

**PY 2006-7**  
**Workforce Information Grant**  
**Final Report**  
**Minnesota Labor Market Information Office**

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**Goals**

- ✚ “... identify and exploit regional strengths and opportunities and address weaknesses ...”
- ✚ “... develop information and analysis for regional economic development initiatives.”
- ✚ “integrate information ... into user-friendly and accessible information for career guidance”
- ✚ “Help develop integrated economic development strategies ...”
- ✚ “... ETA expects that other relevant data sources will be leveraged by grantees to expand the scope and enhance the utility of information ...”

**A. Accomplishment**

<b>Project</b>	<b>Projected Time Line</b>	<b>Status</b>	<b>Web address</b>
Job Vacancy Survey with 13 Economic Development Regions	Complete 2 <sup>nd</sup> and 4 <sup>th</sup> quarter 2006 and start 2 <sup>nd</sup> quarter 2007	Complete through survey collection for 2 <sup>nd</sup> quarter 2007	<a href="http://deed.state.mn.us/lmi/publications/jobvacancy/2Q06/regional.htm">http://deed.state.mn.us/lmi/publications/jobvacancy/2Q06/regional.htm</a>
Continued collaboration with DEED's Regional Analysts	On-going	Complete to-date	<a href="http://deed.state.mn.us/lmi/tools/projections.htm">http://deed.state.mn.us/lmi/tools/projections.htm</a>
Development of regional long term employment projections	Available on website June 2007	Complete for 2004-2014	<a href="http://deed.state.mn.us/lmi/tools/projections.htm">http://deed.state.mn.us/lmi/tools/projections.htm</a>
Development of regional “High Growth/High Paying” jobs lists	Available on website by September 2007	Complete for 2004-2014	<a href="http://deed.state.mn.us/lmi/tools/projections.htm">http://deed.state.mn.us/lmi/tools/projections.htm</a>
Collaboration with MnScu and iSeek on career information	Ongoing	Complete to date	<a href="http://www.iseek.org">www.iseek.org</a> <a href="http://www.mncareers.org">www.mncareers.org</a>
Participation in the development of the Minnesota Private Colleges Council's <i>Learnmore</i> website	Ongoing	Complete	<a href="http://www.learnmoremn.org/">http://www.learnmoremn.org/</a>
Produce wage distribution	May 2007	Complete	Web tool in development
Produce files used by Census for LED and Origin/Destination file	Quarterly	Complete through first quarter 2007	
Give presentations as requested	About 4 per month as requested	Complete to date	
Produce and publish OES regional	Quarterly	Complete to date	<a href="http://deed.state.mn.us/lmi/tools/oes.">http://deed.state.mn.us/lmi/tools/oes.</a>

statistics			<a href="#">htm</a>
Continued development and posting of quarterly short-term forecasts	Quarterly	Complete to date	<a href="http://deed.state.mn.us/lmi/tools/projections.htm">http://deed.state.mn.us/lmi/tools/projections.htm</a>
Industry and occupational profiles and other tools for BSSers and industry specialists	Ongoing as needed	Complete to date	
<i>Minnesota Employment Review</i> including LAUS, CES, business incorporations, residential building permits, purchasing managers' index, and help wanted advertising and other data of interest as appropriate 12 Feature articles	Monthly	Complete to date	<a href="http://www.deed.state.mn.us/lmi/publications.htm">http://www.deed.state.mn.us/lmi/publications.htm</a>
LMI Helpline and DEEDMail – resource for a wide array of data and info from within LMI and DEED and from outside of agency and state	Ongoing	Complete to date	
<i>Fact Books</i>	February 2007	Complete	<a href="http://www.deed.state.mn.us/lmi/publications.htm">http://www.deed.state.mn.us/lmi/publications.htm</a>
<i>State Ranking</i>	February 2007	Complete	<a href="http://www.deed.state.mn.us/lmi/publications.htm">http://www.deed.state.mn.us/lmi/publications.htm</a>
Track customers and measure customer satisfaction	Ongoing with Feature published in February 2007	Complete to date	<a href="http://www.deed.state.mn.us/lmi/publications/review/0306/feature.htm">http://www.deed.state.mn.us/lmi/publications/review/0306/feature.htm</a>
Respond to media, legislative and commissioner requests	Ongoing	Complete to date	
Employment Press Release, Talking Points and Highlights	Monthly	Complete to date	<a href="http://www.deed.state.mn.us/news/release/index.htm#LMI">http://www.deed.state.mn.us/news/release/index.htm#LMI</a>
Maintain and enhance LMI website	Ongoing	Complete to date	<a href="http://www.deed.state.mn.us/lmi">www.deed.state.mn.us/lmi</a>
Produce <i>State of the State's Economy 2007</i>	Complete by May	Complete – in printing	<a href="http://www.deed.state.mn.us/lmi/publications/trends.htm">http://www.deed.state.mn.us/lmi/publications/trends.htm</a>
4 issues of <i>Minnesota Economic Trends</i>	Quarterly	Three completed*	<a href="http://www.deed.state.mn.us/lmi/publications.htm">http://www.deed.state.mn.us/lmi/publications.htm</a>

\*We were only able to complete three Minnesota Economic Trends because our leadership (Commissioner and Director of Communications) changed. The resulting gap in leadership combined with hesitancy on the part of the new leadership to approve anything for publication and short staffing in both the LMI Office as well as the graphic design/Communication Office created a lag in

our publication timeline. We did take the opportunity to do an in-depth survey with our customers. See <http://www.deed.state.mn.us/lmi/publications.htm> for surveys of current and potential customers.

### ***B. Customer Consultations***

The following methods were used for customer consultations

1. DEED Workforce Services survey of job seeker and employer customers
2. Zoomerang survey of *Trends* customers and potential customers (View results at <http://www.deed.state.mn.us/lmi/publications.htm>)
3. Surveys at presentations and trainings

For overall customer feedback see our annual customer feedback report, “How Did We Help You?” in the February 2007 issue of *Review* at <http://www.deed.state.mn.us/lmi/publications/review/0207/feature.htm>

Overall customer satisfaction for CY2006 is summarized in the following table:

<b>Customer Response</b>	<b>Overall Satisfaction</b>	<b>LMI Materials Met Needs</b>
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Very Satisfied	74.1%	41.3%
Satisfied	15.8%	51.8%
Not Satisfied	7.8%	5.3%
Very Unsatisfied	2.4%	1.6%

*Source:* DEED Customer Satisfaction Survey, LMI customer group.

Based on feedback we have received from customers we plan to redesign our regional web pages and some of our other on-line data tools. We will also be able to tailor the topics covered in our *Trends* publication more closely to the desires of our customers based on their survey responses.