

**KANSAS PY 2003 ONE-STOP LMI PLAN
STATEMENT OF WORK PLAN NARRATIVE
Annual Performance Report
September 2004**

Section I. Statewide Employment Statistics System

How the statewide employment statistics system supports 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 Kansas Department of Labor, Labor Market Information Services (KDOL-LMIS) mission is to provide the customers of the Kansas workforce development system with timely, accurate and relevant labor market information (LMI) that will support business and job growth in an increasingly competitive global economy.

To achieve this goal, successful LMI 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.

The following sections of the Kansas five-year WIA/Wagner-Peyser plan were revised in May 2002, primarily to reflect newly released LMI data.

- II.A.1 Key trends in the economic environment.
- III.A.2 Implications in terms of employment opportunities,

How the state agency's activities are consistent with the strategic vision of the Governor and the State Workforce Investment Board.

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 state agency's strategy for consulting with state and local workforce investment boards, the business community, individuals and the workforce investment system to determine customer demand for workforce information.

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 KDOL-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 the business world, 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 the 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 we designed to generate discussion of additional ways LMIS can assist workforce development efforts in Kansas. This survey will be repeated at intervals during the course of this work plan.

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 One-Stop Career 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 to customers through the state's One-Stop service delivery system.

Traditionally, the state Employment and Training Division provided funding for three positions in LMIS to provide LMI services for local office operations. The Employment and Training functions have been transferred by executive reorganization to the Kansas Department of Commerce. A Memorandum of Understanding for the continuation of this support from the Kansas Department of Commerce has been signed. 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 LMI system to meet the needs of employers and the workforce development system.

The Department also maintains the Kansas Job Link service to employers and applicants in local offices 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 PRT 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.

Section II. Products and Services

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

1. WIA Five-Year 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.

2. Principal Customers: Educators, students, job seekers, employers, and government entities.

3. Outcomes and Impact: Improved customer access to LMI.

4. 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 2005.

Data updates have been completed as data become available. Monthly state and area data from BLS programs have been added as data became available, and revised historical data has been added. Further development of Web and applications has been suspended pending administrative action regarding acquisition of database and Web application software.

- b. Wage data tables and associated crosswalks and administrative tables will be populated, including crosswalks to the new SOC-based projections. Completion date: December 2004.

Wage data tables were updated with the *Kansas Wage Survey, 2004 Edition*; the Web application was updated to include access to data of different periods. The data additions and application update was completed in August 2004.

- c. Occupational licensing tables will be updated. Completion date: As data become available.

In progress.

- 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.

Data from the CES and LAUS programs have been updated as data become available. State and area data have been updated monthly, and revised data for earlier periods were incorporated. Revised CES and LAUS data were added in February through April as the revision process was completed. Monthly data was added in coordination with the monthly news release.

- e. The most recent version of the ALMIS Database will be maintained as required. Completion date: Ongoing through June 2005.

Tables were converted to ALMIS version 2.2 as data were added; all tables have been converted to version 2.2.

- f. Acquisition and installation of new equipment and software for the database and data development will be completed. Originally scheduled for 2003, the acquisition of necessary database and Web applications software was delayed. The existing Oracle database/Web application and supporting software will be replaced either with upgraded Oracle systems or with a Microsoft SQL server by a third party contractor. The software is expected to be ordered before the end of 2003. Conversion (if necessary) is expected to begin in February 2004, with application development to resume by July 2004. If an Oracle-based system becomes available, the upgrade will be accomplished and application and data development will resume in January 2004. (Estimated cost of database/Web application software only is \$25,000.) Completion date: Activities are dependent on Kansas agency policy decisions and will be ongoing through June 2005.

The acquisition of Oracle database and Web application software has been delayed. Policy decisions have prevented acquisition of new software and systems. Originally scheduled for 2003, the acquisition of necessary database and Web applications software has been delayed further. The existing Oracle database/Web application and supporting software was to be replaced either with upgraded Oracle systems or with a Microsoft SQL server system. If the latter, existing data and applications were to be converted by a third party contractor. Pending administrative action that would address these needs, the database and applications have continued to function on existing equipment, albeit with increasingly frequent interruptions and increased maintenance.

- g. One or more staff members will attend at least one national training event. Completion date: As training opportunities become available.

