

State of Utah
PY 2005 Workforce Information Grant Plan

Statewide Workforce Information System

The Utah State Workforce Investment Council (SWIB) exercises its responsibility for ensuring the state workforce information policy is responsive to the needs of the state and local investment system by providing overall direction and guidance for the Utah Department of Workforce Services (DWS). The Workforce Information Division works closely with the DWS state and regional council coordinators to ensure that workforce information policy is endorsed and supported by the state and regional councils and appropriate sub-committees. This ensures that the policy is in line with the overall goals of DWS and the governor. In addition, the Utah SWIB sponsors/charters several workgroups and Workforce Information participates on the appropriate groups to ensure its policy continues to meet the needs of the state and local investment systems.

The activities associated with Utah's workforce information system support its WIA/Wagner-Peyser Five-Year Strategic Plan for state and local workforce development. Utah delivers services to customers through its One-Stop system, through hard-copy publications, the Workforce Information Web site, training and presentations, and expert staff. All of these methods of service delivery are also utilized in the One-Stop Centers.

- Utah transforms data into useful workforce information including occupational analysis products and career counseling tools encompassing employment trends, educational attainment levels, wages, job openings, job market conditions, major employing industries, geographic distribution of jobs, and other information.
- Utah regularly provides training for One-Stop Center resource room staff, business consultants, and employment counselors, and makes all of its information available in a user-friendly manner on its Web site and in regular delivery of hard copies, when printed.
- Utah supports the targeted industries and occupations initiative implemented by DWS. Economists select industries that are expected to grow, have jobs that pay reasonable wages, and have identifiable career ladders. Occupations are targeted that will have many openings, pay good wages, and have career paths that may fit the needs of the DWS customers. Workforce Information provides information about the industries and occupations to the front line staff at DWS who use the information to assist employer and job seeker customers.
- Utah uses customer feedback to continuously improve and enhance its products, services and system. Utah analyzes current and prospective customer needs and works closely with the Public Relations Division of the Department of Workforce Services to support the Department's customer satisfaction standards. Utah summarizes customer needs and input, and incorporates the results into its annual plan.

- Utah continuously invests in training, technical support, and capacity building, including sending staff to trainings presented by the LMI Institute and other relevant training. Utah develops a set of outreach and education materials describing services and products to be provided to workforce information system customers.

Utah's Workforce Information Division reports directly to one of the two deputy directors for the Utah Department of Workforce Services (DWS). This deputy director is directed by and works closely with DWS' administrator who is appointed by the Governor. This line of direction ensures that Utah's workforce information system and its grant activities are consistent with the strategic vision of the Governor. Also, the State Workforce Investment Council Coordinator is in this division. The DWS deputy directors, administrator, and DWS staff work closely with the SWIB to gain approval from them and ensure that grant activities support their strategic vision. The Workforce Information director and managers work closely to ensure that its goals are consistent with those of the department, the state council, other state agencies, and the Governor.

Utah has been working on strategic partnerships that have resulted in resource leveraging with both internal and external stakeholders. The careers.utah.gov Website is a demand-driven product developed through a partnership between the Department of Public Education, the Department of Higher Education, the Department of Workforce Services, the Office of Rehabilitation, and a company called Bridges that builds and supports the career information delivery tool that is used in Utah. This group is a sub-group that continues to report to the Workforce Education Economic Development Alliance (WEEDA) which is a group chartered by the state SWIB. This group will continue to maintain and enhance this Website during the next year. Internally, Workforce Information has received funding to conduct a job vacancy survey and to develop a campaign to let youth and parents know about career planning tools that exist and the importance of career planning. Both of these activities support the goals of the Governor, the SWIB, and the Department. A final example is internal as well. Workforce Information is providing direct support for a group within the Department that has been charged by the SWIB to coordinate between businesses, education, and DWS customers using the targeted industry/occupation approach.

Utah's Workforce Information Division works closely with DWS' front-line staff, including business consultants and employment counselors, to ensure products and services are meeting customer needs. Utah also maintains a close working relationship with education through its participation on the Utah Career Resource Network Committee and WEEDA, chartered by the SWIB. Utah works with chambers of commerce and economic development agencies to ensure business customer needs are met and maintained. Utah primarily gathers customer feedback through focus groups, surveys, reports of Web site use, and feedback sheets. Customers are encouraged to provide feedback on all publications and services. All of these activities combined provide information, which is used to produce, create, and continually improve our products and services to meet customer needs.

