tools or resources were brought on line during the program year. The system continued to use established resources to deliver services to customers and the workforce community. During the cycle, frontline staff were trained and provided resources to use for assessing, and providing labor market information to all stakeholders in the Virgin Islands.

- **Partnership and Collaboration**
 - Continued collaboration and partnerships with stakeholders within the private and public were conducted during the year. The agency participated in meetings with tourism association entities, legislative committee research, and other general research projects of other public entities.

- **Leveraging of Funds**
 - Efforts were made during the program year to use LMI and Workforce Investment funds to service customers, and provide support to workforce staff in assisting agency customers.

- **Recommended Program Changes and Improvements to ETA**
 - With the commencement of the Workforce Innovation Opportunity Act, and the change from a Workforce Information Council, to a Workforce Information Advisory Council, State area LMI shops and leadership, should be allowed room for significant participation, and be enabled to provide policy on workforce information structure, and activities.