A staff member attended an ALMIS Database Conference in November 2003.

- h. Staff will attend at least one local training event regarding database programming and/or Web development. Completion date: As training opportunities become available.

A staff member will be scheduled to attend a local training event regarding database programming and/or Web development training session when available.

- 5. **Total estimated cost:** \$40,000 (including \$25,000 for database/Web application software).
- 6. **Aggregated Expenditures:** \$6,000. We have not yet purchased database/Web application software. Several milestones continue until June 2005.

B. Produce and disseminate industry and occupational employment projections.

Long term and short term employment projections will be made for the years 2002–2012 and 2003–2005 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.

1. WIA Five-Year 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.

2. 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.

3. Outcomes and Impact: 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.

4. Milestones:

- a. Produce and disseminate State-level long-term and short-term projections. Completion date: June 2005
- b. Populate the ALMIS Database with projections data. Completion date: June 2005.

Projections data have been added to the ALMIS database as it becomes available. Projections for 2010 were added in September 2004.

- c. Begin production of sub-state, long-term projections. Completion date: Ongoing.

Work has begun on this project.

- d. Begin development of *Kansas Occupational Outlook 2012*. Completion date: Ongoing.

Work has begun on this project.

- e. Participate in training provided by the Projections Consortium and the Projections Managing Partnership. Completion date: As training opportunities become available.

Training completed this year includes: Long Term Industry Projections, Micro matrix Training, Estimate Delivery System Software, Short Term Industry Projections Software, and Short Term Projections Methods.

5. Estimated Costs: \$100,000.

6. Estimated Aggregated Expenditures: \$40,400. Several milestones continue to June 2005.

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

1. WIA Five-Year 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.

2. Principal Customers: Employers, educators, students, job seekers, media, Kansas Workforce Investment Boards (KWIBs), Kansas Job Service Career Centers, economic development organizations and government agencies.

3. Outcomes and impact: Access to improved customer-focused occupational and career information products. The number of requests for products included in this millstone will be collected.

4. Milestones:

To assist in meeting the goals of the Kansas State Workforce Investment Plan to provide labor market information to customers, Kansas LMIS will compile, develop and routinely update the following occupational analysis products:

- a. Affirmative Action reports for the state, Metropolitan Statistical Areas (MSAs) 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 March 2004.

- b. 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 file will be sent to National Crosswalk Service Center for inclusion in the America's Career Information Network site. Completion date: June 2005.

Accomplishments. A survey was conducted and data gathered from agencies who confer occupational licenses and registrations. Most of the data has been assembled into publication form. Only a few problems need to be resolved to make this data available to the public. We expect this project to be completed by December 31, 2004.

Customer Satisfaction Assessment. This product has been very popular with education staff and the local workforce investment boards.

Recommendation. The Public Request and Training Unit has not been able to complete this project and others in the period of time allowed. It is recommended that either additional staff is added to assist the unit supervisor, or fewer projects be planned for next program year.

- c. Last year LMIS was given tentative approval by the Workforce Network of Kansas (the Statewide Workforce Investment Act Board) to conduct a statewide job vacancy study as part of a multilevel Labor Market Supply and Demand Project. Needed additional financial support was not forthcoming. However, a successful pilot study was conducted in a single county during February 2002. LMIS will independently conduct a statewide job vacancy study to include

information for each of the five WIA Areas. It is hoped that this survey will become an annual project. The resultant report will be distributed to educators and others working in workforce development to better understand the current occupational demand for workers. Completion date: June 2004

Accomplishments. The Kansas Job Vacancy Study was conducted during the spring of 2004. The results have been data entered and analyzed. The publication is in the hands of the printer as of this date. Preliminary results have been released to interested parties within and outside our agency. It has been a very challenging project for the staff to complete this work. Because of the number of surveys and studies undertaken, it was not possible to meet the expected completion date of June 2004.

Customer Satisfaction Assessment. The preliminary results have generated a great deal of interest from the Kansas Department of Commerce, the agency which operates the workforce investment activities in the state of Kansas. While strictly unofficial, some indication of funding assistance for future job vacancy surveys has been given.

Recommendation. The recommendation has been made to actively pursue additional funding to leverage this project so that additional staff might be obtained to keep current on all planned projects.