Utah's broad strategic approach for workforce information delivery to principal customers has been developed around the core products of the ETA One-Stop grant which is also supported by the SWIB. Utah populates its ALMIS Database and has built and deployed a Web interface system called the Utah Economic Data Viewer. Utah also maintains and continually improves the Workforce Information Web page. Utah prepares and disseminates labor supply and demand data using local data. Utah provides information about occupations that require a license and publishes a bi-monthly newsletter for the state and quarterly information at the county level. Utah also publishes an adult career guide to assist in career planning and provides presentations about Utah's economy to community and business groups and the general public. Utah provides regional economists for each of the five regions in the state to support the regional councils.

Utah delivers workforce information and services as core services to customers through the state's One-Stop service delivery system. Information is provided on its Web site, which includes the Utah Economic Data Viewer and all publications. All of the hard copy publications are sent to the local employment centers to be used in the One-Stop centers including *TrendLines*, *County Trends* newsletters, Wage Flyers, *Utah Careers*, and *Utah Job Trends*. Utah also provides employment counselor and business consultant training for One-Stop Center staff.

As described above, Utah uses several mechanisms to gather customer feedback. During the past year we conducted several focus groups to gain a higher level of insight to our customers needs. Here are some examples:

We conducted a focus group of secondary school counselors to review the Utah Job Trends and Youth Job Trends publications. They like the new Five Star Rating Scale we have adopted this year because it is easy for kids to understand. They say the publication is easy to read and they like the websites listed on each page providing an easy way to get more information. They also like having the occupations grouped by training level. The publications are used to expose kids to a wide variety of occupations, for their career day at their schools, as part of the curriculum in career classes, and as a reality check to discuss students' career aspirations.

We conducted a focus group of employment counselors and business consultants that work in DWS One-Stop employment Centers to review the Utah Economic Data Viewer, Occupational Information Tool. They reported that the UEDV is easy to use once you have done it a few times. They like that it is quick, that it has local data, that it has all of the occupational information in one place, and that it is helpful, informative and useful. They say that LMI has greatly improved during the past few years.

More examples of overall scores on other surveys:

- Survey from external presentations: 87 percent of customers rated above average or outstanding

- Survey on Utah Economic Data Viewer: 77 percent agreed or strongly agreed that overall they were satisfied with the system.
- Survey for LMI for Employment Counselors training: 89 percent rated above average/outstanding.

Our strategy for incorporating customer feedback into our products and services ranges from “quick fixes” such as removing the “all other” occupation category from the Utah Economic Data Viewer to overhauling publications to better meet our customers’ needs. The focus groups are very helpful because they provide us with a better understanding of how our customers are using and interpreting the information we publish.

During PY 2005 Utah is fortunate to have access to a portion of the state’s WIA set-aside funds. Utah will use these funds to conduct a job vacancy survey targeting key areas of interest to the State Council and the Governor’s office and to complete a marketing campaign that was started last year to increase awareness of LMI among students and parents for career planning purposes. Utah, with ETA's support, is looking forward to another productive year, meeting the data needs of economic development professionals, employers, educators, and the public.

Utah Department of Workforce Services Deliverables

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

Utah will continue to maintain the 2.2 version of the ALMIS Database and populate all of the core tables with state data. This has become the state’s cornerstone for information delivery, workforce research, and product development. The core tables will be populated in accordance with guidelines issued by the ALMIS Resource Center (ARC). Utah will update the content of the database in a timely manner. Utah will maintain the occupational licensing data and update the required files every two years. Utah will continue to gather customer feedback through a form that will be available on the Web. In addition, we plan to implement this survey process for specific modules this year to gain a more in-depth understanding of our users needs.

This product supports the state’s WIA plan because it enables customers to easily access information that assists them in making good planning decisions. One of the goals of the SWIB is to deliver the most current economic information to customers as quickly as possible. Maintaining the ALMIS Database is the best way to accomplish this goal.

Customer support for this product is demonstrated by feedback gathered from surveys and verbal feedback provided by customers. For example, a pop-up survey on the UEDV showed the following:

- 78% of the customers agreed or strongly agreed that “It was easy to navigate through the system”
- 70% of the customers agreed or strongly agreed that “It was easy to find the information I was looking for”

- 85% of the customers agreed or strongly agreed that “I will likely use the Utah Economic Data Viewer in the Future”
- 78% of the customers agreed or strongly agreed that “I would recommend the Utah Economic Data Viewer to my colleagues”
- 77% of the customers agreed or strongly agreed that “Overall, I am satisfied with the Utah Economic Data Viewer”

Utah will continue to gather feedback from customers regarding this product. We hope to focus on specific modules as well as compare feedback as we make improvements to the system utilizing customer feedback.

