

State of Florida

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 2004 Workforce Information Grant plan was reviewed with the State Board-Workforce Florida, Incorporated (WFI) in detail. After discussion and modification, the deliverables were presented to WFI and approved by this body on August 12, 2004 at the state board meeting. Grant performance will now be discussed quarterly at the WFI Partners Meeting and feedback will be given on how Labor Market Statistics is performing in meeting the needs of Regional Workforce Boards. WFI also oversees a customer satisfaction survey by program area in which Labor Market Statistics services are evaluated by the Regional Workforce Boards and the State Board.

- **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.**

Labor Market Statistics supports the WFI Five-Year Strategic Plan in several goals. These goals include: “..workforce linkages to economic development, and goals regarding streamlining, performance measurement, performance-based funding and strategic initiatives of First Jobs/First Wages, Better Jobs/Better Wages, High-Skills/High Wages Councils.”

Each of the three councils has strategic goals that are supported by Labor Market Statistics services:

First Jobs/First Wages: Promote the successful entry of individuals, both youth and adults working for the first time, into the workforce through education and workplace experiences.

High-Skills/High Wages: Align education and training programs with higher demand jobs that advance careers, build a more skilled workforce, and enhance the state's efforts to attract and expand job-creating businesses.

Better Jobs/Better Wages: Assists families and workers with limited skills and earnings in moving toward self-sufficiency by employing retention and career advancement strategies.

The State's vision of WIA and Wagner-Peyser includes: “Increased employment placements, job retention, and earnings in high skill/high wage jobs. Increased exposure to career opportunities in new, emerging, and expanding high-wage industries and related occupations.” Under Workforce Marketing: “Educate individuals about the State's

workforce development programs and services, including the job market and employment conditions.” Additional goals are designed to help Florida’s rural communities: “Addressing the needs of small, rural, and urban inter-city businesses....WFI fosters and encourages these businesses in development of workforce services to meeting their needs for skilled workers.”

Overall, the achievement of goals within the WFI Five-Year Strategic Plan would not be measurable without labor market information to analyze the plan. This is especially true in development of the Targeted Occupations List from the Workforce Estimating Conference process.

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

Due to the organization structure in Florida, AWI leadership and WFI Board members are appointed by the Governor, ensuring that the Governor’s vision is reflected in the WFI Five-Year Strategic Plan. The State Vision part of the WFI Five Year Strategic Plan emphasizes linkages to economic development, performance measurement, performance-based funding, program integration, and continuously improving performance.

New products and modifications of current products are being implemented to further change the focus of the 2004 Workforce Information Grant to meet the Governor’s vision and WFI’s initiatives in better meeting the business and economic development needs of Florida’s local communities. Labor market information directly supports linkages to economic development an employer services, performance measures, integration of training programs with job market measures, and continued improvements in performance for Florida’s Regional Workforce Development Boards.

- **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.**

WFI, AWI, and Labor Market Statistics jointly focus their efforts on local needs for labor market information products and services. Input is gathered directly from local boards on their needs for training, publications, and data delivery products. Labor Market Statistics directly solicits this input at training sessions, presentations, and meetings. In addition, Labor Market Statistics receives directions on broad initiatives directly from WFI, to which LMS responds with new, improved, or modified products and services. Feedback by Regional Boards is given at quarterly Partners’ Meetings and by the WFI customer satisfaction survey of LMS services for Workforce Boards.

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

Labor Market Statistics as supported by the PY 2004 Workforce Information Grant is a key component of workforce information delivery to key customer groups. Labor Market Information is covered in the WFI Five-Year Strategic Plan under System Infrastructure,

State-Level Administration, and Market Analysis. Labor Market Statistics (LMS) is an integral part of information infrastructure that supports the achievement of a high skill and high wage workforce. Delivery includes training, publications, workshops, presentations, and electronic tools. LMS projections and wage data are used to drive the Workforce Estimating Conference (WEC) process. The WEC identifies targeted occupations that Regional Workforce Boards will use to plan their future training programs and evaluate their current training offerings.

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

Workforce information is delivered to customers via publications, on-line resources, and through training and presentations for One-Stop, employer services, and resource room staff. Data delivery is demand-driven in the sense that training workshops and systems are driven by requests and input of Regional Boards.

- **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.**

Several methods are used to collect customer satisfaction and consumer information. One method of data collection is through a telephone survey of a broad range of customers. These results are reported by major customer group: employers, jobseekers, workforce professionals, and economic development. In addition, customer satisfaction input is collected on-line through the LMS Websites, e-mail, and at training sessions. Also WFI oversees a customer satisfaction survey of LMS services for Workforce Boards.