- d. The possibility of conducting an Emerging Occupations in Wind Produced Electrical Industry Occupations study to include information on type of work, wages, occupational outlook, skill requirements and educational requirements will be considered. If warranted, this project will proceed. Completion date: January 2004.

Accomplishments. The *Labor Force Impact Study, Wind Produced Electrical Energy Industry in Kansas* was completed in January 2004. The results were given to a wind energy conference sponsored by the Kansas Board of Regents in mid-January.

Customer Satisfaction Assessment. The report was well received by persons in education. Cloud County Junior College and Manhattan Technical College have partnered to develop a course of study to accommodate needs in the Wind Produced Electrical Energy Industry. We have been invited to participate in the Renewable Energy Careers Conference in October 2005.

Recommendation. We were able to leverage \$5,000 from the Kansas Board of Regents to help accomplish this task. We must remain vigilant to find other areas of possible funding to further the study of the Kansas economy.

5. Total estimated cost: \$105,210.

6. Aggregated Expenditures: \$42,500. Several projects have continued beyond the end of PY 2003.

D. Provide public Electronic Access to the ALMIS Employer Database.

1. WIA Five-Year 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.

2. Principal Customers: Educators, students, job seekers, employers, and government agencies

3. Outcomes and Impact: Electronic public access to the employer name and address list.

4. Milestones:

- a. LMIS will cooperate with KDHR Employment and Training staff to make the ALMIS Employer Database available to the public in One-Stop Career Centers using the provided client software. LMIS will provide technical assistance to ensure that the information is available in such locations throughout the state. Completion date: Ongoing.

The ALMIS Employer Database and supporting software have been made available to the Employment and Training staff as planned.

- b. The Employer Database will continue to be made available to the public through the ACINet. Kansas will also continue to provide for Web links to ACINet for public access of the employer name and address list. Completion date: Ongoing.

The ALMIS Employer Database is available to the public through the Kansas Web site and ACINet. Kansas provides Web links to ACINet for public access of the employer name and address list.

- c. The development of an application that will allow public access via the Internet to the list will be completed. The application will be integrated with other applications in the LMIS Web site and will make use of the local ALMIS Employer Database, which is updated as new data are provided two times per year. The application is expected to essentially duplicate the functionality of the ACINet site, but will be more closely tied to other data and resources in our state. When complete, it is expected that links from other workforce development sites will be established. The application will be updated two times per year, as new employer data become available. Completion date: September 2004.

Plans to develop an application for public access via the Internet have been forestalled by agency policy decisions. Development of Web applications has been suspended pending administrative action

regarding acquisition of database and Web application software. Upon acquisition of suitable software and systems, plans call for the development of an application that will be integrated with the existing Kansas Web site, and that will make use of the local ALMIS Employer Database. The completion date is dependent on the acquisition of software and the possible requirement to convert to a different database management system.

5. **Total estimated cost:** \$10,000.
6. **Estimated Aggregated Costs:** \$2,040. As noted above, some milestones are pending.

E. Provide information as support to state and local Workforce Investment Boards (WIBs) and provide other special demand information products and services.

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, email and Internet publication.

1. **WIA/Wagner-Peyser Support:** 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.
2. **Principal Customers:** WNK Board, Local WIBs, Educators, students, job seekers, employers, and government agencies\
3. **Outcomes and Impacts:** Improved availability of LMI for WIB planning, analysis, policy development and program operations. The number of requests for products will be tracked.
4. **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 as required.

- b. A directory describing Kansas LMIS reports and publications will be updated annually.

Accomplishments. The Labor Market Information Publications Directory was published in October 2003.

Customer Satisfaction Assessment. We do not receive many requests for this publication. It does fill a need, however. We have used this publication effectively as a hand out at speaking engagements. Our

administrative officers have also requested numbers of them for the same purpose.

Recommendation. We recommend that this publication continue to be published as a marketing tool. Even though public requests are small we can utilize these in marketing LMI services.

- 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 2004.

Accomplishments. The *Area Planning Guides and Wage Surveys* consist of five labor-intensive publications. We were not able to complete them by June 2004, however we expect to publish them by the end of October 2004.

Customer Satisfaction Assessment. Response to the *Area Planning Guides and Wage Surveys* in previous years has been good. We have received several inquiries asking when the 2004 editions will be ready.