The information in the ALMIS Database will be used to provide information to customers via the Utah Economic Data Viewer (UEDV) Web interface system. Principal customers of the ALMIS Database include economists, employment counselors, employers, economic development professionals, job seekers, government planners, educators, researchers, workforce investment boards and journalists. Customers access Utah’s Web site regularly. For example, Utah counted the number of “unique visits” to all of the pages on its Web site last year and the monthly average was 27,475.

All of the core tables (100%) of the ALMIS Database will be maintained and populated with current Utah data through June 30, 2006. Customers will be able to access current data in the database using the UEDV.

Planned Milestones

- Utah will populate and update the core tables in the ALMIS Database through June 30, 2006.
- Utah will maintain its licensing data through June 30, 2006.
- Utah will collect information from customers using a Web-based customer feedback form for the UEDV for two weeks in November 2005 and two weeks in March 2006.
- Utah will collect information from customers using the Occupational Explorer module for two weeks in September 2005.
- Utah will collect information from customers using the new county module in May 2006.
- Utah will count “unique visits” to UEDV and the individual modules through June 30, 2006.
- Utah will continue to maintain the employer database with information from InfoUSA and make it available on the UEDV through June 30, 2006.

Estimated Cost: \$31,525

2. Produce and disseminate industry and occupational employment projections.

Utah will disseminate state-level long and short-term industry and occupational employment projections, using the methodology, software tools, and guidelines

developed by the Projections Workgroup and the Projections Managing Partnership. Utah will develop statewide short-term projections for the 2005-2007 period and long-term projections for the 2004-2014 period.

Utah will populate the ALMIS Database with the 2005-2007 short-term and 2004-2014 long-term projections data and submit the data for public dissemination following procedures established by the Projections Workgroup and the Projections Managing Partnership.

Long-term occupational projections will be published in several publications including *Utah Careers*, the *Utah Job Trends* publications, in flyers, and on our Web site. It will also be highlighted in *TrendLines* magazine and in trainings and presentations. It will be used for economic analysis purposes and to help customers better understand where the Utah economy is heading. Short-term projections will be highlighted in *TrendLines* magazine. The projections will be used for economic analysis purposes and to help customers better understand where the Utah economy is heading. Utah will make short-term industry/occupational projections available for the State of Utah.

This activity supports the state's WIA activities because it provides information that is important for career and curriculum planning activities. The SWIB views this as a priority because it is good information for One-Stop Centers, employment counselors, education customers, and business customers. Customer support for these activities is demonstrated through informal feedback, focus groups, and counting the "unique visits" to the occupational/career exploration pages on our Website. It also includes the high number of direct requests for information and presentations from customers and their representatives and attention from the media when the occupational projections are released.

The average monthly number of "unique visits" to the "Career Exploration" page was 3,549 and the average for the Occupational Information module (which has only existed for one year) on the UEDV was 1,866.

We conducted a focus group of university students who looked at *Utah Careers*. They appreciate the information, now that they know about it, and plan to use it. They really like the layout and look of this publication. They like the Five Star Rating Scale and the career chart and felt all of the articles were pertinent and easy to read.

Principal customers include employers, counselors, job seekers, planners, internal DWS staff, educators, students, workforce investment boards and economists.

Utah will make long-term occupational projections available in hard copy and electronic formats within 60 days of developing the data.

Planned Milestones

- Utah will develop statewide short-term industry projections by May 30, 2006.
- Utah will develop statewide short-term occupational projections by June 30, 2006.

- Utah will produce long-term occupational projections for the statewide area by January 1, 2006 and the metro and non-metro areas by February 1, 2006.
- Utah will produce and disseminate long-term statewide and sub-state occupational projections by September 30, 2006.
- Utah will populate the ALMIS Database with the long-term occupational projections data by September 30, 2006.
- Utah will populate the ALMIS Data base with short-term projections data by June 15, 2006.
- Utah will conduct a focus group for these publications by December 15, 2006.

Estimated cost: \$62,844

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

Utah will produce and disseminate occupational and customer-focused career information products, incorporating related information such as occupational projections, demand occupations and supply indicators, wages, career ladder/lattice information, advice and supportive information, and forecasts and trends. All of the information will be SOC-based and developed in consultation with intended customers. In addition, Utah will conduct a job vacancy survey and a benefits survey using the standard methodology developed by BLS.