- **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 most recent customer satisfaction survey for Florida rated six questions about how LMS handled information requests. The overall satisfaction rating on a scale of 1 to 5 was 4.87 for all six questions. The same survey also rated the questions across four different customer groups on the same scale. Florida LMS rated 4.95 for employers, 5.00 for workforce professionals, 4.75 for jobseekers, and 4.88 for other data users. Based on these findings LMS will continue with efforts to make on-line products more understandable to the average Florida jobseeker. The What People Are Asking system already provides a simple-to-use method to look at labor market information. This will continue to be refined for jobseekers and employers.

Regional Workforce Boards also rated LMS very highly. At the Quarterly Partners Meeting, the different program areas within AWI are rated by all 24 Regional Workforce Boards. On a scale of 1 to 5, LMS was rated 4.7 on responsive ness, 4.6 on timeliness, 4.7 on knowledge,

4.5 on understandability, 4.6 on helpfulness, 4.6 on overall satisfaction. Labor Market Statistics overall rating of 4.6 was the top rating given to a program entity in AWI.

- **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.**

Labor Market Statistics provides Job Vacancy/Hiring Needs surveys to local boards on a fee-for-service basis. Regional Boards fund LMS for survey activities, including sample selection, survey management, and occupational estimates to include tables and graphs. Another example of leveraged funds are LMS publications funded by this grant. For some publications, such as *Career Comics*, and *Giving Children Hope and Skills*, the demand from school districts and local boards cannot be met by the funds allocated. For these, LMS provides copies based on the cost of printing. Production costs are handled from this grant. Labor Market Statistics also receives funds from WFI for special projects, and the High Skills / High Wages Council funded LMS to produce over 40 projects during the last year.

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**

Florida will update the ALMIS Database using the very latest industry and occupational projections, wage, industry employment, labor force, population, training provider, economic indicator, and administrative data. The *Florida Research and Economic Database (FRED)* system will be the main delivery system for the ALMIS Database in Florida. In 2004-2005 Florida will continue to develop the FRED system and enhance data delivery with a more user-friendly software system. The ALMIS Database will also be distributed using *What People Are Asking (WPAA)*, a "frequently asked question" (FAQ) Internet delivery site. Florida includes both historic data and county/Regional Workforce Board/Metro area data in ALMIS updates.

Florida will continue to distribute employer information from the ALMIS Employer Database via FRED and the WPAA systems.

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

Based on receptiveness of workforce professionals and web hits, FRED is the primary method of data delivery in Florida. During PY 2003, the FRED system and the LMI Website had 8.8 million web hits and 3.8 million hits, respectively. The WPAA, which is still under development, had 161,000 web hits January 2003 to June 2004. Clearly, these products are

very successful in reaching a broad customer base. The FRED system has an on-line customer satisfaction form and this is used to evaluate system content.

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

The ALMIS Database supports education about the labor market, and increased exposure to career opportunities by providing database information on labor market conditions by industry, occupation and area; and by providing projections, wage, and occupational characteristics information to a broad group of customers.

- **Principal Customers**

These include all customer groups but are concentrated in workforce development professionals, economic development, employers, and jobseekers. Other customers included teachers, career counselors, and education administrators, economic analysts, and planners.

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

The projected outcomes of delivering ALMIS Database products are: improved economic analysis and career decision making, market-driven economic development, and One-Stop service delivery. The ALMIS Database impact will be more accurate and timely information infrastructure availability, increased users for database content, and easier linkages to existing and proposed data sources.

- **Planned milestones**

Florida updates the database tables continuously and simultaneously with data production and release schedules. This assures that the latest data are always available in the database.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

ALMIS Database updates are estimated to cost \$161,710. PY 2003 funds were used for capital expenses necessary for storage and development.

2. Produce and disseminate industry and occupational employment projections.

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

Florida is one of the few states to produce state and local projections on an annual basis. Long-term projections are produced for the state and 24 workforce regions. Florida will produce long-term projections for 2012 for the fall 2004 release. These are the first projections produced using the NAICS/SOC matrix. Short-term projections will be produced to 2006 for Florida.

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

Occupational projections are one of the most-requested types of information based on web requests. In PY 2003 there were 16,000 web requests for Occupational Employment Statistics (OES) projections information.

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

Long-term projections support increased exposure to career opportunities and education about the market in the WFI Five-Year Strategic Plan by providing data on industries, occupations, wages, educational requirements, and growth/replacement job openings by area.

- **Principal Customers**

Jobseekers, employers, economic development, workforce development professionals, teachers, counselors, economic analysts, the media, legislators, and students are principal customers of occupational projections. Projections are also provided to the Florida Department of Education for inclusion in the statewide career information delivery system, and state projections are used in national systems such as O*Net and ACINet.

