Good afternoon everyone welcome to our webinar, introduction to labor market information in a job market -- job-driven economy. My name is Katie Allen , I am a knowledge translation associate . Will be beginning with a few logistical points before we begin today. First we ask that anyone calling in to the webinar to please mute your phone to avoid broadcasting and recording any background noise in the environment or in the webinar. If you cannot find the phone mute button, please press star sticks -- 6 and that should mute most phones . Second there will be a question and comment box located in the upper right corner of the screen. We encourage you to type all questions and comments into this box anytime during the presentation. We will answer any of your questions and answers -- comments at the end of the presentation if we have time. Feel free to type them there but we will get to them the end. third, there will be a link to an evaluation that will appear on your screen at the end of the question-and-answer period after this presentation. Please follow this link to follow -- to complete the webinar evaluation. If you are seeking credits for this as a counselor, you have to complete this evaluation in order to receive your Searcy credits. -- CRC credits. And finally this is being recorded and it will be recorded -- available at www. -- you will also find all archived webinars there. If you have questions, please mute them in -- please enter them in the comment box and we will respond at the end. without further ado, here's today's webinar.

Thank you so much for joining us today, I am so pleased to have a chance to be with all of you. We are here on behalf of the job-driven vocational rehabilitation and technical assistance sector . Today's webinar is to give you an introduction to labor market information and how you may be able to use it may -- more effectively in your operations.

So I am Mary right I'm with jobs for the future -- and I'm with an organization dedicated to making sure everyone has the opportunity to get the skills they need to be successful in today's economy. We focus primarily on people who -- in underrepresented populations. Today we'll talk about representing people with

developmental disabilities. There's noise in the background. I don't know someone else can get their phone. Thank you. We will just have to go through this, I apologize for the distraction. The JD-VRTAC was created with funding from the Department of Education to improve the skills of Allstate VR agency staff and professionals to be able to move you more toward thinking about how -- what jobs are available in today's marketplace and how those can be -- how that information can be used to better help your clients. We have four topic areas we are looking at, this is engagement, employer supports, customized training providers and today's information is going to be on labor market information.

The partners that we have for the safe -- JD-VRTAC are the University of Arkansas, University of Washington, the US BLN, jobs for the future and we're pleased to be able to provide additional technical assistance for VR agencies across the country. Now I am going to introduce you to Lois Joy who is a senior research manager who works with us here at JSS who will take you through an explanation of what animal -- LMI is and how you can use it more effectively in your programs. So Lois.

Thank you so much at the pleasure to be here and I want to welcome everyone to joining -- who is joining us today. I know how busy you are, and the important work you are doing. I hope today's presentation will give you an overview of labor market information , which can help you in the work that you are doing in the offices where you work and the clients you serve .

For our agenda we have four points for our agenda today. First is, to define labor market information. Second , to discuss how labor market information can be helpful to you in the work you do, identifying education, training, and employment opportunities for the use -- both the youth and adults with disabilities that you serve. We'll also discuss sources and resources for labor market information.

And finally, we will be ending with the presentation from Hugh Bradshaw on lessons from the field and how his office has used labor market information to do this kind of work.

So I like to think about labor market information as providing us with maps of opportunity. I think of it sometimes as comparing two different kinds of maps, if you think about it, one map that has no roads in it, no identifying features, no landmarks , and one that has information about where you are and where you can get to a picture that might have roads and names of roads. Labor market information provides that kind of map . It tells you for your region, or for your state -- for the clients you are working with, what are the opportunities? What jobs are in demand? What kind of skills are employers looking for? And what kind of education and training will match and align will match and align those skills with the skills of your clients? So bringing all of this information together, I think, informs us with these maps. To take a client where they are, and helped to get them where they want to go.

Labor market information consists of things you probably are familiar with. Information including , what are the wages and benefits of the jobs in your area, by occupation? By industry? What is the unemployment rate? What are the skill requirements for jobs? Labor market information also can tell you where jobs are expected to grow in the future. And where in the region jobs are in demand and where they are not, even within regions. Within cities or larger metropolitan areas. Labor market information might be able to tell you where a company or industry is expected to expand or decline. And where growth is going to grow most into the future.

Now why is this useful for vocational rehabilitation services? We have pinpointed at least four reasons. The first is, the idea of demand-driven information. In order to link customers with jobs, we need to know where there are job opportunities. And with that information , we can begin to match client interests with those in-demand occupations and careers. Second, knowing what is in demand, we can craft and develop education and training programs that clients need to learn to get them from point a to point the. To provide them with occupational skills and qualifications so that they will have those skills that are required for employment. Certainly , employer engagement is an important part of the work we do.

