

ETA Annual Performance Report
Labor Market Information Services, Kansas Department of Labor
PY 2009
July 1, 2009 – June 30, 2010

Accomplishments

A. Continue to populate the Workforce Information Database (WIDb) with State and Local data.

The WID is currently populated with all the core data tables. Kansas uses a web software from Geographic Solutions and now has the capability to display county employment and wage estimates from our *Kansas Wage Survey*. Much of our data is able to be displayed by various geographic areas such as statewide, local workforce area, projections region area, metropolitan statistical area, and county and city levels. The KLIC website is available for review at <https://klic.dol.ks.gov/>. The KLIC website helps with customer self-assisted service for the information they are looking for.

LMIS is currently exploring how to add new pages to the KLIC website. An upgrade to the KLIC site was installed November 2009. The software was upgraded to 10.0.

B. Produce and Disseminate Industry and Occupational Employment Projections.

The statewide 2008 - 2018 Long Term Projections were completed June 2010. These projections were completed by using the methodology outlined by the Projections Managing Partnership. We are currently working on the Long Term projections for the seven local areas. These will be completed this fall. The executive summary, at-a-glance document, top 10/bottom 10 occupation/industry lists, and methodology will be complete by the end of the year. As soon as these items are complete they will be posted on our website and loaded into our WID database.

The following are the tables for statewide and 7 projection regions will be posted on our website:

- Top/bottom 10 occupations by percent growth
- Top/bottom 10 occupations by actual growth
- Top/bottom 10 industries by percent growth
- Top/bottom 10 industry by actual growth
- Top ten occupations by growth in the number openings categorized by educational attainment.

The 2009Q2 - 2011Q2 Short Term Projections were completed June 2010. These projections were completed by using the methodology outlined by the Projections Managing Partnership. We anticipate creating a couple of different brochures to target customers and also posters for Workforce Centers. For the short term projections, statewide and each of the seven regions included the following data tables:

- a. Projections by industry
- b. Projections by occupation

By sorting above tables a and b, the following table can be abstracted:

- c. Top ten fastest growing occupations
- d. Top ten fastest growing industries
- e. Top ten occupations by educational attainment

C. Publish an Annual Economic Analysis Report for the Governor and the state WIB.

The 2010 Economic Report was completed on August 27, 2010. It is a compilation of several data sets collected and maintained by numerous research entities. In addition to the Kansas Department of Labor, the sources of data for this report include the Bureau of Economic Analysis, Federal Deposit Insurance Corporation, Federal Housing Finance Authority, U.S. Department of Commerce, U.S. Department of Labor, and U.S. Census Bureau among many others. The following data was highlighted in this year's report:

- Current Employment Statistics
- Local Area Unemployment Statistics
- Unemployment Insurance Statistics
- Kansas Job Vacancies
- Long Term Occupational and Industry Projections (2008 – 2018)
- Worklife Earnings
- Kansas' Green Economy
- Gross Domestic Product
- Personal Income
- Kansas Exports
- Consumer Price Index
- Quarterly Census of Employment and Wages
- Population Estimates
- Housing Values, Indices, Characteristics, and Sales
- Commercial Loans, Consumer Credit, and Net Loans and Leases and Noncurrent Loans and Leases
- Poverty Estimates

This report served as the basis of the Kansas Secretary of Labor's annual State of Labor address on September 3, 2010. A press release was sent to stakeholders at this same time.

D. Post Products, Information and Reports on the Internet.

- a. 2009 Edition of the Kansas Wage Survey (added in Sept. 2009)
LMIS publishes the results of the Kansas Wage Survey annually. Data from this survey is released at statewide, local area and metropolitan statistical area

level and for the first time; at the county level. An At-a-Glance brochure highlighting key facts and findings for statewide and local areas was also published.

b. 2009 Edition of the Job Vacancy Survey (added in Sept. 2009)

An At-a-Glance brochure highlighting key facts and findings for statewide and local areas was also published.

c. Monthly CPI updates

Detailed Consumer Price Index data is published monthly on the LMIS website. The index is listed for Nationwide, Midwest and Kansas City MSA.

d. Monthly Current Employment Statistics (CES) and the Local Unemployment Statistics (LAUS) data

LMIS publishes this data on a monthly basis along with highlights and bullet points for the agency press release. Nonfarm employment data is published at statewide and metropolitan statistical area level. Local Area Unemployment Statistics data is published at statewide, metropolitan statistical area, county and city level.

