Testing.

 Testing, testing. >> [ Please stand by for realtime captions ] >> Good afternoon welcome the ExploreVR webinar. Labor market information for vocational rehabilitation leadership. I am Katie Allen before we begin I want to mention a few logistical points. As with all ExploreVR webinars we ask that participants listen to the presentation through computer speakers or headphones. If must call in these mute your phones . If you cannot find your phones mute button press \*6 second if you experience connection issues, try closing all other Internet applications and logging out and logging back in. If you continue to experience difficulties email us. The email address will be on the screen.

We ever served time at the end to answer and address your questions. At the end of the presentation in question a comment box will appear in the upper right corner we encourage you to type in all questions and comments once it appears. If you want a copy of the PowerPoint presentation, you can download it right now from the files box. You can also find the PowerPoint slides for this presentation on the ExploreVR website, there is a link to an evaluation that will appear on your screen at the end. Please follow this link to complete the webinar evaluation.

If you're a certified rehabilitation Counselor requesting credit you must complete evaluation to receive credit. The webinar is worth on CRC credit finally this webinar is being recorded and will be archived on the ExploreVR website after the webcast. When you visit the site you can find information about all archived webinars and upcoming webinars. Unmute will be your host today. Bill introduced for the kissing agenda for today's webinar.

Thank you. I appreciate that. Good day everyone wherever you are. You enjoy the wonderful morning or early afternoon. Depending on where your joining us from we welcome you to the view from the top -- a view from the top webinar on labor market information for vocational rehabilitation leaders in the age of WIOA I am presenting with two other colleagues or well-prepared and very knowledgeable on this topic. And welcome them to the call as well. First, Allison Flanigan the director of the Kentucky office for the blind. As well as Robert Burns and myself Russell Thelin or senior policy Fellows at the message -- at the University of Massachusetts inclusion. This presentation is being made possible the job driven technical assistance Center where we work on a number of different goals and focuses as it relates to job driven efforts under the workforce innovation opportunity act, the job driven vocational rehabilitation technical assistance Center's initiative that is awarded to the University of Massachusetts, before I go any further I want to reiterate what Katie said at the beginning.

If you would please as we go through this presentation, and have questions, jot this questions down on a piece of paper or make a mental note so as we get to the last part of the presentation, you can ask those questions and we can direct those to the presenters who can best answer them.

The job driven center goals really are for the purpose of improving the skills of VR agency staff and other professionals within the agencies and other providers of vocational rehabilitation services were trained to provide job driven services that relate to supporting people with disabilities, and supporting employers, and supporting customized training providers.

There are four topic areas that the job driven half is focusing on, business engagement, that really critical part of the workforce innovation and opportunity act that deals with engaging with businesses, and maintaining documentation of that engagement, insert data points.

Also employer supports. In supporting employers and operating their business and seeing how individuals with disabilities can be a resource to supporting employers and also helping them understand some of the components of the law.

The third part deals with labor market information, that is a large part of the presentation that we will hearing today, actualizing labor market information within the vocational rehabilitation services provision.

Customized training providers. This is an enhanced -- it is new in being a focus area of the workforce innovation and opportunity act whereby we look to try to establish more customized training within employers and having providers to help with that customized training as we go forward.

You will note, the website is listed here I recommend you have not already done so, go to the site and explore within it. It has a great deal of information that is regularly being added -- that can help you as it relates to the workforce innovation and opportunity act.