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

The projected outcomes of delivering OES projections are: improved economic analysis and career decision making, economic development, and One-Stop service delivery. Projections are a key component in the Workforce Estimating Conference (WEC), which convenes bi-annually to recommend high/skill high/wage occupations for Florida's workforce system. The outcome of this is the Targeted Occupations List and the process assures demand-driven outcomes from Florida's Regional Workforce Boards.

The OES projections system impacts will be more accurate and timely information infrastructure, increased use of information in decision-making, and a market-driven economic development and workforce system.

- **Planned milestones**

Long-term projections for 2012 will be completed by October 2004 at the four-digit NAICS industry level, and short-term projections are anticipated to be completed by the end of the contract period.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

Long and short-term projections are expected to cost \$346,398 in personnel costs and associated expenses.

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**

The increased importance of occupational analysis is reflected in the myriad products proposed in the PY 2004 Grant. These include labor supply and labor cost studies, skills-matching analysis for reemployment, job vacancy/hiring needs surveys, benefits surveys, specialized job placement support based on staffing and hiring, job bank transactional data base analysis for supply/demand, and commuting patterns by occupation.

The publications under occupational and career products are: *Florida/Area Highlights Occupational Profiles*, *Giving Children Hope and Skills*, *Career Posters*, *Wage Conversion Posters*, *Career Comics*, *Jobs Online Posters*, *Career Comic Posters*, , and *Help Wanted brochures*.

Services related to occupational and career information include: skills analysis for demand occupations, supply/demand studies for economic development, and transactional data analysis of occupations from job order data.

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

Over 60,000 copies of *Giving Children Hope and Skills* have been printed since 1999. Over 250,000 copies of *The Florida Employment Forecast* have been produced and distributed since these publications started in 1975. Over 20,000 wage publications were printed and distributed in past program years. Additionally, 15,000 *Occupational Profiles* were distributed in PY 2003, along with 10,000 *Education Pays Posters*, 15,000 *Career Comics*, 5,000 *Career Comic Posters*, and 1,000 *Help Wanted* tri-fold publications from the job vacancy/hiring needs surveys. Demand exceeded supply for many of these products. On the web, 16,000 requests were logged for projections and 23,000 for wage data in PY 2003. *Giving Children Hope and Skills* was used to develop an on-line career awareness training module for parents and students.

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

These activities support increased exposure to career choice, better education about the market, and increased earnings for Florida's workers from the WFI Five-Year Strategic Plan.

- **Principal Customers**

Jobseekers, students, parents, career counselors, teachers, education administrators, and workforce professionals are the principal customers for these products.

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

The projected outcomes of occupational and career information products are: improved economic analysis and career decision making, market-driven economic development, and One-Stop service delivery. Planned system impacts will be more accurate and timely information on occupations and careers, increased use of information in decision-making, and demand-driven economic and career decisions for major customer groups.

- **Planned milestones**

Publications will be printed and distributed by the end of the grant period.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

Total costs for this deliverable will be \$252,741.

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**

Other special products are produced for Florida's 24 Regional Workforce Boards. These include labor supply and labor cost analysis, skills matching analysis for reemployment, special Geographic Information System (GIS) studies for One-Stop Career Center location decisions; targeted industry selection and industry cluster analysis; targeted industry profiles, customized press releases; rural economic indicators, special employer surveys, sample design for ad-hoc surveys, monthly employment press releases, special support for Florida's High Tech Corridor, and census statistics. Publications in this deliverable include: *Product Guide, Labor Market Trends, and Jobs Online Posters,*

Labor Market Statistics provides administrative and data support for the Workforce Estimating Conference (WEC) on a biannual basis. The WEC meets biannually to determine approved occupations for training programs for the state and for Florida's 24 Regional Workforce Boards. As of PY 2004, LMS has assumed the role of administrative entity for this process.

Another initiative is support of the Rural Economic Development Initiative or REDI. Labor Market Statistics provides analysis of economic factors effecting rural communities and these are used to concentrate resources in those areas in greatest need of economic development assistance. LMS will be providing more extensive analysis in

support of REDI by coordinating with WFI and the Governor's office of economic development. A part-time rural labor market analysts will be funded for REDI support.

LMS provides web-hosting services to economic development. The High Technology Corridor website links to LMS databases, and parts of the website are hosted and updated on LMS servers.

