

State of Kansas

PY 2004 Workforce Information Grant Plan

A. Statewide Workforce Information System

- **The process used to ensure that the SWIB can exercise its responsibility for ensuring that state workforce information policy is responsive to the needs of the state and local workforce investment system.**

The Labor Market Information Services (LMIS) Division of the Kansas Department of Labor has been involved with the state WIB from its inception. The name of the board has been changed to the Workforce Network of Kansas (WNK). Representatives have addressed the body on various topics as late as July 16, 2004.

The WNK Board will be asked to appoint a standing labor market information (LMI) Policy Subcommittee. The duties of the LMI subcommittee would be multiple:

- Examine the current years LMI products in light of the Grant Plan and to bring to the attention of the full board areas of discussion.
 - Solicit discussion about gaps in the workforce information system.
 - Oversee a customer satisfaction survey of the workforce information system.
 - Using the customer survey and other inputs, form recommendations to the full board for the development of the following year's workforce information system plan.
- **How the statewide workforce information system supports the goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan for state and local workforce development.**

The strategic economic and workforce development goals for Kansas' Five-Year plan are as follows:

- Goal One - To develop a workforce development system where all employers, job seekers, and incumbent workers can conveniently access a network of information and services responsive to their individual needs.
- Goal Two - To develop a state and local strategic planning, evaluation, and accountability system for the State's workforce development system programs and activities.
- Goal Three - To assure all Kansans have access to the tools they need to develop literacy, basic education, and the workplace skills necessary for their educational and career advancement.
- Goal Four - To provide access to training and education for all job seekers and workers to acquire the skills they need to meet the workplace requirements for long-term, sustaining employment in high-skill, high-wage occupational areas.

- Goal Five - To assure all youth are prepared with the knowledge, skills, and behaviors necessary to make the transition from the education system into meaningful, challenging, and productive careers with high skills, high wages, and the opportunity for lifelong learning.

In support of these goals the KDOL-LMIS mission is to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information that will support business and job growth in an increasingly competitive global economy.

To achieve this goal, successful labor market information strategies focus on transforming individual employment data into powerful value-added information and knowledge that can be customized at the regional and local level. In this manner, labor market information will serve as a catalyst in promoting joint economic and workforce strategy development focused on serving the particular needs of the state's diverse and dynamic regions.

- **How the grant activities are consistent with the strategic vision of the Governor and the SWIB.**

Vision: The Workforce Network of Kansas Board will create and implement the finest workforce development system in the country—one that will be the standard against which others are measured.

Mission: The Workforce Network of Kansas Board serves as a review board and change agent empowered with the responsibility of making recommendations to the Governor and to state agencies to drive economic development in the state by helping to produce: lifelong learners, a highly skilled and productive workforce, and highly skilled and high wage jobs.

KDOL-LMIS regular activities are directly supportive of the vision and mission of the Workforce Network of Kansas. The vision includes the promotion of economic development in the state. LMIS directly supports that effort by developing and maintaining economic information for all areas of the state. The division receives regular requests from economic developers and chambers of commerce for detailed economic profiles of areas to use in attracting new employers to the state.

LMIS also provides direct support to the mission to produce a highly skilled and productive workforce by providing information on occupational outlook and wage data for use by workforce development counselors and jobseekers in making intelligent career decisions. This available information is supplemented by the development of job vacancy and fringe benefit surveys to provide additional data to economic developers and job seekers.

- **The strategy of the SWA and the SWIB for consulting with local workforce investment boards and stakeholders in the workforce investment system to determine customer needs for workforce information.**

The major component of an effort to develop a demand driven labor market information system will be the involvement of the State and local WIBs in the planning process. We will

propose that a standing LMI committee be established to provide regular direction to the LMI planning process. We will suggest that the committee be composed of five individuals, with a majority coming from the business community. A representative from KDOL/LMIS will be a non-voting member, with the assignment to assist the committee in obtaining the materials or information necessary to develop a demand driven labor market Information System Plan.

Representative from KDOL/LMIS will contact each of the five local WIBs, asking for a few minutes during a regular meeting to discuss the effort to develop a strategic labor market information system. The PowerPoint presentation provided by national Employment and Training about the emphasis on a demand driven system will be helpful. The purpose of the visit will be to solicit data needs input from local board members. The suggestions will be relayed to the State WIB for their consideration.