As I mentioned the job driven technical assistance Center is located at the University of Massachusetts, Boston but we do it and how this project within the number of partners, and good friends of ours in this initiative. I will go the securities because they each and every one of them are active in our need to be recognized for the critical part in making this project move forward. Jobs for the future, University of Arkansas, University of Washington, United States business leadership network, or USBLN Association of University centers on disabilities the Council of state administrators of vocational rehabilitation, you can see we have participants and partners from a variety of different perspectives. Some from academia, some from business networks, others that are advocacy groups, folks who are leaders in vocational rehabilitation across the country. And also organizations that focus on labor market information as a tool and valuable resource for helping serve individuals with disabilities to meaningful career outcomes. We also work in collaboration with the national Council of state administrators for the blind, and there is a technical assistance Center collaborative JD-VRTAC is not the only technical assistance, but the other centers and other initiatives that are being funded and technical assistance centers across the country and under different topics, are all working in a collaborative. To make sure were working well together we're not, engaging in things that become confusing or that might otherwise distract. Each technical assistance Center has a particular topic any of us that have been in the VR system knows, there is overlap in all of those. And wanting to make sure as we each work on our respective technical assistance Center initiative, were collaborative in what it is we are doing. That's a very valuable piece of our partnership as well. You can see there is a very large and active group working on this.

As far as the objectives, of this webinar, there are really two to assist current and future vocational rehabilitation leaders and understanding the increasing importance of labor market information. Putting it in its simplest terms, there is increasing availability of labor market information. Which means there is increasing importance for that labor market information within the way that the VR system serves eligible individuals with disabilities.

For some, we might need -- a learning curve associated with that, and we hope that this webinar will help with advancing that learning curve because there is important information that is coming available. Secondly to provide an outline of management issues and concerns when implementing labor market information initiatives. How do you manage that as leaders in an organization, how do you put your arms around all of the -- all that is available so it is implemented in a way that doesn't create a certain degree of chaos, it doesn't raise concerns, and to help streamline that in a way that it can be done with the least impact to this very busy practitioners that are working at ground level and where the rubber hits the road and being supportive of them in that. >> Why should labor market information the important to you as a vocational rehabilitation leader? Bar two ports that are highlighted, I like to talk about the second one first, that's availability of new labor market information tools. There are 26 years ago when I started as a rehabilitation counselor. At that time, when I looked at -- I was in a very rural part of the state where I worked, I look to labor market information and to try to paint a picture it looked kind of like this, on my desk I had a dictionary of occupational titles that I could use, to get some very basic information on particular jobs. There was a DOT code, series of numbers, the middle three of which would tell me data, people, things, connections to those jobs. To help match skills and necessary academic or ability scores for matching people to a job. There was an occupational Outlook handbook, there was a large publication provided that allow for me to look at certain jobs and job families and get a sense of what the next five years or six years would look like for that job and its availability across the country.

And a job skills classification publication as well. And then the labor market information where I was, literally was a job board. Where you could go into the local labor agency and look at index cards that had jobs listed on them. To help you make connections with employers. Fast-forward 26 years, that's not to say that that's all the labor market information that was available at that time, but I think he gives you a sense of where we were just a quarter of a century ago, in terms of having information that was available to help individuals we were serving, to make meaningful choices where their work and their career futures. Fast-forward 25 years, we have a much more sophisticated much more ambitious, technology-based with computers, computers we hold in our hands that have available information on them. Numerous sites where we can go to get information on jobs and job duties and job attitudes required and prevailing ways -- wages and where jobs are hot we have information to know where to look for a high demand jobs and low demand jobs.

It's a world of information and it's a world of tech knowledge he, -- technology, we want to step up it is challenging us to step into this world more fully and take advantage of those things that are going to be resources to help us link to individuals to provide them really meaningful informed choice, or in other words, they will -- real informed choice it helps us provide access and information around careers, and not just job placement.

It refreshes the critical need for the role of the rehabilitation counselor. As we understand labor market information, along with the other skills that a counselor brings to that partnership that they have with clients, the need to have meaningful and up to date and well understood labor market information really refreshes counseling as an important part of what we do.

Is a critical component of the mandatory partnerships. That are outlined in the workforce innovation and opportunity act. As well as the transition aspects of the act. As well.

I think as we look at this as leaders within vocational rehabilitation and we think about why it is important, to me those are just a few and I'm sure there are many more but really focusing on careers, providing informed choice, making it a real possible solution for individuals through a revised and enhanced counseling professional. And helps us meet the mandates of the law in terms of working with our partners, and transition.