Recommendation. The Public Request and Training Unit has not been able to complete this project and others in the period of time allowed. It is recommended that either additional staff be located, or fewer projects be planned for next program year.

5. Total estimated cost: \$175,000

6. Estimated Aggregated Expenditures: \$74,342. A number of milestones are continuing.

F. Improve and deploy electronic state workforce information delivery systems.

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.

1. WIA Five-Year 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.

2. Principal Customers: Educators, students, job seekers, employers, and government agencies

3. Outcomes and Impact: Increased customer access to LMI. The number of visitors to the LMIS Web site will be tracked.

4. 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.

Development of new applications for public access of data has been curtailed by agency policy decisions. The development of web and applications has been suspended pending administrative action regarding acquisition of database and Web application software. The addition of new material and information to the Kansas Web site has continued, however, with other Web publication procedures.

- b. We are working toward making all public access data available through the Web where appropriate. Completion date: Ongoing.

Work has continued with the aim of making all public access data available through the Internet. In the PY2003, the following additions have been made to the Kansas LMIS Web site:

- *Kansas Monthly Employment Review*—12 issues.
- *Labor Market Reviews* for Lawrence, Topeka, and Wichita—36 issues.
- *Unemployment Insurance in Kansas*—12 issues.
- *Unemployment Insurance Claims*—52 issues.
- Labor Conditions News Release—12 editions.
- *Annual Covered Employment and Wages*, including reports for Kansas, metropolitan areas, counties (110 reports in all).
- *Quarterly Covered Employment and Wages*, four editions, each including reports for Kansas and metropolitan areas (20 reports total).
- Current Employment Statistics reports updated with monthly data—12 reports.
- Current Employment Statistics reports updated with revised historical data for 2002 through 2003—26 data periods.
- Current Employment Statistics seasonal analysis reports—12 reports.
- Labor Force Estimates reports updated with monthly data—12 reports.
- Labor Force Estimates reports updated with revised historical data for 2001 through 2003—39 data periods.
- *Workforce Planning Guides*—five areas.
- *Kansas Occupational Outlook 2010*, including reports for Kansas and seven areas (eight reports in all) was completed.
- *Kansas Wage Survey*—updated to include both 2004 data for Kansas, metropolitan areas, and five areas (11 areas, each with one year of new information) was completed.

- *2003 Topeka/Shawnee County Job Vacancy Survey*—special report; *2004 Job Vacancy Studies* for the entire state will be added to the Web site by October 2004.
 - Johnson County Benefits Survey—online survey.
 - Sedgwick County Workforce Development Survey—online survey.
 - Shawnee County Job Vacancy Survey—online survey.
- 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.

Further development of database-driven Web content has been forestalled by agency policy decisions. However, development of new material and information has continued with other Web publication procedures.

- d. A new projections (with crosswalk) application will be completed. Completion date: Ongoing.

Development of a projections application has been delayed by agency policy decisions. The newest projections information, for 2010, will be added to the Web in October 2004. The Web site will include the publication as well as supporting detail information.

- e. A new employer list application will be completed. Completion date: September 2004.

As elaborated in section IID, the development of a new employer list application has been delayed. However, the ALMIS Employer Database is available to the public through the Kansas Web site and ACINet. Kansas provides Web links to ACINet for public access of the employer name and address list.

- 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.

Revisions of the LMIS Web site have continued, 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 has required the careful review and evaluation of the Web site and its customers and functionality. All material added to the Kansas LMIS Web site has been reviewed and made compliant with Web accessibility standards. The accessibility initiative and the resulting improvements in organization, clarity, and usability have had positive benefits throughout the Web site, including sections that deal with LMI developed under One-Stop agreements.

- 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 2004.

A planned major upgrade of the Kansas LMIS Web site has been delayed. However, an agency name change was incorporated throughout the over 2,000 pages and applications.

- 4. **Total estimated cost:** \$25,000.
- 5. **Estimated Aggregated Expenditures:** \$5,000. Some activities have been delayed.

G. Support state workforce information training activities.

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

1. WIA Five-Year 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.

2. Principal Customers: Educators, students, job seekers, employers, government agencies and KWIBS.

3. Outcomes and impact: Improved access, knowledge and understanding of LMI. A count of LMIS and external customers receiving training will be collected and reported.