- **The broad strategic approach for workforce information delivery to principal customers.**

LMIS maintains and publishes information on job outlook, wages, and employment and unemployment data. These data are published in a variety of mediums including the Internet and print. LMIS periodically updates a directory of publications, which is distributed to local offices and to a mailing list that includes economic developers and chambers of commerce. Individuals are served primarily by Workforce Development Centers and our Web site.

The LMIS Division also produces monthly reports on employment and unemployment and hours and earnings, which prove to be highly useful to employers, economic developers, university researchers and news media. These data are distributed by a variety of methods including the Internet, fax, mail and e-mail.

The workforce development agencies are served by direct contact and by a series of area workforce planning guides published and updated on a regular basis.

- **How workforce information and services are delivered as core services to customers through the state's One-Stop service delivery system.**

The Kansas Department of Commerce operates 23 Workforce Development Career Centers. The Kansas Department of Labor maintains the Kansas JobLink labor exchange online service to employers and applicants in local offices and on the Internet.

In addition, LMIS maintains and publishes information on job outlook, wages, employment and unemployment data. These data are published in a variety of media including the Internet and print. LMIS periodically updates a directory of publications that is distributed to local offices. The directory presents a complete list of LMIS publications, including:

- ❑ *The Kansas Wage Survey*
- ❑ *Job Opportunities in Kansas*
- ❑ *Licensed Occupations in Kansas*
- ❑ *Labor Market Information Services Catalog*
- ❑ *Kansas Occupational Outlook*
- ❑ *Kansas Annual Employment and Wages*

The Public Request and Training Unit, within KDOL-LMIS, was created to facilitate delivery of labor market information products and services. Functions include improvement of response time to data requests and freeing of program staff from interruption. Also, the unit strives to improve understanding of LMI, facilitate its use and allow development of new LMI products to meet the needs of customers.

- **A description of the customer consultation and satisfaction assessment method(s) to be used to collect and interpret customer satisfaction information and the principal customers to be consulted.**

The Kansas strategy for consulting with state and local workforce investment boards and other stakeholders proceeds on a broad spectrum of contacts. Several times during the year the Chief of Kansas Department of Labor (KDOL), Labor Market Information Services (LMIS) and the supervisor of the Public Request and Training (PRT) Unit attend meetings of the state and local boards. Because these boards, by statute, contain a balance of individuals from business, education and workforce development agencies, we believe it is the perfect vehicle to use for consultation with workforce development stakeholders.

On another front, LMIS maintains constant contact with the Governor's Workforce Development Liaison. This individual contacts this division regularly for assistance with matters concerning the LMI needs of the Kansas Workforce Investment Program, now called Workforce Network of Kansas (WNK). We work closely with the liaison to inform state and local boards of the type, uses and availability of LMI.

In addition, we will continue to supplement direct contacts with a formal survey, either by telephone, e-mail or printed survey form. Through these contacts we will maintain close contact with the WNK Board and remain responsive to their economic data needs.

Finally, a mail survey of the entire membership of the state and local boards was conducted concerning LMI. The questions were designed to generate discussion of additional ways LMIS can assist workforce development efforts in Kansas. We expect to develop an additional customer satisfaction survey using the guidelines set forth in the resource handbook developed by the Customer Satisfaction Work Group of the Workforce Information Council.

- **A concise summary of customer satisfaction findings for the most recent survey of products and services and the effect those findings had on the planned products and services for PY 2004 including how the plan addresses inadequacies or gaps identified by users.**

The result of recent customer satisfaction surveys have been overwhelmingly positive. The respondents were asked to list the most useful information. The top five responses were

- Major employers.
- Employment by occupation.
- Unemployment rates.
- Number of jobseekers (labor availability) and
- Occupational growth.

Respondents to the question, what additional information would you like to receive, mentioned such things as

- More current wage information.
- More information on city population and labor force.
- The location of training programs for demand occupations.

KDOL/LMIS has been examining the products in light of these comments received. One response has been to update wage information using the Employment Cost Index in an attempt to provide more current wage information. The request for more local information is more difficult. Economic data at the city and town level is not readily available outside of MSAs. We will discuss ways to expand local data, such as using the labor basin concept where we would develop local data for approximately 14 of the largest cities outside of metropolitan areas.