What I want to do at least city stage for Allison and for Bob I will turn the time over to them and let them give you some more detail as it relates to this topic that we're spending on so I'm not sure which one will go first.

Thank you for the introduction. Hello. Thanks for joining us today. You can see the next slide, we have is how do you use labor market information for a variety of purposes, you can see we talk about purposes around organizational development, around planning, and the delivery of services. This is a framework that helps me conceptualize the use of labor market information on a variety of levels within the state VR agency. I'll have to give a shout out to our colleagues in Alabama, they are working on a dashboard labor market information approach that will put this technology at the desktop of your VR counselors, their business account managers, and their managers they will do it in a way that increases accessibility and use of this information. So Milton and Quinn have been helpful to me in trying to understand the different uses of labor market information. You can see we have a framework that we want to present. The first level is that you use labor market information at a strategic level within the agency. Agency leadership and managers the second level is at a tactical level, typically this relates to function better performed by regional and area managers. You see a third level, that is an operational level. This is typically what we think of labor market information and its use in the field of ER this is typically the area we jump to. This is the area where the counselors are business relations managers, are using information prior to the IPE to deliver good career counseling services and at the services have been delivered on the counselor and the consumer are in a job search or placement phase, that is the typical use of labor market information.

We would some of these other two uses are also very important at a tactical level area and regional managers in terms of how they will deployed the resources and how they will use the counselors and use the existing business relations managers, how they will use vendors that provide job placements services all kinds of partnerships they will develop on a local level both with employers if it will take a sector type strategy because the labor market information demonstrates that's fertile ground, or if it's going to be with other providers like community colleges, that's an important use we believe of labor market information at this tactical level. Finally it's at a strategic level, this is for the leadership within the organization, that's looking at long-range planning activities that's looking at organizational development, both internal and external in terms of the delivery of services. This framework indicates a greater utilization of labor market information beyond just an operational level. Use of market information can be embedded throughout your organization.

Was introduced the person we want to get to and that is Allison Flanigan, from the director of the Kentucky office for blind and bring her into the conversation. The first five were looking at for labor market consideration for leaders talks about using this information in agency planning processes and identifies two areas around agency strategic planning and with the unified state plans.

Do you want to talk about how you are using it in Kentucky?

 Thank you. As the director I have to talk about what we first came out almost 2 years ago, the emphasis on labor market information, all over that act and it really forced me to go, why is it that I need to have my information might be had agency? Why is this important? In the past I'm a previous counselor so I remember the days of pulling that off my desk and focusing on the LMI data for my job seeker, the customer I was working with, was not the priority 25 years ago. With WIOA in his made me look at my agency and say how should we be using this data and what is the driving force. One of the things we need to understand his answering the question is why do we need it and we need to understand we have to be knowledgeable in the in demand careers and trends and requirements you cannot talk about LMI data without talking about the labor demand of the employer, the supplies, the education needs to be happy. All three of those components go hand in hand. As we go through this participants will see how VR is connected in all three components. Not just the job seeker but all three areas.

The LMI data helps us as an agency get those jobseekers online, their educational and career goals so the labor market information and demand is there and they are prepared to go to work. When you talk about agency strategic planning, the plan is really looking at the future and what can you do as an agency to improve it and where can we go. They consist of those goals and objectives. But they are type your state plan as well. So your plan is connected, we have unified state plan were connecting with all of the core partners. The common elements that you have of your goals and objectives are tied to the labor market information. Were tied to that job driven demand. It is important for VR to make sure we're staying in tune with what employers and businesses are needing. I can venture that some of the participants remember the days the job seeker and the customer came in, and said this of the job I want and there was much discussion about if you want to do that you need to pursue this. That you can get a job. And back and back and back [ Indiscernible ]

I think we are back up. Sorry for the interruption.