Labor market information allows us to engage employee information in a richer way by discussing with them, what are the jobs that they see are growing in their firms ? In their industry? What challenges do they face? What skills and employment do they find hard to fill? So we can use our labor information to share with employers, but also to identify employers that are looking for workers and also gather additional information from employers to help us build career pathways for our clients.

Finally at a strategical and tactical administration level, labor market information can help leaders decide where to spend scarce resources. Where should there be training? What grant or program could be developed to help build effective career pathways? We access labor market information to create the data systems that will help track client support and outcomes.

We will be more specific about that later on in the webinar. So to go back to the definition of labor market information , we can think of labor market information as -- in three different ways. Three different kinds, traditional, real-time and anecdotal and I will go on to define these in the next slides. One thing I want to clarify us, the definition -- clarify is, the dish -- definition we use is one that comes from a large amount of job postings . We know from some of the surveys we've done with you that vocational rehabilitation services sometimes use the term real-time for what here we are calling anecdotal. Which, we also know may be used with a different term. The anecdotal or the VR information collected on the ground is that. If the information from the service manager, or the counselor collecting in their region with those face to face or phone conversations they have with employers , with the on the ground research you may do with your chambers of commerce. So here we are calling that anecdotal. One reason we are calling it that is, in one of the focused group -- focus groups we did in our -- with our vocational rehabilitation, that was the term that was used. Though we know people call that different things. As I go on further to define these, I hope that it becomes clearer to you how we are defining them, and you can certainly ask questions about that later on. But all of these three together bring us that labor market information and allow us to draw those maps I refer to tell us and give us deep rich knowledge about the opportunities in our region.

I referred to a survey that ICI has done with vocational rehabilitation agencies. We learned from that survey that many of you are using some form of LMI, 94% of those surveyed, and 22% of agencies reported that they use real-time LMI. That is probably a combination of the online job postings that I'm going to discuss , and the on the ground information gathering. 15 agencies also reported -- 15 agencies that use real-time also use traditional so I just presenting -- present this as a way to say that many of us are already using this information and what we hope to help you with in our webinar and the work we are doing in this grant, is to enable you all to use LMI more, and more effectively.

So now I am going to go on to just defining three types of labor market information and how they each bring a different picture of the labor market for you. For your toolbox. So the traditional labor market information is the kind of information that comes from the federal government and some state governments as well. It is released -- at set intervals, typically every year or five years. Collected through rigorous surveys that have been vetted over the years and improved.

It provides very strong and robust, sound information. About such things as, how many people are actually employed in a specific occupation in your region? So if you wanted to know how many nurses are employed in your region, or how many mechanics or how many environments -- environmental engineers, or how many pavers? You could get very specific about how many people are employed. You could also learn about whether an occupation has experienced growth over the last five or 10 years , is this an occupation that is growing, or is it in decline? As well as, you can get information on entire industries. You may be researching the transportation industry, or healthcare industry in general and you can get, again, very specific information about how many people are employed in these occupations

or these industries? What are the wages they are getting? What is the unemployment rate like for these occupations? You also can look at industry projections that economists have done using the best information available that may have. Are these jobs expected to grow, given everything we know now. So the traditional labor market information, I like to think of as the broadest overlay of our map. The highest level of detail to give you that the picture of what are the main drivers in your region of employment ? What are the

factors driving the economy there? I list here some sources of traditional LMI that you can look at more closely at your leisure. These are federal sources that are listed , sources from the Bureau of Labor Statistics, and also state and local -- we did an example from Pennsylvania, a state agency that has generated its own labor market information. Your state may have something similar you can research. Also local workforce investment Board -- boards that over -- oversee programs and have information about the employer's unemployment in the region. I'm going to move onto the slide here, to talk about real-time labor market information. Our next category and how we are defining real-time labor market information here. Real-time labor market information, you can think of as simply an online job code -- job posting. But more complicated than that , what vendors of labor market information allow you to do, and some states have also created this kind of software, they allow you to look through literally thousands and thousands of online job postings to gather information about what employers are looking for in their postings. And what I have up as a slide that shows a job posting as the kind of information you can typically find their -- there. It includes the title, the specific skills an employer may be looking for, the industry that the occupation is in, there could be wages listed , and you often find the employer's name and address.