- **Identify funds leveraged or matched from funding sources other than these grant funds and how these funds will enhance delivery of products and services as part of the state's workforce information system.**

Traditionally, the state Employment and Training Division provided funding for three positions in LMIS to provide labor market information services for local office operations. The Employment and Training functions have been transferred by executive reorganization to the Kansas Department of Commerce. We have successfully negotiated for the continuation of this support from the Department of Commerce. The One-Stop grant is not sufficient to provide all the products and services currently being developed and provided by LMIS. We will make every effort to press for the continuation of this support from Employment and Training to leverage the One-Stop funds to provide a full labor market information system to meet the needs of employers and the workforce development system.

LMIS also receives funding from other sources to provide specialized labor market information. The Johnson County Economic Research Institute (CERI) contracts with KDOL/LMIS to conduct two surveys. One, a wage survey, is developed specifically for Johnson County from the Bureau of Labor Statistics sponsored Occupational Employment Statistics program. The second survey is a Fringe Benefits Study, which involves surveying Johnson County employers to learn the typical employee benefits offered in the county.

B. Core Products and Services

State Workforce Agency Deliverables

1. Continue to populate the ALMIS Database with state data.

- **Description of core product, service or other demand activity**

Kansas LMIS relies on the ALMIS database and applications as needed for our specific purposes and requirements in the delivery of labor market and related information. We are working toward making all public access data available through the Web where appropriate. Work is proceeding on the development and implementation of database driven Web output to replace static Web documents, with emphasis on those areas where demand is great and static documents are least satisfactory or appropriate.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

The LMIS Web page utilizes applications developed from the ALMIS database. Customer support is evidenced by the large number of pages accessed on the Web page. During 2003, there were 344,110 successful requests for pages. Thus far in 2004 we have received 200,669 successful requests for pages.

- **Support goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan**

This activity will assist in the accomplishment of the Kansas LMIS mission to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information that will support business and job growth.

- **Principal Customers**

Educators, students, job seekers, employers, and government entities.

- **Projected outcome(s) and system impact(s)**

Improved customer access to LMI.

- **Planned milestones**

- a. Work on the development and addition of tables with state information to the database. Core tables and associated look-up and crosswalk tables will be populated at specified levels. Area data will be incorporated where appropriate. Additional historical data will be incorporated where appropriate. Completion date: Ongoing through June 2006.

- b. Wage data tables and applications will be updated with new information from the *Kansas Wage Survey, 2004 Edition* and associated crosswalks and administrative tables will be populated, including crosswalks to SOC-based projections. Completion date: December 2005.
- c. Occupational licensing tables will be updated. Completion date: As data become available.
- d. Monthly data for industry employment from the CES program, and data from the LAUS program will be updated. Data from other sources become available at intervals, and will be added to the database. Completion date: Monthly and as data become available.
- e. The most recent version of the ALMIS Database will be maintained as required. Completion date: Ongoing through June 2006.
- f. Acquisition and installation of new equipment and software for the database and data development is expected. Originally scheduled for 2003-2004, the acquisition of necessary database and Web applications software was delayed. The database and applications and supporting software will be moved to either an upgraded Oracle system or to a Microsoft SQL server system. If the latter, conversion of existing data and applications will be required; it is expected that such conversion would be undertaken by an outside contractor. Pending an administrative decision and approval, work on restoring database systems is expected to begin in early 2005. The software is expected to be ordered before the end of 2004. Conversion (if necessary) is expected to begin in early 2005, with application development to resume by July 2005. If an Oracle-based system becomes available, the upgrade will be accomplished and application and data development will resume in Spring 2005.

- **Estimated costs:** \$50,000 (includes \$25,000 for database application software)

2. Produce and disseminate industry and occupational employment projections.

- **Description of core product, service or other demand activity**

Long term and short term employment projections will be made for the years 2004-2014 and 2005–2007 respectively. The methodology, software and suggested methodology of the Projections Consortium and Projections Managing Partnership will be followed. In addition, we will produce sub-state regional employment projections following similar procedures. Results will be disseminated through our Web site, the *Kansas Occupational Outlook, Workforce Planning Guides*, posters, community presentations, and other forums and media as opportunities arise.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

The demand for the *Kansas Occupational Outlook* is second only to the demand for the state's annual wage survey. Nearly 3,000 were delivered over the past program year. In addition, several thousand brochures and posters were delivered. Customers access projections data on our Web site daily. At present, we have no formal feedback

mechanism, but at least over the past four years we have received numerous compliments and no complaints.

- **Support goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan**

This activity will assist in the accomplishment of the Kansas LMIS mission to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information that will support business and job growth.