Focusing on Bush -- you talk with the consumer this is what they are interested in. You focus on individuals priorities and interests. There was a lot of discussion about if this is the job choice that you want to pursue, but see how many employers will higher in that field or what the wages will be appeared and is there a demand in your community. There wasn't a lot of discussion and right now that way of thinking has to go so we have to focus on if you will live in this area these are the sectors, this is what employers are hiring in and this is the educational credentials that you have to pursue. The counselors are going to have to do a lot more of that informed choice to make the right choice. That's where the strategic planning will tie together with your department of labor entities, the community colleges, adult affirmation, all those partners we have will be tied together through the labor market and the employers and businesses will be driving what the goals and objectives are. We now have dual customers, we have the employers and the businesses that we are here to serve and that means we are providing them the applicants that they need, to fill the jobs.

It is important as a leader to make sure the goals and objectives are focusing on that and making sure we're looking broader than just the individual disability we have to consider the business as well.

I think those are great points. I think you that -- piggybacked by that I had an opportunity to do some work with Nebraska VR agency, they have done a lot of around customized training and it was mentioned, working in partnership with the employer to identify what skill sets do they need in their workforce and their employees and if you will [ NULL ] reverse engineering that meet our consumers and giving them the skill sets that they need to move right into those jobs with those employers, mark in Nebraska is working with the state labor market talks identifying the growth areas and three of the four include ID information technology, advanced manufacturing, transportation and distribution so now they are beginning to design a customized businesses and designing the customized training programs around those strategic areas. I think those are great points.

We go to the next like this gets into those we go to the next slide, this gets into using LMI in creating partnerships and guiding and creating partnerships and collaborations can you talk about that?

You have to understand the sectors are the what and the career pathways are that out that brings the economic development, workforce development, and education entities together. When you think about that, that is the opportunity for integrated services delivery, all the states are facing the same thing with regards to resources so it is important you grade those resources and try to utilize each other in Kentucky we found was a lot of duplication. The core partners that are working together have been focusing on the duplication and where can we actually piggyback off of each other and use each other's resources better, that's an opportunity for us. One thing I want to talk about in Kentucky, accelerating opportunities, that is the model that provides a support structure for those that are basic skills deficient, and at the same time learning a technical skill with a support structure, a wraparound service that the customer can thrive in an obtained. And certificates that lead to compose employment so it allows individuals to work on their hospital equivalency and the technical certification at the same time and jumpstart them instead of having to complete one and then the other. Accelerating opportunities is an example of how the partners work together to recognize a workforce that needs the extra assistance and support in order to move forward in a better higher weights program so that's a good example of some of the collaboration. There's a lot of additional things happening when you focus on the sectors, which is the better -- with Louisville is an IT focus that's one of the strong sectors and have a program called code Louisville that is focusing on the certification and technical training in the fields of IT. It is partnering individuals in the training components and also the professional mentors so the program is getting focus as well and the VR agencies are connecting with the IT program and trying to make sure individuals with disabilities are given the same opportunities and one of the things I have found out when you talk about individuals with disabilities, the programs that have talked about, a lot of those curriculum structures are not thought of to be developed for someone who may have a different -- learning style. What I have learned is you basically have to approach those entities like the educational one, one at a time to get those accommodations and make the adjustments and create a more flexibility program for the consumers approaching them -- what we had the one individual people can be successful, and we work through all the barriers with that one individual and the educational entity, the employer salt how that made a difference. They opened their eyes and realized we can do this for a lot more individuals and as a result they've obtained a great employee that has the same credentials as another individual may have had but they were more flexible in how they approach that the partnership is key in making sure you're going in and staying connected. The one thing I want to emphasize is the VR program you cannot just focus on your community rehab program or focus on a workforce system CAUTI education and career has to be a key component moving forward because that is a key in this career pathway programs.

Yes there's a great points and let me just follow up you who are go to the next topic, follow up on this partnership, this collaboration. You make some great points, when I was the administrator and the Maryland program we had a working relationship with a number of community colleges around customized training, you make a great point it's just not a hand off you just cannot handle the consumer to the training provider, the technical College, and ask them to do -- it is a partnership as you talk about, making the accommodations getting the assistive technology in place, and supporting the individual, in the training program, we bring the expertise around disability employment and the provider brings expertise around the technical skill set that individual will need for employment. Kentucky has a very strong technical and community college network.