Utah will publish the following publications in hard copy format and on its Web site:

- *Utah Job Trends*, which includes information about the occupations in demand in the Utah job market at the metro and non-metro levels. Utah is not publishing areas, which are not supported by the data. Most of the employment in Utah is concentrated along the Wasatch Front in one large labor market.
 - Two additional versions of this publication will be available: one targeting youth and the other targeting the general adult population.
- The *Utah Careers*, a guide which offers all of the above information in one source, plus Holland Code tools to find the right kind of job; advice on writing resumes, interviews, keeping a job, balancing work and family; finding good child care, using our state Career Information Delivery System; education/training options, and more.
 - Three supplements to *Utah Careers* will be developed that include information targeted to women, youth, and older workers.
- Utah will also publish information in flyers, posters and brochures.
 - Utah will continue to pilot test a brochure written in Spanish directed to parents.
 - Utah will coordinate with a private company called Bridges to provide state and local occupational wage and projections data on the state's Career Information Delivery System (CIDS) Choices that is used by public education and is also available on careers.utah.gov.

Utah will conduct focus groups to gather feedback on these products from targeted customers such as employment counselors, school counselors, teachers, parents, and students. These products will be used as a mechanism to communicate data to customers for a wide variety of purposes including career planning, curriculum planning, economic analyses, and One-Stop service delivery.

These products will be developed in consultation with Regional Councils, specifically the sub-groups assigned to youth and other local stakeholders including education. All of these products will be SOC-based and will be developed in consultation with intended customers. Utah will ensure that these products are tied to the O*Net system when it is appropriate. Providing career planning information to customers is in direct support of the WIA plan and the Workforce Investment Boards' goals to help facilitate matching job seekers with job openings now and in the future. These are also important tools used in the One-Stop Centers.

Customer support for these products is demonstrated through the demand for the publications and informal feedback. We have received positive feedback from many customers praising these publications for communicating complex information in a clear manner. The publications are used regularly by employment counselors in local employment centers and we receive many requests from schools and other related groups.

In addition, we visited all 32 employment centers in the state last year and interviewed 65 employment counselors. We found that the occupational outlook and wage information is the most utilized information in the 32 centers:

- 18 employment centers put the *Utah Careers* publication in their Job Connection Area.
- 16 employment centers have employment counselors give *Utah Careers* to customers.
- 16 employment centers provide *Utah Job Trends* in their Job Connection Area for customers.
- 41 percent of employment counselors interviewed say the occupational wage information is the most useful LMI
- 32 percent of employment counselors interviewed say that occupational outlook information is the most useful LMI
- 66 percent of employment counselors interviewed say they use LMI in their jobs daily
- 20 percent of employment counselors interviewed say they use LMI in their jobs at least every other day
- 25 percent of employment counselors interviewed say the best thing about LMI is "It's accurate, real data—gives the customers a reality check."

Principal customers include employment/career counselors, job seekers, planners, internal DWS staff, business, workforce investment boards, education, parents, and students. As a result of our visits to the employment centers last year, Utah is reviewing its distribution process for its publications. In an effort to raise awareness, we will begin

working to develop relationships with other appropriate public, non-profit, private organizations, and our SWIB's and their partners to get occupational and career information directly to the customers who need it.

Utah will develop and publish all of the publications outlined above in hard copy format and on its Web site. Utah will continue to conduct focus groups to gather feedback on existing products and to find out what improvements can be made to existing products or what other types of tools might be helpful to specific groups of customers such as employment counselors, school counselors, teachers, parents, students, and native Spanish speakers.

Planned Milestones

- The employment counselor version of *Utah Job Trends* will be published by October 30, 2006.
- The youth version and the general adult version of *Utah Job Trends* will be published by October 30, 2006.
- Utah will update the *Utah Careers* magazine and reprint it by September 30, 2005.
- Utah will conduct a focus group for the womens' supplement to *Utah Careers* by November 1, 2005.
- Utah will conduct a focus group for the older workers' supplement to *Utah Careers* by May 30, 2006.
- The posters, flyers, and brochures will be published by November 30, 2006.
- Utah will conduct focus groups to gather feedback on products by April 30, 2006.
- Utah will conduct a job vacancy survey during the months of October, November, and December 2005 and publish results by February 15, 2006.
- Utah will conduct a benefits survey during the months of January, February, and March and publish the results by May 15, 2006.

