

KANSAS PY 2002 ONE-STOP LMI PLAN STATEMENT OF WORK PLAN NARRATIVE

Section I. Statewide Employment Statistics System

The state agency's strategy for consulting with state and local workforce investment boards, the business community, individuals and workforce development professionals to determine customers' workforce information needs.

The Kansas strategy for consulting with state and local workforce investment boards and other stakeholders proceeds on a broad spectrum of contacts. Several times during the year the Chief of Kansas Department of Human Resources (KDHR), Labor Market Information Services (LMIS) and the supervisor of the Public Request and Training (PRT) Unit attend meetings of the state and local boards. Because these boards, by statute, contain a balance of individuals from 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 this division regularly for assistance with matters concerning the labor market information (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, a telephone survey was conducted of a representative sample of state and local WNK boards to determine if the annual planning guides produced by area met the needs of data users. The responses were very positive and helpful. Several suggestions will be incorporated into the next edition of the guides.

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 six-month intervals.

How the statewide employment statistics system supports the state's WIA/Wagner-Peyser Five Year Strategic Plan for state and local workforce development

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

To achieve this goal, successful labor market information strategies focus on transforming individual employment data into powerful value-added information and knowledge that can be customized at the regional and local level. In this manner, labor

market information will serve as a catalyst in promoting joint economic and workforce strategy development focused on serving the particular needs of the state's diverse and dynamic regions.

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

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

The broad strategic approach for workforce information delivery to the system's three principal customer groups - the business community, individuals and the state's workforce development system

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 website.

The LMIS Division also produces monthly reports on employment and unemployment, 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 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

The Kansas Department of Human Resources operates 23 One-Stop Career Centers. The Department also maintains the Kansas Job Link service to employers and applicants in local offices and on the Internet.

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

- *The Kansas Wage Survey*
- *Job opportunities in Kansas*
- *Licensed Occupations in Kansas*
- *Labor Market Information Services Catalog*

- *Occupational Outlook*
- *Kansas Annual Employment and Wages*

The PRT Unit was created within KDHR-LMIS. The new unit's charge is 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. **Principal Customers:** Educators, students, job seekers, employers, and government entities.
2. **Methodology:** In accordance with guidelines issued by the ALMIS Database Consortium
3. **Focus:** System development and maintenance and to facilitate information delivery.
4. **Results of consultations:** Consultations will be initiated as the database is expanded. There is considerable demand for these data.
5. **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.
6. **Customer outcomes:** Improved customer access to LMI.
7. **Milestones:**
 - a. Work on the development and addition of tables with state information to the database will continue. 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 December 2003.
 - b. Wage data tables and associated crosswalks and administrative tables will be populated, including crosswalks to the new SOC-based projections.
Completion Date: December 2003.
 - c. Occupational licensing tables will be updated.
Completion Date: As data become available.
 - d. Monthly data for industry employment from the CES program, and data from the LAUS program will be updated.

Completion Date: Monthly.

- e. Data from other sources become available at intervals, and will be added to the database.

Completion Date: As available.

- f. Changes to make the database consistent with ALMIS version 2.2 will be made. Tables are being converted to version 2.2 as data are added. Implementation of all version 2.2 tables will be completed. Version 2.1 is currently in use.

Completion Date: December 2003.

- g. A new staff member who will work part time on the web development and applications on will be scheduled to attend a Basic ALMIS Database Training.

Completion Date: As the training is offered.

- h. Acquisition and installation of new equipment and software for the database and data development will be completed. The primary server and supporting software used for the ALMIS Oracle database and for the department's main file and print server will be upgraded. The new hardware and software will be ordered and put into operation. (\$20,000)

Completion Date: November 2003.

- 8. **Total estimated cost:** \$31,144 (This includes \$20,000 for the hardware and software noted above.)

B. Produce and disseminate long-term, industry and occupational employment projections. Calendar year 2000 will be used as the base year and 2010 will be the projected year.

1. **Principal Customers:** Educators, career counselors, local KWIBs, students, job seekers, incumbent workers, employers, and government agencies
2. **Methodology:** The methodology developed by the Long-Term Employment Projections Consortium and the Projections Managing Partnership will be utilized.
3. **Focus:** The focus will be production of sub state long-term projections.
4. **Results of consultations:** Results of consultations were positive and helpful. This product is consistently in high demand by Kansas LMI customers.
5. **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.
6. **Customer outcomes:** Availability of current long-term projections. Will log number of publications distributed for future comparisons.

7. Milestones:

- a. Produce and disseminate State-level long-term projections.
Completion Date: June 2003.
- b. Produce sub-state, long-term projections.
Completion Date: June 2003.
- c. Populate the ALMIS Database with projections data.
Completion Date: June 2003.