Yes. Is going to get even stronger because they just had Yuji is in funding -- just had a huge increase in funding.

They are going against the tide. They can be extra partners, it is a partnership and collaboration not a handle.

Let's go to the next slide. We have talked about the use of labor market information around strategic planning, any discussion of labor market information around external partnerships, let's talk about labor market information for internal organizational development on the slide, we're showing things around training, support systems, performance reviews, can you talk about that? Labor market information for development of your own internal resources?

This is the focus here in Kentucky for the last year, we provide information training to our front-line staff, at the Kentucky career centers. The partner agency, the local workforce, the area Dylan district staff we have all these front-line individuals that participated in the LMI training and we broke it down into whether you are an individual that provided job seeker services or you are an individual that provided business services, each trainings -- it is a different approach depending on what the job set is. We spent time doing that and on the rehab side, ours is more the job seeker side, we talked about the resources that are out there, it's no longer just the DOT there is a plethora of resources at your fingertips on the computer and it can be overwhelming to try to determine what you use, which one is accurate data. We spent time in the training making sure staff understands the difference between real-time LMI data versus the traditional LMI data, how do you use it, and we have scenarios that was the most helpful heart -- part make sure the staff do case studies. We made them go through the exercise looking up the wage information, the demand for that position, availability of this position and that was a good exercise for that. As a leader although this information was great, you have to continue as a leader to push this because this is not something that was a habit for the counselors. Part of that making this part of their everyday routine, working with individuals, especially when they are developing the plan, will have to continue to do ongoing refresher courses for staff. And also time that to the performance evaluation that we do, make sure the information is critical and is a key component to the individual plan for employment. There are some states, Alabama, they're doing a good job of making sure the counselors have the LMI dashboard at their desktop and what states need to start looking at is making sure it is an easily retrievable information for counselors. There is so much data, that's what we heard in the training cow we heard from staff that was a little overwhelming because there is so much data, if someone is not familiar enough to go and explore different websites, it may be intimidating, that's why the one-on-one type of training is becoming helpful as large --

Are some great points and I particularly like how you are saying is it important to embed the use of LMI particularly into -- the frontline and service delivery people and you mentioned performance plans and reviews, you talk about training and ongoing technical support, and other areas, might be within the job description itself to embed in your agency's job description of counselors, first-line managers, the use of labor market information so I think those are great points. I am really like a low-tech user of LMI, I am only -- i have three things are like 02 LMI tools and the Odette by state's labor market information, and the site indeed which is a job search bulletin board type arrangement but just even that a low-tech user like myself, I see a lot of value added on using those LMI tools so I think there's a great point in terms of how to implement and sub or an embed use of LMI tools into your organization.

You lead an agency for the blind, I'm assuming Kentucky has a center for the blind, agencies for the blind are always trying to link those centers in with the employment aspects of the program. How does that fit within your center and what are your thoughts about other administrators trying to do that?

We have a center -- for the blind which provides blindness skills training, which is common for most of your blind centers. However we recognize the need for the employment focus at the center so one year ago we implemented the boot camp, it is training, we're focusing on the employability skills and it's a two week program where people are coming in and learning how to look up labor market information, learning how to research the job, the requirements, we're teaching them the skills at the center so that's been important and we keep it at a small class so they have a lot of one-on-one instruction. I will say the first class we had last summer six of the individuals obtained employment and are still maintaining the employment so we were successful. And we continue to improve that and we modify that program to do a summary program for use individuals with disabilities, it will be the students that are in high school and teaching them all about the roles and how to look at the local communities and see what jobs are met and that the man. The centers have to adjust we have to adjust with what they need is in the communities and while the blindness skills trainings are critical and crucial, labor market trances is going on in the sectors that are being focused on I want to backup, you talked about the Odette and that's one area we used, all the information is great and I -- I am not promoting anything because there is so much out there about a want to say four years ago, Kentucky started the use career index which is online. The company that developed this had a strong interest in DR and had the knowledge of what rehab counselors were doing. They grow up this index -- they developed this index so we have that at our fingertips but four years ago we introduced that,up two years ago, and we have to start gearing up for the create index as they know the tool to use because if you do not use it you lose it. The counselors have not been utilizing the tool and that is something has to be ongoing as the leadership continues to promote what tools they have.