So , the vendor or computer program can look through these thousands and thousands of ads, and by searching this database, say you are searching something like mechanics, you could search mechanics and you could see how many employers in your region has -- have a posting for that job. Is it something that is in demand? There are only one or two or do we see something like 5060 or 70 -- 50, 60 or 70? What are the skills they have? What are the top skills and bottom skills? That will give you an idea of, what is my client going to need to prepare for that occupation? Who are these employers, and what industries are they hiring these mechanics in? >> The real-time is different from the traditional in that it is not information about actual employment, but it is information about the jobs that employers need to fill. That's a really important piece of the puzzle. And also, because it's real-time, meaning you can search job postings for today , job postings in the last months, job postings in the last three months, you can see new and emerging trends that may not be appearing yet in the federal data. Something like, we have seen a new occupation that combines analytical work with electronics work that hasn't yet shown up in the federal data. Health informatics is another example where this newly emerging skill is coming to light. Jobs for application development in the IT world shows -- also shows up. >> I want to make sure that if an identifier is Mike industry --

Some vendors of real-time information include burning glass, wanted analytics,

health wanted online, monster, career builder, that's what this line shows. There are many different vendors .

Your state and workforce boards also may have access to licenses for this data. In further webinars we will talk about ways to develop partnerships to get access to these types of resources if you don't already have them.

So the third piece that we are calling anecdotal , which many VR agencies are already heavily engaged with , has to do with being on the ground, talking with employers, looking in local papers, finding out, what is coming to town? Is the new industry looking to locate where jobs are going to be available, is there downsizing that might be happening , what occupations are employers having difficulty filling? Where might there be opportunities for clients? That on-the-job information gathering that we are calling anecdotal is the third piece. I would say it's the most fine-grained that you are creating with your map. We have the traditional to give you that broad overview, the mid-level might be the online job postings that tell you what many different employers right in your area are looking for and finally right on the ground the most up-to-date information from the employers who have the strongest ties with you and the strongest relationships, that will give that final piece of information about where there are opportunities to build these alignments between your clients and employment. And as I said earlier, employers can often benefit from the other types of labor information that you collect because they are just really focused on the widgets that they are providing. When you have a conversation with them about

growth and employment you are seeing in the national numbers or online postings, it can often give you a chance to share information that is very valuable and that enhances that employer engagement piece. So, to summarize, labor market information , the traditional, real-time and anecdotal, can serve all aspects of the work at the leadership level. LMI can inform strategic planning . Tactics and targets for career outcomes, the development of data systems, it will help counselors not only access LMI but also allow you to track results and to enhance the employer engagement. Managers can use labor market information to provide training to counselors on how to access this information, how it can be useful in the work that's done. How to make that simpler , and how to integrate all of these sources into the map or a picture that can be used to help clients. And finally, counselors are working directly with the client

developing better information and they can provide those education and training links, develop pathways, career decision-making and ITE development. And with that, I am going to turn it over to Hugh Bradshaw to turn -- to talk more about how he has been using labor market information on the ground in his agency.

Super, thanks so much, make sure I am on the audio . If someone can just give me an okay, I will know I am good to go. All right, super. Thank you and I appreciate the presentation. I think it feeds in really nicely into the piece I'm going to talk about. Just a little background on the -- I am the employment services manager here in Vermont. I see quite a few familiar names here, some of whom are working with us around some progressive employment works, so they have heard about this model but I'm going to share what we have learned here in Vermont and some of the strategies we are using to actually tie counselors and employment staff a little bit closer together and be able to share labor market information . In some cases it's the anecdotal we've been talking about. In some cases it may be the broader stuff that we are finding through postings and things like that. So I will get my mug shot off of their first and foremost -- off of there first and foremost. Jobs bill is the name --

it's a regular meeting between counselors, business accountants -- account managers, and employment consultants. The employment consultants are working with

individual candidates, whereas the business account managers are strictly business outreach folks. Their primary responsibility is to go out into the community and develop relationships. And I know more and more VR agencies are beginning to use a model similar to that. The meetings are very structured, they are on a regular time and day and the length is structured as well so people know that when the meeting comes to the end, that the meeting ends. So that people know they can plan around the meeting. It is our referral mechanism so referrals from counselors to employment staff are made at the jobs bill meeting -- at the VABIR meeting and then there's a lot of brainstorming about what the candidates may be interested in about -- as far as the type of work they are looking for and that can inform the work going on in the community with the employment consultants and the Business Account Managers. I will say here in Vermont where a very rural stayed in the majority of our employers, I think 80% , are 50 employees or less, so these are small businesses, often with no HR department, not a real large budget for advertising and in fact, many of the smaller businesses have more or less given up on advertising because it's quite expensive and they are not really getting the candidates that they would like to see.