- **Principal Customers**

Educators, career counselors, students, job seekers, employers, Work Force Investment Boards, other state agencies, local governments, chambers of commerce, and local and regional economic development groups.

- **Projected outcome(s) and system impact(s)**

As a result of these deliverables students, jobseekers, employers, state and local units of government, and state, local, and regional economic development groups will be better equipped to plan for the future.

- **Planned milestones**

- a. Produce and disseminate State-level long-term and short-term projections. Completion date: June 2006.
- b. Populate the ALMIS Database with projections data. Completion date: June 2007.
- c. Begin production of sub-state, long-term projections. Completion date: Ongoing.
- d. Begin development of *Kansas Occupational Outlook 2014*. Completion date: Ongoing.
- e. Participate in training provided by the Projections Consortium and the Projections Managing Partnership. Completion date: As training opportunities become available.

5. **Estimated Costs:** \$116,081

State Workforce Investment Board (SWIB)/State Workforce Agency (SWA) Deliverables

3. Provide occupational and career information products for public use.

- **Description of core product, service or other demand activity**

KDOL/LMIS will be responsive to the state WNK Board and LWIB's to provide a variety of LMI products to be used by workforce development professionals, economic development planners and employers.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

Customer demand for occupational materials remains high in Kansas. Newly published materials are mailed to workforce development centers, schools and other interested organizations. In addition, we receive approximately 1,000 requests for publications each year from educators, students, economic developers and workforce development professionals. All our publications are placed on our Web site. To date in 2004 the LMIS Web site has received 200,669 successful page requests giving the data further exposure.

- **Support goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan**

This activity will assist in the accomplishment of the Kansas LMIS mission to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information that will support business and job growth.

- **Principal Customers**

Employers, educators, students, job seekers, media, Kansas Workforce Investment Boards (KWIBs), Kansas Workforce Development Career Centers, economic development organizations and government agencies.

- **Projected outcome(s) and system impact(s)**

Access to improved customer-focused occupational and career information products. The number of requests for products included in this milestone will be collected.

- **Planned milestones**

- a. Affirmative Action reports for the state, Metropolitan Statistical Areas and each county will be developed. These reports will include population, labor force and occupational employment data by sex and race/ethnic categories. These reports are used by employers in preparation of federal reports and by other customers needing the above-mentioned demographic information. Completion date: Available upon request. Updated annually.
- b. The *Labor Market Information 2005 Catalog* will be prepared to aid professionals, educators, counselors, students, jobseekers, employers and public officials in their search for information regarding the various aspects of the labor market. Completion Date: March 2005.
- c. Update and distribute *Licensed Occupations in Kansas*. This publication contains information on occupations, which require licenses, listing the general requirements for obtaining the license, and the agency contact information to obtain a license. Survey of licensing agencies should be complete by September 2004. Updated database files will be sent to National Crosswalk Service Center for inclusion in the Americas Career Information Network site. Completion date: June 2005.

- d. During the spring of 2004 KDOL/LMIS conducted a statewide job vacancy study. We plan to repeat this survey during spring 2005. The resultant report will be distributed to help educators and others working in workforce development to better understand the employment needs of Kansas firms. Completion date: June 2005.
- e. KDOL/LMIS partnered with the Kansas Board of Regents to conduct a special study to investigate the labor force impact of the emerging Wind Produced Electrical Industry. While maintaining our relationship with the Kansas Board of Regents, we will be alert to other opportunities to partner with other agencies to produce special workforce studies. Completion date: Ongoing.

- **Estimated costs:** \$105,000

4. Ensure that workforce information and support required by state and local workforce investment boards are provided.

- **Description of core product, service or other demand activity**

LMIS will develop economic data through five BLS programs, which form the basis of information related to all employment and unemployment data. In addition to the information from the five standard programs, LMIS will develop data of interest to WIBs and others through surveys and other special projects. The material will be disseminated to WIBs and others by a variety of means including the printed publications, special reports, e-mail and Internet publication.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

Support for LMI products is strong in Kansas. In the past year KDOL/LMIS delivered literally thousands of publications to customers across the state. In conversations with high school counselors and career class teachers, we have been told that the *Kansas Occupational Outlook* publication is the best resource available. As mentioned elsewhere, during 2003 the LMIS Web site received 344,110 successful page requests, and at the current pace, the number of successful page requests during 2004 will likely exceed that number.

- **Support goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan**

This activity will assist in the accomplishment of the Kansas LMIS mission to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information that will support business and job growth.