Publications and products to support information for state and local boards are: *LMI Promotional Publication, Trends and Pocket Cards, Product Guide, Florida and Area Press Releases,*

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

During PY 2003 LMS produced 47 individual GIS studies at the requests of Regional Workforce Boards or economic development. Press releases were prepared for Florida and eight substate areas on a monthly basis and these have been well received by the AWI Communications Office, Governor's Office, and the eight Regional Workforce Boards. Requests for web publications in PDF format numbered 12,000 in PY 2003.

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

These activities support increased exposure to career choice, better education about the market, high skill/high wages, improved workforce board performance, and increased earnings for Florida residents from the WFI Five-Year Strategic Plan.

- **Principal Customers**

The major customers for this deliverable are: Regional Workforce Boards and staff, economic development, One-Stop and resource room staff, employers, planners, the media, and jobseekers.

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

The projected outcomes of support to state and local boards are: improved economic analysis and decision making, market-driven economic development and One-Stop service delivery.

Planned system impacts will be more accurate and timely information for use by state and local boards, increased use of information in decision-making, market-driven economic and career decisions for major customer groups. Other impacts include improved performance for Florida's Regional Workforce Boards, better earnings for Florida's jobseekers, easier transition to employment for students and jobseekers, and a more competitive and skilled workforce for Florida's employers.

- **Planned milestones**

All publications will be printed and distributed by the end of the grant period. Technical support will be provided in a timely manner as requested by the state and Regional Boards. Other products will be provided on time to the complete satisfaction of the requestors. Labor Market Statistics will respond to every Regional Workforce Board request in a timely manner.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

These activities are estimated to cost \$505,188. The majority of grant funds are allocated to this section ensuring that Regional Workforce Board needs are met.

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

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

This deliverable is becoming more important and is replacing print data delivery. The Internet allows access to data 24/7 enabling customers to customize their requests to meet their immediate and specific needs. The data in these systems is always the latest available and the systems reach more customers.

Florida will continue the development and enhancement of the Florida Research and Economic Database (FRED) Internet system. FRED is a self-service system that delivers data products that relate directly to the WFI Five-Year Strategic Plan. Data in FRED include employment and wage by industry and occupation, labor force, training providers, economic indicators, population, and the employer database. Special Internet jobseeker and employer modules are under development for FRED. The system will link to several job search sites through web crawling technology.

The FRED system has many uses including economic development, One-Stop planning and delivery, job development, employer services, and economic analysis. It is designed for use by jobseekers, economic development, business, and workforce professionals as an easy way to assemble many types of labor market information.

An adjunct to FRED is the What People are Asking System. While the FRED system is optimal for use by economists, labor market analysts, workforce development program planners, job developers, and workforce system administrators, it may be too complex for many of Florida's jobseekers. Based on this need, in PY 2001, Labor Market Statistics piloted a project with Broward WorkForce One Employment Solutions. This included developing a website using ALMIS Database inputs, screened by projections and wage data in order to present the top jobs in an area. The system used *frequently asked questions* to structure data extractions and tables.

The first web-based *What People Are Asking* data delivery system was very successful. Florida will continue to update and develop this system for all of Florida's 24 Regional

Workforce Boards. Using simple and easy to understand language, the system delivers ALMIS Database information to employers and jobseekers in table and graphic formats. The main focus of this product is to close data gaps between traditional labor market statistics and the needs of customers in the field.

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

Customers are very appreciative of the capabilities of the FRED system, which had 8.8 million web hits in PY 2003. Tracking for WPAA started last program year and indicated 161,000 hits. Total hits for all systems was over 12 million in PY 2003.

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

FRED supports the strategic goals of education about the labor market and workforce services, increased exposure to career opportunities, universal and user-friendly access to state workforce information, and an increased number of high skill/high wage jobs in Florida's labor market. The system meets these goals by providing information on market conditions by area, providing linkages to several other types of local and national data, providing easy to access data, and increasing customer access to consumer information about the best career paths.

- **Principal Customers**

Principal customers include: employers, jobseekers, Regional Workforce Board staff, resource rooms, One-Stop staff, career counselors, the media, economic development, economic analysts, and students.

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

The projected outcomes of electronic information delivery systems are: improved economic analysis and decision making, market-driven economic development, demand-driven One-Stop service delivery, a larger customer base, and better overall performance by Regional Workforce Boards.

Planned system impacts will be more accurate and timely information for use by state and local boards, demand-driven economic and career decisions for major customer groups, better earnings for Florida's jobseekers, easier transition to employment for students and jobseekers, a more informed data user community, and a more skilled and competitive workforce for Florida's employers.

- **Planned milestones**

Both systems will be updated on a monthly basis as soon as new data become available. FRED and WPAA will always contain the latest releases for wage, employment, unemployment, and projections information.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

Total cost for the support and enhancement of FRED, and WPAA are estimated to be \$160,799.