So just a little peek at a sample agenda for Jobvsille , we start with success stories, this is often an opportunity for folks to share strategies that they might've used for a particular -- it reinforces this notion of everyone being on a team and everyone working in sort of wrapping around a candidate and making sure everyone is supporting that candidate. There is a labor market update and we frame this in terms of everyone on the VR team is a job developer including counselors and administrative staff. Including support staff because everyone lives in their communities and has their own networks so we're encouraging everyone to keep their eyes open, if they see something to bring it back to this meeting and share it with the team. Part of the update is the overview of the opportunities that are out there in the skill requirements for those jobs and again that's based on conversations we're having with the businesses. The referral piece, the counselor will give an overview of the candidates experience and skills , maybe a little bit about what kind of career they are interested in going into, if they are changing careers, those kinds of things are brought to the table. There is some real-time brainstorming, so it's kind of going to the group what are they seeing, what might be a match, what if it might be for an individual so the beauty of that is, the employment consultant who gets assigned the candidate now starts off really with a few ideas already in their back pocket to go out and start doing some development work. So it's really need to watch how that plays out and how much sharing goes on. And then we do review challenging cases. So employment staff can come back to the group with the case that was perhaps earlier but they are having difficulty with it and perhaps there is an opportunity to reap present the idea -- re-present them, and really similar brainstorming happens for those individuals to help that employment staff think of some other ideas. Sometimes you get stuck. I was a job developer myself and that's sometimes a painful lonely place to be when you have someone you really want to help find employment but you've hit a wall with ideas and thoughts around where to go next. So it's nice to be able to bring those cases back to the team and get the best thinking of everyone on board.

I think of anecdotal as it's been framed as sort of labor market intelligence, versus the broader labor market information. When I say intelligence ending, this is boots on the ground conversations with the businesses. And a discussion about what they are looking for so we are talking to businesses about their current labor market needs, what their future needs might be , this is all based on face-to-face relationship building with businesses. We have the luxury of the business account managers whose job it is to do this, so they are out talking to businesses every day. One thing that we have found is that in many cases we're finding positions in businesses that are open and that the businesses are looking to fill but they are not advertised or posted anywhere. So indeed, this gives us and our candidates somewhat of a leg up if we can meet the need for the business, -- with the business the candidate is in a

good position because there aren't a lot of other applicants. We're talking to them around general skill requirements or if particular piece of machinery or equipment that a person might be required to use. Labor market information again this was covered earlier but this is gleaned from available resources, job boards, company postings, advertisements, scraping software mentioned where it will actually go through and scrape job postings from across a variety of systems. The challenge in my mind with the scraping or getting all of the advertisements in one place is, even if you find a match for your Canada, often everyone else in the community -- for your candidate, often everyone else in the community has seen it as well. So oftentimes your candidate [No audio]

Or they may have long gaps in employment or other things that could be barriers to employment. In many cases there is no direct VR connection to that business so we don't necessarily have a relationship to that business and that makes it more difficult to have a conversation when you are advocating for an individual candidate. Let's take a look at a video and I will do a quick disclaimer here. Sometimes these webinar software's will get a little glitchy with video so if it looks like it's not going to play properly, we will bail on it and in this PowerPoint, which you will all have access to, I have two links: a short version of the jobs video that we cut down a little bit for this presentation and then there's the full video. What this is is really just a peek into what these job meetings look like, what the interactions look like and some comments from counselors and employment staff who share where they see the value of having these meetings. I'm going to go ahead and release this to Rafi to show the video . >> [ Video being played ] [No audio]

He was given a pick sheet to pick off of what you -- what he wanted from that.

I think he would do fine with a pick sheet once he got an understanding of the layout and what the products were. He is very fast-paced. He could move right along.

It's an improvement in terms of how we serve our consumers but it also has built amazing rapport, especially among the counselors and employment staff.

Sharing challenges always leads to solutions. It's a great way for the staff to get help through a particular different -- particularly difficult case.

I have somebody who has a conviction behind them, it's not reflected on their resume

and I'm not sure how it's reflected on the application but they are not going past the interviewing stage.

We are a community resource. When we have success here, at jobs fill -- at VABIR and beyond, our communities benefit from that. It's a healthier community when the individuals served have success and when we have success as a group.