- **Principal Customers**

WNK Board, Local WIBs, Educators, students, job seekers, employers, and government agencies.

- **Projected outcome(s) and system impact(s)**

Improved availability of LMI for WIB planning, analysis, policy development and program operations. The number of requests for products will be tracked.

- **Planned milestones**

- a. Kansas will publish state and MSA labor market newsletters on the Kansas LMIS Web site with information and data on employment and unemployment conditions and trends. Data users will have current employment and unemployment data to track economic trends, use in fund allocation formulas, and make economic decisions. Completed Monthly.
- b. A directory describing Kansas LMIS reports and publications will be updated annually. Completion dates: December 2005.
- c. *Area Planning Guides and Wage Surveys* provide information on area population demographics, labor force, income, occupational needs, educational facilities and average wages by occupations. These annual publications are useful tools for Local Area Workforce Investment Boards, educators, workforce development offices and job seekers. They will be revised annually to reflect current data and WIA needs. Completion date: June 2005.

- **Estimated costs:** \$160,854

5. **Maintain and enhance electronic state workforce information delivery systems.**

- **Description of core product, service or other demand activity**

Plans are for conversion of data and development of applications to allow customers easy, self-service access to current and historical data. Further development of both occupational and industry employment data is planned, including development of applications for projections data and for applications that provide easier access to covered employment and wage data, especially historical data.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

The large number of pages accessed on the Web page evidences customer support. During 2003, there were 344,110 successful requests for pages. Thus far in 2004 we have received 200,669 successful requests for pages.

- **Support goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan**

This activity will assist in the accomplishment of the Kansas LMIS mission to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information that will support business and job growth.

- **Principal Customers**

Educators, students, job seekers, employers, researchers and government agencies.

- **Projected outcome(s) and system impact(s)**

Increased customer access to LMI. The number of visitors to the LMIS Web site will be tracked.

- **Planned milestones**

- a. LMIS will continue working with the ALMIS database developing and using in-house applications as needed for our specific purposes and requirements. Completion date: Ongoing.
- b. We are working toward making all public access data available through the Web where appropriate. Completion date: Ongoing.
- c. Work is proceeding on the development and implementation of database driven Web output to replace static Web documents, with emphasis on those areas where demand is great and static documents are least satisfactory or appropriate. Completion date: Ongoing.
- d. A new projections (with crosswalk) application will be completed. Completion date: December 2005.
- e. A new employer list application will be completed. Completion date: September 2005.
- f. Additionally, ongoing work on revisions of the LMIS Web site will continue, as part of a State of Kansas mandate that requires conformance of state government Web resources to Federal Section 508 accessibility guidelines and to WAI Web Content Accessibility guidelines. This effort requires the careful review and evaluation of the Web site and its customers and functionality. The mandate requires the review, modification, and validation of the thousands of Web documents and Web applications for which our department has responsibility. Ultimately, the accessibility initiative and the resulting improvements in organization, clarity, and usability are expected to have positive benefits throughout, including sections that deal with LMI developed under One-Stop agreements. Completion date: Ongoing throughout the year.
- g. After a thorough evaluation and review, an upgrade of the LMIS Web site will be undertaken. The Web site, including architecture and navigational features, will be revised as necessary to improve ease of use, customer satisfaction, appearance, and quality of information. Completion date: July 2005.

- **Estimated costs: \$25,000**

6. Support state workforce information training activities.

- **Description of core product, service or other demand activity**

KDOL-LMIS will support training activities to increase staff and customer understanding of workforce information.

- **Customer support for product or service as indicated in customer satisfaction survey results or other customer consultations**

Support remains high for all types of LMI, however, the support for the labor demand data is especially active. David McGee, supervisor of the Public Request and Training Unit has been asked to speak on the subject of the Job Vacancy Study four times during the first four months of FY2005.

- **Support goals of the state's WIA/Wagner-Peyser Five-Year Strategic Plan**

To assist in meeting the goals of the Workforce Investment Plan, LMIS will provide information, training and technical assistance to customers as noted below to improve knowledge and access to workforce information. LMIS personnel will attend training to allow use of advancing technology. Staff will also participate in LMI Institute training, conferences and forums as part of staff development for para-professionals and/or professionals.

- **Principal Customers**

Educators, students, job seekers, employers, Department of Commerce Employment and Training, other government agencies and KWIBS.

- **Projected outcome(s) and system impact(s)**

Improved access, knowledge and understanding of LMI and its use in workforce development. A count of LMIS and external customers receiving training will be collected and reported.