8. Total estimated cost: \$90,000

C. Produce and disseminate short-term, industry and occupational employment forecasts. A selected quarter in calendar 2002 will be used as the base year and the corresponding quarter in 2004 will be used as the forecast year.

1. **Principal Customers:** Educators, career counselors, local KWIBs, students, job seekers, incumbent workers, employers, and government agencies
2. **Methodology:** Methodology developed by the Projections Consortium and the Projections Managing Partnership will be used.
3. **Focus:** To develop NAICS-based historical industry employment series for state and sub-state areas and to test the series with the short-term projections models.
4. **Results of consultations:** Customers have expressed interest in these data. Further consultations will take place upon resolution of technical difficulties and production of these projections,
5. **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.
6. **Customer outcomes:** Availability of current short-term projections. The number of requests for this information will be reported.
7. **Milestones:**

- a. Produce and disseminate State-level short-term industry and occupational employment forecasts.
Completion Date: Work will begin upon resolution of technical difficulties.
- b. Test the production of forecast data for sub-state areas.
Completion Date: Work will begin upon resolution of technical difficulties.
- c. Develop NAICS-based historical industry employment series for state and sub-state areas.

Completion Date: Work will begin upon resolution of technical difficulties.

8. Total estimated cost: \$30,000

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

1. **Principal Customers:** Employers, educators, students, job seekers, media, Kansas Workforce Investment Boards (KWIBs), Kansas Job Service Career Centers, economic development organizations and government agencies.
2. **Methodology:** As required for each product.
3. **Focus:** Increasing and updating occupational and career information available to Kansas LMI customers.
4. **Results of consultations:** Results of consultations were positive and helpful. Customer suggestions have and will continue to be incorporated into these products.
5. **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.
6. **Customer outcomes:** Access to improved customer-focused occupational and career information products. The number of requests for products included in this millstone will be collected.
7. **Milestones:**

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

- a. Affirmative Action reports for the state, Metropolitan Statistical Areas and each county will be developed. These reports will include population, labor force and occupational employment data by sex and race/ethnic categories. These reports are used by employers in preparation of federal reports and by other customers needing the above-mentioned demographic information.

Completion Date: Available upon request. Updated annually.

- b. 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 March 2003. Updated database file will be sent to National Crosswalk Service Center for inclusion in the Americas Career Information Network site.

Completion Date: July 2003.

- c. A Job Vacancy Survey in Shawnee County will be undertaken to learn more about the Shawnee county labor supply/demand climate for use in workforce development planning. Survey planning and design will begin December 2002. First round of survey forms will be mailed during May 2003.

Completion Date: August 2003.

- d. A hiring practices survey will be completed for the Wichita Workforce Development Center so they may learn how they might improve and increase participation in the area labor exchange function. Both jobseekers and employers will benefit. Called the Services Survey, work will begin during January 2003. A sample will be drawn and survey forms mailed.

Completion Date: April 2003.

- e. The possibility of conducting an Emerging Occupations publication to include information on type of work, wages, occupational out look, skill requirements and educational requirements for fast growing occupations with good pay will be examined. If warranted, this project will proceed.

Completion Date: December 2003.

8. Total estimated cost: \$60,000

E. Provide an employer name and address list that can be accessed by the public.

1. **Principal Customers:** Educators, students, job seekers, employers, and government agencies
2. **Methodology:** In accordance with ALMIS Database Consortium guidelines.
3. **Focus:** System development and maintenance.
4. **Results of consultations:** Results of consultations were positive and helpful. There is considerable demand for employer data.
5. **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.
6. **Customer outcomes:** Electronic public access to the employer name and address list.
7. **Milestones:**
 - a. LMIS will cooperate with KDHR Employment and Training staff to make the ALMIS Employer Database available to the

public in Job Service offices and 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.

- 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.

- c. Development of an application that will allow public access via the Internet to the employer list is expected to replace the existing link to the ACINet site. 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. The application will be updated two times per year, as new employer data become available.

Completion Date: December 2003.

8. Total estimated cost: \$6,000.

F. Provide information and support to Workforce Investment Boards (WIBs) and produce other state information products and services.

1. **Principal Customers:** KWIBs, Educators, students, job seekers, employers, and government agencies
2. **Methodology:** Methodology appropriate for each project will be utilized.
3. **Focus:** To provide LMI for use by WIBs and other customers.
4. **Results of consultations:** Results of consultations were positive and helpful. Customer suggestions have and will continue to be incorporated into these products.
5. **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.
6. **Customer outcomes:** Improved availability of LMI for WIB planning, analysis, policy development and program operations. The number of requests for products will be tracked.
7. **Milestones:**
 - a. Update and distribute the *Kansas LMIS Labor Market Information Catalog*. The catalog includes information of use to students, job

seekers, educators, career counselors, employers and others.
Completion Date: December 2003.