Estimated Cost: \$85,912

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

Utah will provide information and support to state and local Workforce Investment Boards (called Regional Councils in Utah) and provide other special demand information products and services. Utah has a close working relationship with its state and regional councils due to the organizational structure of DWS (as described in the introduction).

All activities are consistent with the strategic vision of the SWIB and the needs of the Regional Councils. The Department of Workforce Services is guided by the SWIB planning, analysis, policy development, and program operations therefore the products and services provided by Utah's Workforce Information Division are incorporated easily into this process. Examples of high profile initiatives include targeted industries and occupations, campaigning to inform youth and parents of career planning information,

and providing information in support of the Governor's agenda regarding energy and other economic development goals.

Utah publishes several newsletters to communicate information to customers at the state and local levels.

- The magazine-style newsletter *TrendLines* is published every other month and contains state and local information along with articles containing general information. Its intent is to give the reader a general idea of what is happening in the economy.
- *TrendLines Extra* is a Web-only bullet point listing of economic information updated each week and is available only on our Web site.
- The *County Trends* newsletters give the reader general economic information at the county level. They are printed twice each year and updated on the Web four times each year. These newsletters are supported by detailed tables, charts, and graphs available only on our Web site quarterly.
- Occupational Wage Flyers provide customers with a quick list of occupations and wage information in a flyer format. The flyers are created for the state and sub-state levels.
- Web products include: Fact sheets for each county, economic and demographic profiles for each county, major employer lists for each county, and occupations with training potential lists for local areas.

Workforce investment boards (i.e. regional councils) will each have access to a regional economist assigned to their region that develops and produces information and responds to the needs of his/her particular region. The regional economists work closely with regional councils, local economic development professionals, chambers of commerce, employment centers, schools, and a wide variety of other local stakeholders and customers to develop and continually improve products and services to meet customer needs. Customers have demonstrated support for these products and services formally and informally. We regularly receive informal feedback verbally and in writing for these products and services. We regularly ask external customers to rate the presentations and provide feedback for us. Last year the overall score received using a five-point rating scale was 4.4 from 396 customers.

Utah plans to incorporate the Local Employment Dynamics (LED) data into its Web and hard copy products by April 1, 2006. This will be very helpful for local area economic development offices and other local policy and business decision makers because, combined with current information, it will provide a more clear picture of the local economy. We believe the regional councils will be pleased with this new information once it is available.

Principal customers include employment/career counselors, businesses, job seekers, students, the general public, researchers, government planners, and regional councils.

Utah's regional economists will produce two hard copy newsletters called *County Trends* for each county, and update information on the Web site four times during PY 2004. Utah

will publish the *TrendLines* newsletter every other month and publish *TrendLines Extra* each week. The regional economists will update county fact sheets for each county and economic and demographic profiles for each county. Utah will gather customer feedback every other year through a card sent to customers receiving hard copy publications, to see if the customer wants to continue his/her subscription. This also helps us clean up our mailing lists.

Planned Milestones

- Utah will use customer feedback to improve its Web site, Web interfaces, publications, trainings, and presentations through June 30, 2006.
- Utah's regional economists will serve regional and state workforce investment boards through June 30, 2006.
- Utah will publish the *TrendLines* newsletter five times during PY 2005 (every other month).
- Utah will publish *TrendLines Extra* each week during PY 2005.
- Utah will publish *County Trends* newsletters in December 2005 and June 2006 the information will be updated on the Web in March 2006 and September 2006.
- Utah will either conduct a focus group or send out a feedback card for the *County Trends* newsletters by March 1, 2006.

Estimated Cost: \$152,632

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

Utah will continually improve, develop and deploy a publicly accessible state workforce information delivery system. This system, called the Utah Economic Data Viewer, allows customers to easily access information they need from the ALMIS Database. Utah will develop a Web interface for the current employment statistics data and one that allows customers to access county and other sub-state information. The existing interfaces that access labor force information, career/occupational projections information, employment and wages information, occupational wage information, and population data will be maintained and enhanced as necessary.

This product will serve One-Stop Centers and provide a mechanism for customers to easily access a wide variety of information for a wide variety of purposes. It will assist internal customers by providing important data for economic analysis purposes. The occupational information interface is currently serving as an important link for the careers.utah.gov, a portal created by the partnership between DWS, higher education, public education and rehabilitation discussed above.

This supports the state's WIA plan because it allows customers to easily access detailed information that will enable them to make good planning decisions. The SWIB is interested in delivering the most current economic information to customers and this is a good way to accomplish this goal. It will also enable internal economists and analysts to deliver information more quickly to customers, which is a goal of the state and regional councils. Based upon our customer feedback, enhancing and maintaining the UEDV is a

good investment because it is a way to get them the most current, localized information to them as quickly as possible.