e. Quarterly and Annual Quarterly Census of Employment and Wages (QCEW) data for statewide, metropolitan statistical area and all counties

Quarterly and annual QCEW data includes employment and wage data and is presented by industry and by size class.

f. Workplace Safety Statistics (2007 CFOI data added in August 2009 and 2008 OSH data added in May 2010)

Annual workplace safety statistics are published from two programs 1) Census of Fatal Occupational Injuries (CFOI) and 2) Occupational Safety and Health Statistics (OSHS). The most current historical data of occupational injuries and fatalities are available on the LMIS website. A press release announcing the availability of the data and an At-a-Glance brochure is made for all media outlets in the state.

g. Kansas Industry and Occupational Projections 2006-2016 (added in Dec. 2009)

h. Monthly News Releases

i. 2009 Kansas Economic Report (added in Sept. 2009)

j. 2009 Kansas Green Jobs Report (added in May 2010)

E. Partner and Consult on a Continuing Basis with Workforce Investment Boards and Key Talent Development Partners and Stakeholders.

LMIS has continued to work with Workforce Investment Boards and other stakeholders in 2010. The interaction with different groups has helped promote LMIS increased visibility in the State of Kansas.

Economic Growth Sub-Cabinet Committee:

This is a group of the Governor's cabinet members tasked with researching and developing Economic Growth and workforce development ideas and initiatives. This group also worked with the National Governors' Association (NGA) and other institutions to seek input. LMIS provided support by researching and providing labor market and other economic data and helped in developing economic development and workforce development initiatives.

Employment Security Advisory Council (ESAC):

The ESAC is a body of private and public officials tasked with reviewing and recommending changes to employment security laws in Kansas. The Kansas LMIS provides labor market and Unemployment Insurance (UI) data and informs the council of the labor market conditions and also effects of new legislation introduced on the UI trust fund balances and its impact on UI claimants and Kansas employers.

Kansas Works:

Kansas Works is the State Workforce Board. LMIS provides support in terms of expertise and data for Kansas Works projects such as the Workforce Study Task Group. Representatives from LMIS are present in state workforce meetings and respond to any requests for data.

Kansas LMIS also participates in a sub-committee formed by the Kansas Works Board which is tasked with determining ways to identify "high demand" occupations for state and local workforce boards. LMIS is responsible for designing new methodology for deriving a "high demand" occupations list and a mechanism for which it would be presented to the State and Local workforce boards for feedback.

State Energy Sector Partnership Training Grant (SESPT):

LMIS partnered with The Kansas Department of Commerce which was awarded nearly \$6 million to carry out an energy sector training partnership supporting its strategies for renewable energy and energy efficiency. A portion of the funds will be granted to the Local Workforce Investment Areas to support training activities in five sectors; Renewable Energy Operation and Construction, Renewable Energy Manufacturing and Supply Chain, Energy Transmission, Biomass, and Green Construction and Manufacturing Processes.

Governor's Energy Policy Subcabinet Team:

The purpose of the Subcabinet Team is to provide leadership on energy-related issues and help coordinate efforts between state government and critical private sector stakeholders. Subcabinet Team membership consisted of cabinet secretaries and representatives from state agencies including: The Departments of Administration, Agriculture, Commerce, Health and Environment (KDHE), Labor (KDOL), Transportation (KDOT), and Wildlife and Parks (KDWP). It also included leadership from the Kansas Corporation Commission (KCC), Kansas Bioscience Authority (KBA), Kansas Housing Resources Corporation (KHRC) and the Kansas Water Office.

Workforce Focus Group:

LMIS partnered with the Kansas Department of Corrections as part of a focus group. The aim of this partnership was to research gainful employment in the state of Kansas for past offenders.

WIA Allocation Formula:

Workforce Investment Act Funding Allocation Formula: KDOL collects data, develops and calculates the Workforce Investment Act (WIA) funding formulas.

2009 Kansas Green Jobs Report:

Several presentations were given including the Lt. Governor's Energy Cabinet team on two occasions, the Department of Commerce Staff and Local Workforce Board Directors, the KansasWorks State Board Meeting, Bureau of Labor budget negotiations, and the Governor's P-20 Council.

Presentations:

Presentations of LMIS Data have also been presented to the Wichita Public School system, various chapters of the Society of Human Resource Management, and the State Workforce Board. These presentations included Workforce Development Issues, as well as overview presentations about the KS economy using all the data we have in our division.