4. Milestones

- a. LMIS PRT Unit staff conducted a training session for a DVOP/LVER Strategic Planning Committee, to better understand the available data.

This project was completed.

- b. LMIS PRT Staff spoke at a break out session of the Kansas Wind and Biomass Energy Conference, on the subject of the impact of wind generated energy industry on the Kansas labor force.

This project was completed.

- c. LMIS PRT Staff met with a group of researchers from Kansas University to inform them of the possible employment verification of former students through UI wage records.

This project was completed.

- d. The PRT Unit set up and operated an LMI informational booth at the annual meeting of the Telepower Conference in Garden City, Kansas sponsored by Fort Hays State University.

This project was completed.

- e. PRT Unit staff will speak about LMI at the “Connecting Education and Employment” conference in Topeka, Kansas on the need for technical training for future expansion in the wind generated electrical energy industry. The Kansas Board of Regents sponsors this event.

This project was completed.

- f. The PRT Unit will take an LMIS 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.

This project was completed.

- g. Kansas LMIS will purchase a projector and laptop computer for use in presentations and training activities of the department. This project was not completed this year.

Accomplishments. The new projector and laptop were not purchased during PY2004.

Customer Satisfaction Assessment. The old projector and laptop were used to good effect during the program year.

Recommendation. We recommend that a new laptop and lighter weight projector be purchased to meet the growing demand for public presentations.

- h. 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.

Accomplishments. David McGee, supervisor of the Public Request and Training Unit spoke to eight groups and had one display table at a conference. The groups were varied from a meeting of junior college administrators to the State Workforce Investment Board.

Customer Satisfaction Assessment. The presentations have been generally well received, often generating additional opportunities to present LMI to other groups.

Recommendation. As opportunities to speak increase we may need to be more selective or spread speaking engagements among several individuals in the division, in that the supervisor of the Public Request and Training unit availability is somewhat limited by other duties.

- i. Kansas LMIS professional and/or para-professional staff will participate in computer software training and LMI Institute training, forums and conferences. Completion date: As training is offered.

Classes attended include: ALMIS STIP Software Training, Database Seminar-Delivering Solutions, Benefits Consortium, Short-Term Projections Methods, LTIP Software Training, LEHD/QWI Training, Micro Matrix Software Training, Applied Analyst Training, and EDS Software Training.

5. Estimated Costs: \$40,000

6. Aggregated Costs: \$30,000.

Total Estimated Expenditures: \$495,210.

Total Aggregated Expenditures: \$200,282 (through June 30,2004). The grant duration runs through June 30, 2005

Section III. Customer Satisfaction Assessment

KDOL-LMIS will form a customer satisfaction evaluation team consistent in design with the handbook, *Customer Satisfaction Made Easy*, produced by the Customer Satisfaction Work Group of the Workforce Information Council. The team will be made up equally

of supervisors and research analysts. The first task will be to make a matrix of customer groups and the types of information each request.

KDOL-LMIS gathers customer satisfaction data on two levels. The first source of data is a customer satisfaction survey, which is attached to each product mailed in response to a request. Since many requests are received and answered by e-mail, we are planning to devise an e-mail version of the satisfaction survey.

The second measure of customer satisfaction is directly linked to Workforce Investment Act and One-Stop activities. Following the mailing of the annual *Area Workforce Planning Guides and Wage Survey Report*, LMIS sends a mail survey to all State and Local Area Workforce Investment Boards to gather customer satisfaction data. Because of the legislated make-up of the Workforce Investment Act Boards, each board represents a cross section of business, education and job seekers. We believe that our data users are well represented in these boards.

The evaluation team will review both of these methods. The team will also conduct an investigation of the other survey methods mentioned in the handbook. Recommendations will be made to the Chief of LMIS.

Accomplishments.

The customer satisfaction survey has been mailed with each request. While the rate of return is not great, the response has been overwhelmingly positive. For instance 100 percent of the responses said that the service was prompt. Ninety-nine percent said the contact was courteous. Ninety-five percent of the respondents said the contact was knowledgeable.

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 182,000 successful page requests giving the data further exposure.

The result of the most recent customer satisfaction surveys to state and local workforce investment boards has 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

Customer Satisfaction Assessment and Recommendation

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 for the WIA Area Planning Guides. 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 the metropolitan areas.