- **Planned milestones**

The supervisor of the Public Request and Training Unit spoke to the Greater Topeka Chamber of Commerce, Workforce Development Committee about economic development, labor demand information and LMI in general. The Workforce Development Committee is a large group, consisting of influential leaders in industry and education from the Topeka, Kansas area. Completion Date: July 2004.

The Supervisor of the Public Request and Training Unit spoke at an Area II kick off session for Kansas First. Kansas First is the new name for the newly formed workforce development team under the Kansas Department of Commerce. Most of the workforce development programs have been transferred to the Department of Commerce to consolidate the management and reduce duplication of effort in the workforce

development arena. David McGee spoke about information gathered from a job vacancy study in the Topeka Area and about LMI in general. He was asked to join the Kansas First Area II Implementation Team. Completion date: September 2004.

The supervisor of the Public Request and Training Unit spoke to the Kansas Pathway to Advancement Team concerning labor demand. The Pathway to Advancement Team consists of influential members from the Department of Commerce, Board of Regents and the Office of the Governor. Pathway to Advancement is an initiative of the National Governors Association to improve adult access to post-high school education. A staff member was asked to join the team and continue to supply labor market information as needed.

The supervisor of the Public Request and Training Unit attended the Pathway to Advancement Cross-State Academy in Portland, Oregon. Pathway to Advancement consists of an eight state initiative of the National Governors Association. The meeting was designed to assist states in planning and implementation of programs to improve adult access to post-high school education. The supervisor serves on the Kansas Team to provide assistance in the area of labor demand. The session regarding occupational forecasts was particularly interesting. Completion Date: September 2004.

Mark Barcellina, supervisor of the Occupational Employment Statistics Unit, spoke to an organization of nursing home administrators on the future demand for nurses and LPNs and the impact on the labor shortage in those areas. Completion Date: September 2004.

KDOL/LMIS representatives have been asked to address the Board of Regents Post-Secondary Education Advisory Council about labor demand and industry clusters. Completion Date: November 2004.

The Public Request and Training Unit in Kansas LMIS will develop and present other technical and informational programs to LMI customers. Presentations will be made in the form of booths and speaking engagements at various events. Interagency training activities will include presentations to other agency departments to expand the familiarity with, and the use of, labor market information in the context of daily labor market exchange operations. The delivery of this information will depend on the needs and requests of internal and external customers. Completion date: As requested.

The PRT Unit will take an LMI display booth to the Annual Community Economic Development Conference. Economic developers and local government officials are the largest two groups who attend this conference. Kansas State University and the University of Kansas sponsor this event. Completion date: April 2005.

- **Estimated costs:** \$40,000
- **Total Estimated Costs:** \$496,935

C. Consultation and Customer Satisfaction Assessment

Since the state Workforce Investment Board, known as the Workforce Network of Kansas, is appointed from a cross section of the population, leaning heavily on individuals from the private sector, KDOL/LMIS will focus most of the consultation and customer Satisfaction Assessment effort on this group. Because the larger group does not meet monthly, we will propose that a subcommittee be formed to examine the state's labor market information. The duties of the LMI subcommittee would be:

- Investigate the current effectiveness of the labor market information available to workforce development centers.
- Using that information, form specific recommendations to workforce development center managers and KDOL/LMIS.

To investigate the effectiveness of the labor market information currently available, it might be necessary to interview or, in effect, survey workforce development specialists to determine the extent of LMI usage. KDOL/LMIS and the LMI committee would work together to develop and administer a standard set of questions for the survey. Contact with the Local Area supervisors would be initiated to obtain their support for gathering data to improve the quality and use of LMI.

While the main focus will be on the state WIB, KDOL/LMIS staff will attend as many Local Area WIB meetings as possible. The purpose of these visits will be to establish relationships with area leaders, so that communications between the Local Area WIBs and KDOL/LMIS can be improved. A secondary purpose would be to allow on the agenda LMI training presentations to improve the use of currently available information.

In addition to working with state and local WIBs, we will attempt to gauge customer satisfaction of the services and products to customers of KDOL/LMIS.

- LMIS staff will attend as many state and local WIB meetings as possible.
 - Participate with WNK LMI Committee meetings -- ask that one member be Department of Commerce Employment and Training staff.
 - Customer Satisfaction Survey.
 - Establish relationship with Department of Commerce Employment and Training Division to solicit feed back (even though they are part of WIB).
-