That temp job, after that, he went in and got the job, he's going to finish out the temp job and then Glenn transition immediately into his dream job which is kind of cool.

Full-time?

Full-time and benefits. >> The labor market update allows counselors to hear the information about events and job openings in the community. And use it to their advantage in finding employment opportunities for their clients.

The hottest things on the labor market site right now, we already touched on one of them. I don't want to use the word desperate but they are really looking for someone and I mean as soon as humanly possible. Please let me know. It is definitely a simple process to get everybody connected and it goes very quickly. >> Jobvsille works to serve a dual client: the job seeker and the employer. Putting the vocational rehabilitation people in the room together allows them to collaborate by sharing referrals, challenges and successes and labor market information in a community for my Townsville -- like

Jobvsille, they can help every member of the team.

We're hoping to focus that search so that everyone is working more effectively with them. The employment staff are giving us clear information that helps us do our job better. We're finding --

When there is open dialogue going on, the fellow who needs an answer might have an answer. >> In terms of getting experience or temporary work is going to the temp agencies .

They will do an assessment of the computer skills and often they have tutorials where a person can build their skills to get it up to speed.

Job -- Jobvsille has been helping people prepare for , and maintain meaningful employment opportunities that not only benefit the individual but their communities as well.

Okay. Thanks Rafi . Some folks to -- didn't cash -- didn't catch that all the way so I will paraphrase it. It was talking about the staff meeting on a regular basis to talk about what's available. There is a link to the video , the short version we just played and also the longer version. I would encourage you to take a look at this. It's interesting to hear from the counselor, talking about how the old model was , sort of a one-on-one relationship between one counselor and one employment consultant and it never -- the conversation never went beyond those folks and what job -- what Jobvsille does is bring everybody to the table at the same time and have those conversations in a group setting so that you can really pick the brains of everyone around the room and get everyone's best thinking around where to go next for a particular candidate or what might be out in the community for all candidates based on what the employment staff are learning out in the field. I would encourage you if you didn't catch it just then, please after the webinar and whenever you have a chance take a look at those links because it's a pretty interesting glimpse at what we're doing up here. So with that, it looks like we are on the last slide with some contact information for folks. I don't know Katie, if you have things to close out with or if anyone has final comments. Certainly we had some questions we chat window as well.

Hugh, it's Mary . Thank you so much for sharing your experiences. I guess I would ask one question, while waiting for additional questions to come in from the box. In thinking about jobs, one of the things is around really bringing the employers closer to your clients and making sure that they view the VR agencies as the place to come to , in order to find the workers they need. Have you found through your job -- through your Jobvsille program but that relationship with employers has gotten stronger ?

Great question. Really VABIR -- Jobvsille is the mechanism to share information between staff, in particular between counselors and employment staff but yes we have certainly found that working out in the field -- one of the reasons we created the business account managers here was, and this was based on my own experience as a job developer, often when you carry a caseload, you don't really have an opportunity, or you are quickly consumed by it and you don't get out and talk to businesses as much as you would like to any irony there is, unless you are talking to businesses and really exploring all options out there in the business community, you are really not tapping into all of the opportunities for your customer. So we created these business account managers specifically to do the outreach piece and what they do is open the door and connect employment staff to those businesses. But this is essentially about building relationships over time, so it's not, high, here I am I have a candidate, would you consider them. It's really a longer-term relationship developing trust with the business and what we have found here in Vermont is, we are having tremendous success with businesses coming back for more candidates based on the work that we have done with them. Now understanding, you have to provide a good level of support, you have to make sure you're connecting with a business on a regular basis, particularly if you have a candidate who's been hired or is in some kind of work experience, that's the one thing businesses have told us they really value, is the fact that we are not just dropping people on their doorstep. We are actually staying with them and supporting them in supporting the business over time, which is opposite good customer service but also brings them back for more. We've certainly seen this across the board.

I saw there's a question around how many business account managers does Vermont have? We currently have 13. We have 12 districts around the state, as I mentioned we are very well. -- We are very well. -- We have two business accounts -- managers there because of the size of the labor market in one district. We had ongoing relationships just last year with about 3500 businesses across the state of Vermont which is significant.

Another question that was asked is, did you have to add that staff called the business account managers. Were those converted from existing staff? Did you have to really promote the concept? We are on budget to get the kind of outreach person .