- b. Milestone: Kansas will publish state and MSA labor market newsletters with information and data on employment and unemployment conditions and trends.
Completion Date: Monthly
- c. A directory describing Kansas LMIS reports and publications will be updated
Completion Date: August 2003.
- d. Current industry employment estimate reports for eleven of the most important labor market areas in Kansas will be prepared. These will be in addition to those sponsored by the Bureau of Labor Statistics (BLS). Historical industry employment reports, including monthly data that are comparable with the BLS sponsored series, will be produced for the 80 remaining labor market areas in the state.
Completion Date: Monthly and quarterly, respectively.
- e. 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 to reflect current data and WNK needs.
Completion Date: June 2003.
- f. LMIS has been given tentative approval by the Workforce Network of Kansas (the Statewide Workforce Investment Act Board) to undertake a multilevel Labor Market Supply and Demand Project. The goal is to ascertain where gaps or imbalances exist in the available supply of labor and the demand for labor. The results will better enable the state and area workforce development planners to take measures to ease the imbalances. Preliminary planning and negotiations are underway. We expect to partner with Fort Hayes State University and Wichita State University.
Contracts finalized: February 2003.
Completion Date: December 2003.

8. Total estimated cost: \$225,000

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

1. **Principal Customers:** Educators, students, job seekers, employers, and government agencies
2. **Methodology:** As recommended by the WIC.
3. **Focus:** system development and maintenance
4. **Results of consultations:** Results of consultations were positive and helpful. Electronic accessing of LMI is increasing.
5. **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.
6. **Customer outcomes:** Increased customer access to LMI. The number of visitors to the LMIS website will be tracked.
7. **Milestones:**
 - a. LMIS will continue working with the ALMIS database developing and using in-house applications as needed for our specific purposes and requirements.
Completion Date: Ongoing.
 - b. We are working toward making all public access data available through the web where appropriate.
Completion Date: Ongoing.
 - c. Work will proceed on the development and implementation of database driven web output to replace static web documents, with emphasis on those areas where demand is great and static documents are least satisfactory or appropriate.
Completion Date: Ongoing.
 - d. A new projections (with crosswalk) application will be completed.
Completion Date: December 2003.
 - e. A new employer list application will be completed.
Completion Date: December 2003.
 - f. Existing web applications that provide industry employment data will be extensively rewritten to provide access to data based on the NAICS industry coding system.
Completion Date: December 2003.
 - g. The web applications that provide current and historical data records will be upgraded to allow customer access to all available industry data and supporting information.
Completion Date: December 2003.

- h. 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. (No One-Stop LMI funds are requested for this milestone; however, it is felt that this activity is of considerable importance in increasing customer access to Kansas LMI.)

Completion Date: Ongoing throughout the year.

- i. Staff will attend training related to system development and implementation.

Completion Date: As training opportunities become available.

8. **Total estimated cost:** \$20,000

H. Support state workforce information training activities.

1. **Principal Customers:** Educators, students, job seekers, employers, government agencies and KWIBS.
2. **Methodology:** As required for each activity.
3. **Focus:** To increase staff and customer understanding of workforce information.
4. **Results of consultations:** Results of consultations were positive and helpful. Presentations are adapted to meet customer needs.
5. **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.
6. **Customer outcomes:** Improved access, knowledge and understanding of LMI. A count of LMIS and external customers receiving training will be collected and reported.
7. **Milestones**

- a. Conducted a seminar for visitors from foreign countries attending a Bureau of Labor Statistics training program. Discussion topics and activities included descriptions of BLS and ETA program activities, a tour of the Topeka One-Stop Career Center and review of the LMIS web site.
Completion date: July 2002.
- b. LMIS PRT Unit staff conducted a break out session on occupational demand forecasts at a meeting of the Kansas Association of Technical Education.
Completion date: August 2002.
- c. The LMIS chief spoke at a meeting of the Research Advisory Team of the Workforce Network in Kansas. Availability of LMI products and services were topics of discussion.
Completion date: August 2002.
- d. LMIS staff served as a labor market information advisor to a governing board of the Kansas Apprenticeship Program as the board was applying for a \$200,000 grant.
Completion date: October 2002
- e. 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.
Completion date: October 2002
- f. PRT Unit staff will take an LMI educational display booth to the “Connecting Education and Employment” conference in Wichita, Kansas. The Kansas Board of Regents sponsors this event.
Completion date: February 2003
- g. The PRT Unit will take an LMI display booth to the Annual Community Economic Development Conference in Hutchison Kansas. Kansas State University and the University of Kansas sponsor this conference.
Completion date: April 2003
- 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.

- 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.

8. **Estimated Costs:** \$40,000

Total Expenditures: \$502,144

Section III. Customer Satisfaction Assessment

KDHR-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 email we are planning to devise an email 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.