6. Support state workforce information training activities.

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

Florida has been prominent in developing LMI training for workforce professionals. Available training includes: LMI for employer services, LMI training for placement and resource room staff, LMI For Grants, LMI for Business, LMI for Workforce Board and Economic Development Board Members, Census Training, and training in the O*Net Assessment Tools. The O*Net training will include linking identified occupations to occupational projections and wage data. Florida uses a case studies approach in training. Regional Workforce Board staff are consulted before training is designed and case studies that fit their customer profiles or employer needs are developed for each local session. Florida also conducts sessions on state or local labor market conditions and LMS products and services for Regional Workforce Boards. LMS is a partner with Florida CHOICES staff in the Career Resource Network workshops which includes teachers, career counselors and education administrators. National presentations have been given to: NAWB, NASWA, NGA, BLS, and ACCRA (national economic development and research organization). Florida has trained Regional Workforce Board Labor Market Analysts staff in labor market information products and services with detailed hands-on training on how to use automated products.

More emphasis will be placed on employer service staff training and LMI for economic development in PY 2004. Based on several very successful workshops in PY 2003, Labor Market Statistics will enhance training in LMI for economic development and employer services staff training in LMI products and services.

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

Labor Market Statistics conducted training sessions every month in PY 2003 with employer services or placement staff in addition to presentations to WFI and Regional Workforce Boards. The total number of workshops, presentations, and training sessions exceeded 40. The average score for training sessions in PY 2003 was over 4.5 out of 5.0.

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

Training supports education about the market, marketing of workforce system products and services, increased exposure to career opportunities and high/skill high/wage jobs.

- **Principal Customers**

The major customers are employer services staff, employers, placement and resource room staff, economic development and Regional Workforce Board staff, employers and business, teachers, rehabilitation and career counselors, and educational administrators.

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

Projected outcomes of LMI Training include improved linkages between assessment tools, occupations, industry data, employers, job orders, and training provider information.

The major system impact of training is increased alignment of workforce programs to the market, and increase performance for Regional Workforce Boards. This will help to positively impact the workforce system, making it more demand-driven.

- **Planned milestones**

Labor Market Statistics will conduct six to twelve training sessions in PY 2004 for customer service or employer services staff for Regional Workforce Boards. Ratings for the training will be 4.3 or better on a 1 to 5 scale, with 5 being excellent.

- **Estimated costs (identify equipment purchases of \$5,000 or more per unit cost)**

Training will cost \$75,652 in PY 2004, mostly in personnel costs.

C. Consultation and Customer Satisfaction Assessment

Consultation with Workforce Florida, Inc

The grant package was submitted to the Director (President) of WFI and the grant was approved by the State Board (WFI, Inc.).

Customer Satisfaction Assessment

A customer satisfaction survey will continue to be conducted by Labor Market Statistics (LMS) to collect feedback from customers. This survey will determine if requests for LMI are handled in a courteous, knowledgeable, and timely manner. LMS also will determine if the information provided is easy to understand and meets the customer's needs. LMS receives several hundred requests for labor market information each month by phone. The survey sample will be drawn from the monthly request logs kept by LMS staff. These logs contain requestor contact information including telephone numbers. Responses will be collected by telephone. Responses will be collected from all groups: employers, job seekers, and members of the One-Stop system. Separate satisfaction data

will be collected about the Internet systems, either through an on-line feedback process or through focus groups.

The numerical ratings will be compared with the results of surveys conducted during the summers of 1997-2003 to determine if service has improved, remained at its previously high level, or dropped. The same questions and format will be used in all surveys.

Each question will be rated on a scale of one to five with one being the highest rating and five the lowest. Average is represented by a numerical score of three. The confidence level for the results of this survey will be 95 percent.

Another measure of customer satisfaction is derived from the Quarterly Partners' meeting between the Agency for Workforce Innovation (AWI) and Workforce Florida, Inc. (WFI) and the Regional Workforce Boards. Labor Market Statistics submits a list of Quarterly Accomplishments to the AWI Director's Office. In conjunction with this report, each office within AWI is rated by Regional Workforce Boards and LMS received high ratings. These findings are reviewed by the Director of AWI and the Director of WFI, Inc. LMS out performs all other program areas in this rating by Regional Workforce Boards.

In addition to this survey, LMS will conduct focus groups among employers and members of the workforce system. Each focus group will be asked to evaluate current services and products of the labor market information system and to suggest new products or improvements to information distribution. It is estimated that a minimum of two focus groups will be conducted during the 2004 program year.