F. Conduct Special Studies and Economic Analyses.

2009 Kansas Going Green Survey

The *2009 Kansas Going Green Survey* and the *2009 Kansas Green Jobs Report* represent Labor Market Information Service's (LMIS) first attempt to study the green economy and green jobs in Kansas. It was a collaborative effort involving various stakeholders in the workforce development arena; including the Office of the Governor - State of Kansas, Kansas Department of Commerce, KansasWorks and the state and local workforce development boards. In an effort to identify areas of current employment and potential future growth in Kansas' green economy, LMIS collected information on green jobs as they relate to five core green-related areas including:

- Producing renewable energy
- Increasing energy efficiency
- Agriculture and natural resource conservation
- Pollution prevention and environmental cleanup
- Clean transportation and fuels

Slightly more than 6,000 Kansas businesses were surveyed in the *2009 Kansas Going Green Survey*, which was conducted from August 2009 through December 2009. These employers ranged in geographic area, size class, and also industry classification. The analysis of the survey findings were compiled in the *2009 Kansas Green Jobs Report*. The final report includes information on numerous dimensions, a few of which are highlighted below:

- Primary green jobs and support green jobs
- Primary green jobs by core green-related area
- Primary green jobs and core green-related area by:
 - local area, size class, industry, and occupation
- Primary green jobs and educational requirements
- Future primary green jobs by:
 - Occupation and core green-related area
- Green training providers
- Current and future green knowledge and skills
- Barriers to primary green job creation or growth
- Green practices
- Resources to facilitate green practices

The *2009 Kansas Green Jobs Report* was released in May 2010.

2010 Kansas Job Vacancy Survey

Each year LMIS puts together the Job Vacancy Survey which is one of our major studies. Based on internet download numbers each year this is a widely used product and is an invaluable resource to our customers, including the state and local workforce boards. Approximately 3,000 employers across the state of Kansas were surveyed during the second quarter of the year. These employers range in geographic area and size class.

The results of the survey are presented in the following categories:

- a. Job vacancies by occupations
- b. Job vacancies by industry and size class
- c. Job vacancies by education requirement
- d. Job vacancies by length of opening
- e. Job vacancies by wages offered, and
- f. Job vacancies by benefits offered.

This data is published for statewide and five workforce areas. The analysis portion of the 2010 Job Vacancy Survey will soon conclude and we expect to release early this fall.

2010 Kansas LMI Customer Satisfaction Survey

The 2010 LMIS Customer Satisfaction Survey was conducted to examine the current level of satisfaction that LMIS customers experience. The survey examined the level of satisfaction with:

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- Customer demographics
 - Response timeliness
 - Response follow-up
 - Information accessibility
 - Employee knowledgeability
 - Customer service
 - Data quality/accuracy
 - Product utility

Finally, the survey solicited suggestions from respondents for future development and improvement. An LMIS Customer Satisfaction Survey was sent to 321 individuals, and 98

individuals returned completed surveys. The largest portions of respondents reported accessing LMIS information between 1 and 10 times during the past 12 months and accessed that information via the KDOL website. The majority of survey respondents felt either satisfied or very satisfied with the timeliness of the response that they received to their inquiry, as well as with the follow-up that they received. The majority of survey respondents also felt that the employee with whom they worked was very knowledgeable. Finally, the majority of respondents felt that the overall level of customer service and the overall level of data quality/accuracy with either excellent or above average.

As previously stated, respondents also identified the LMIS products with which they were familiar and how useful they found those products to be. The Local Area Unemployment Statistics (LAUS) data and the Kansas Wage Survey results were reported as having the largest percentage of respondents rate them as very useful. The Survey of Occupational Injuries and Illnesses (OSI) and the Census of Fatal Occupational Injuries (CFOI) were reported as having the largest percentage of respondents rate them as not at all useful.

Of those respondents who indicated that they had accessed information using one of the LMIS Web sites, 35.6% found the Web site to be moderately difficult to navigate. The next largest percentage, 29.9%, found the Web site to be easy to navigate, while 19.5% found it to be difficult to navigate. The summer of 2010 LMI, along with KDOL, revised the website to make products easier to find. The LMI products that we listed as the most popular were moved to the top of the website for customers to find easier. This will be an ongoing project as we evolve with our customer's interests and product popularity.

The 2010 LMIS Customer Satisfaction Survey provided very valuable information regarding the current strengths and weaknesses of the Labor Market Information Services division of the Kansas Department of Labor. We will continue to strive to achieve excellence in all dimensions of functionality and customer service. This survey will be administered on an annual basis to monitor progress and identify further opportunities for development.