It says that will do a commercial because I will piggyback your career index announcement, that's become one of the main activities were major activities of the technical assistance centers and that is the WIOA technical assistance Center from San Diego State and they will be working to roll out a career index tool nationwide and I had a little demonstration of the total and you're right, I talked about my naïve use of those states labor market information and indeed, with the create index tool integrates, a similar type function into one package, that will be a powerful tool for state agencies so I'm glad you mentioned that we are giving agencies a heads up to look out for announcements were career index is presented by the technical assistance center. With a couple of more minutes we want to leave time for questions. You can start to putting in your questions. Then we are finished, we will have some Q&A, some quick points, there's a side talks about the use of information technology and data resources and the actual documentation within case records and maybe within a case management system, within the state. Any thoughts you want to go beyond identifying that as an important element?

One of the new -- integrate systems, that is important in Kentucky but we had a long ways to go before we have integrated systems, because of the funding. A lot of states are in the bow. As you start developing estates are working on the plan for a system, you need to make sure to think about LMI as part of the case notes or the documentation and part of that monitoring element of the integrated system. That is important as they start moving towards that system and is something we're going to do in Kentucky, until we develop a system connecting that LMI data to that vocational goals that is on the IPE is what we're working on with our counselors.

Good points. The final slide, this is a great slide that's been developed -- cost versus value. And labor market information as it is currently available is a very low-cost or no cost type of endeavor for state agencies and has tremendous value. And I think you have made a good number of points around that. With minimal cost and investment we can get a great return in terms of increasing this skill sets of our counselors and also bringing value to the services that we delivered to consumers. Has that been your experience in Kentucky?

Yes. LMI can be a support for making the business case, whether it's to your legislators or leadership, the return on investment is a valuable piece of VR, not only do we get individuals to work, we also will give them benefits and their contributed to the community practice so being able to explain that and we play someone individual that the family sustaining wage, that allows for career advancement, that is job security and those individuals are not going to leave those jobs because the pay is too low, because there is no advance that they will stay and flourish and grow in those positions which means the tax base will grow, being on the state benefits will decline, a huge business case that you can argue to your legislators and along with that, is finding those VR programs is allowing us to do those things and that's what we argue here in Kentucky.

Great point. For the consumer it's not only a tool for finding a job but it's a tool in terms of their career development and advancement so terrific points. Thank you.

At this point I will turn it back to Russ, we will facilitate the Q&A.

Thank you. I want to highlight another little piece, it was something became really helpful for me when I read a state agency. As you do that partnership with business you use labor market information to work with businesses and help them meet their needs, Allison talked about using that with state legislatures or other cabinet members or people for whom you need to demonstrate things, one of the most powerful things that I was able to witness was when we had a business come with us to the legislative session and present on the impact of the vocational rehabilitation program on helping them meet their staffing needs. All through labor market information building partnerships with businesses, and asking them come to speak to lawmakers about how their needs are being met that is help those powerful so I would add that pleased with we have a few questions that are coming through.

Allison, you look to see any of the training materials that you have related to labor market information maybe if you are willing -- we can give that to Katie and she can make that available.

American citizens lost careers up October 2000 October 2011, can you offer better jobs now through oNET so we can broaden beyond oNET to include other forms of labor market information.

 Any thoughts?