Principal customers include employment/career counselors, businesses, economic development professionals, job seekers, students, the general public, researchers, government planners, and economists.

Utah will continue to develop Web interfaces so customers will be able to easily access information from the ALMIS Database. The two interfaces that will be developed during PY 2005 include one for current employment statistics data and one for county and local information. Utah will also gather customer feedback and use it to improve the system.

Planned Milestones

- Utah will develop and deploy a Web interface for the current employment data by January 30, 2006.
- Utah will develop and deploy a Web interface for county and local information by March 1, 2006.
- Utah will maintain and enhance the Utah Economic Data Viewer through June 30, 2006.

Estimated Cost: \$67,450

6. Support state workforce information training activities.

Utah will support state training activities by conducting workforce information training for all DWS One-Stop staff in the state. Utah has developed, and continually improves, our internal training specifically for employment counselors and business consultants. This activity provides direct support of One-Stop Centers by training staff to utilize economic information to assist job seeker and business customers.

The training supports the vision and mission of the Department and the State Council as both trainings have been incorporated into the core training for department employees. Feedback from internal employees who have been through the training show that about 96 percent of them feel that the training will help them do a better job. And all of the external customers who receiving training felt that it would help them do a better job.

Utah will support the training and development of its own staff by participating in training offered by the LMI Training Institute.

Utah's Workforce Information division coordinates with state boards through the regional economists who provide training to staff in the regions. We coordinate with Utah's Career Resource Network committee and provide support for training school counselors in the state. Utah also provides trainings for the public on demand. During these training sessions a regional economist usually presents local information and an economic update to customers who sign up for the training/presentation in advance. Utah's new

Governor's main priority is economic development. To support the Governor, Utah is developing training-type presentations and tools specifically designed for economic development professionals. We will use these tools to ensure that this customer group is aware of the tools we provide and how they can use them in their jobs. All of these initiatives support the goals of getting information to customers that they can understand and apply to their individual situations.

Principal customers include employment/career counselors, economic development professionals, job seekers, students, educational/government planners, businesses, and the general public.

Utah will review and improve the training it has already developed for business consultants and employment counselors. Utah will present training for business consultants and employment counselors during PY 2005 on demand. Utah will develop and present a minimum of two presentations to local area groups such as chambers of commerce, economic development and workforce investment boards in each of the five regions. Utah will offer recertification training for Utah teachers and counselors. Utah will gather feedback from customers at every training/presentation utilizing standardized feedback sheets. Information gathered from customers will be used to continually improve trainings/presentations.

Planned Milestones

- Based on feedback gathered from customers, Utah will review and improve training for business consultants and employment counselors by June 30, 2006.
- The LMI training in Utah is part of the Department of Workforce Services (DWS) core curriculum. Usually we are notified about one month prior to the training; there is not a set schedule. We will conduct trainings on demand for the Department of Workforce Services through June 30, 2006.
- Utah will conduct trainings on demand in coordination with Utah's Career Resource Network committee (Department of Education) through June 30, 2006. There is not a set schedule but we expect to provide at least five trainings with them during PY 2005.
- Utah will present a minimum of two presentations in each region for groups such as chambers of commerce and economic development during PY 2005.
- Utah will contact every economic development agency and chamber of commerce in the state and offer to assist them in their efforts to achieve the Governor's economic development goals.

Estimated Cost: \$56,977

Consultation and Customer Satisfaction Assessment

Utah consults with state and local workforce investment boards, economic development professionals, the business community, individuals, and state and local education about the usefulness of the information provided by its system through:

- Regional economist contacts with regional councils and local economic development professionals
- Workforce Information contact with sub-groups of regional councils
- Participation on the Workforce, Education, and Economic Development Coordinating Committee
- Participation on the Utah Career Resource Network Committee
- Working closely and coordinating with the Governor's Office of Planning and Budget and the Governor's Office of Economic Development

Utah currently:

- Gathers feedback sheets after trainings and presentations
- Gathers information from targeted focus groups in the development and continuous improvement of products. Examples of focus groups include: employment counselors, business consultants, employers, school counselors, teachers, Department of Workforce Services employees who work on-site at schools, students, and parents
- Utah uses on-line customer service surveys
- Feedback cards in publications every two years on a rotating schedule
- Visits each employment center in the state annually to gather feedback
- Contacts individual school districts to gather feedback on products and services