Clearly, there's been a real -- anybody who has been paying attention to the political debate, that's been going on for the last year around elections, it is no surprise, there's been a tremendous change in the workforce in America. A result a lot of things and automation has been on, free trade and changing energy sector particularly where Allison is in Kentucky, I spent some time in Eastern Kentucky and the changes that's going through so clearly, not only does it impact the workforce in general, but particularly for our consumers, the key is to get out and have an education so it is important for us to partner with local school systems, and have strong transition programs, and preemployment transition programs, that connect young people with a world of work before they leave their secondary education. It is important to connect them with the right kind of skills or develop the right skills, so they can going to at a minimum middle skilled kind of job that has a future and career, rather than an entry-level low skilled job that is not going to lead a -- 28 career ladder -- to a career ladder. That's the important thing the key, it was a simple world back then, they're looking for specific skill sets and individuals have to create a career path and Allison is working on that in Kentucky and maybe can can speak about to what you are doing.

With regard to put their -- the career pathway, we're fortunate to be one of four states that receive the grant and were focusing on Eastern Kentucky area, there is a great need there, as well as a Metropolitan states, we have the urban and rural areas, and focusing on the three top sectors, healthcare, IT and manufacturing. Doing a lot of collaboration with the community college systems, adult education, and also the secondary high school programs, trying to reach into those individuals and apprenticeships are piece of that. That's where we have learned is that apprenticeship programs -- we have to focus that one individual at a time and it other states are going to have better luck at pursuing that on a more global scale, we have to do this one individual at a time. It is challenging. But we'll see a lot of benefit from it.

I agree it is one individual at a time and it is a work plan -- plant process in terms of getting young people early work experience and work related experience and creating a career plan not just first job, any job but to see this thing through, a career ladder, clearly the universe has changed relative to the world of work since I have been in it so it's a great question. It is a challenge for us and the workforce in general.

Thank you. Looking over the other questions, what steps would you take as a counselor to find local labor market information? >> We have done some training, one of the best resources that we asked for them to use is the oNET , it has a lot of useful information and the other piece you have to couple with is more state labor market statistic -- the Kentucky LMI website which is to the Kentucky career center, that is one of the core partners, the central office is down the hall. We do a lot of collaboration. Making sure the information that they are utilizing online is a good resource. Those are she websites those those are key websites you can use with an individual sitting in their office.

There are lots of different things out there, the career index, it is important as a state that you know your state labor market information, and the Bureau of statistics, make sure you understand who that is in your state agency and you're connected, it is important. A lot of your state businesses and employers are utilizing that information and connecting with them. Economic development has a lot of information, the Chamber of Commerce also. They do a lot of assessments. In Kentucky the Chamber of Commerce did a big study last year and the number one things employers indicate -- the biggest concern as far as applicants, was the lack of soft skills, that is a big concern we have in Kentucky.

Utilizes they I am familiar with, one of the places I recommend that you go is jobs.Utah.gov I'm not sure -- there was some effort about accessibility, if the accessibility of that site is not up to par, I would recommend you get with the labor market information group, the Department of workforce services, they are responsive and would be more than happy to facilitate your getting information on the local labor market. >> Offer SSI forms, there's a lot of information on Social Security SSI forms, meaning to be filled out. I'm not sure that's trying to tie into labor market information, in terms of making links to potential job opportunities, I do not see any other questions. >>

 If you look at the question and comment section, you will see a number of links being typed in,

 here is a site. I think if you just got started, took one of these sites, and went to it, it would probably create a nice information tree for you to go and get additional information. Keep in mind these sites really as far as information are just information. The next step for you is to try to integrate that information to something that is meaningful. If your strategy is just to go to websites, you'll get a lot of information that is not always going to tell you have to put a strategic -- strategy into place. That's were reaching out your partners like the labor agency in your state or getting in touch with the Explorer the our website or other types of things so you can put some structure to all of this information that will work well for your state. There's lots of information out there.

Our time is up. Thank you for the questions. We have an evaluation at the end. As we sign off these fill out the evaluation. Even if you are not looking for hours, take the time to do it. Without that's has been -- we hope this has been a helpful webinar. Thank you for doing a great job. Thank you everybody. We will see you --

Thank you everyone. You can now fill out the evaluation. Be sure to join us for our next webinar. On Tuesday, May 10 at 1:00 p.m. Eastern time. Thank you.

Thank you. Goodbye everyone. I hope you enjoy the rest of your day. >> [ Event concluded ]