It's a great question. We built this capacity over time, so when we had retirements or changes in staffing patterns, we were always looking to build this business account managers capacity so it did happen over time. We started with just three and over the course of the next couple years it really built up. We actually used some of the arrow funding to build out some of the capacity and we've been able to sustain that overtime. In many states the model may be different so in some states I know the VR counselors out in the community are out talking to businesses. I would argue the same applies to them that was my experience, which is your caseload takes her time up and often times you don't really have the time to dedicate to go out and talk to businesses. I used to try different strategies, I would say okay I'm not going to go into the office until the middle of the afternoon, or I'm going to go in the office in the morning and then do business development in the afternoon and either way it seems to get tripped up. So our thinking was if we identify people to be strictly business outreach and again, it's a different skill set to. -- Too. The people working as business account managers are former staffing agency managers, they are former advertising executives, former bankers , salespeople in a variety feels positions so it definitely, we see this as a sales position and those skills around developing relationships and asking good questions and really taking the time to learn about our business.

So, Lois, I know we are hearing from Hugh about how you are using a lot more of that outreach. Can you explain, certainly a lot of the kind -- clients we've worked with that JFF have been community colleges and career placement out -- and workforce boards, which are often challenged with some of the same issues. I think that VR agencies have in the sense of having people who are looking for work needing to understand what businesses are in the area and how to make that connection. I think there are some parallels here but can you sort of talk about how perhaps career Cal's leaders -- counselors have used LMI and how that might be applicable in the VR space?

Sure solo -- a good example we are seeing play out here in Vermont is, we are identifying particular industries that we know our growth industries and they have a real need is for finding employees. I should always say the -- also say the job market here in Vermont is red-hot. Our unemployment rate is below 4% and I think 4% is the mark for full employment so we're in a very hot labor market, this is is are scrambling for workers. In fact they are beginning to rub each other of workers by offering a little more money down the road to have people jump ship. So but when we have been doing more and more of is identifying sectors and then developing in partnership with our community colleges, with our tech centers attached to high schools, our adult ticket system to really build training pipelines that we know -- where we know they need workers. We partner with businesses to identify key skill set and identify what kinds of things they need to have a person have to be competitive in their workplace. The other piece that we're using quite a bit here in Vermont and we use it particularly for tougher to place cases, people who may have a lot of barriers, who may have spotty work histories or corrections involvement before we even use it for new Americans, we have a fairly large refugee resettlement in the Burlington area, that's something we call progress of employment. It's not new to VR agencies, they've had these tools but we've done it in a much more coordinated an intentional way . This is things like work experience in job shadows and Company tours, opportunities where business can meet an individual, have them in the workplace -- I would argue that this is the best disability awareness tool that we have and that we use, is to actually put a person with a disability into a workplace but what we're finding is many of those experiences are converting to employment for our customers. It's a way we may be able to introduce someone with the skill gap or maybe a certain level of skill but there's a gap between what they have and what the -- what the business needs but we place them in these work experiences, have the business help us help that person build their skills, so we may be helping them get some training on the side but then the business is also training in the workplace. We find that to be a very successful model. We are currently working with four states. I saw Janet 2:is here from grassroots -- Janet Drudak here. But we are working on this as a pilot.

Lois, did you have anything you would add in terms of how this is used in other venues?

Yes, thanks for asking. The rate -- the career counselors and community colleges that we work with will often use the federal data sources . There are some really simple to use tools that are out there , that you may know of including things like on net ONET , where , with only a few presses of a button you can get information about the skills needed for employment. And the type of education needed for certain jobs. And it could be done with a client right there. To be able to show them, this is the kind of pathway that you can take if you are interested in it. The real-time labor market information vendors also can provide this information. Where you can do a relatively straightforward search and see, what are the skills and education requirements? How many jobs are out there? So we provide that immediate information and what's nice about that is, it doesn't require you to be calling up employers and getting information that way . The information has already been collected and it can be a tool that you can use as you are sitting down with a client or you are working on developing a plan for them.

And certainly we have found that having some of that information can be a way to really start some of those conversations with employers. So that you have some data to approach them with. I know, Hugh, you were talking about how your folks really are in the sales business, Ray? And sometimes having some of that initial background information about the occupation, the skills, the jobs, or that industry gives you a much better sense of where you can identify -- where their pain point is and how you can then begin to talk about providing solutions for those employers. Because I'm sure you have found that going in and trying to offer a solution is a much better way to get in the door than asking how you can help. So to speak.

Absolutely. Certainly the business account managers will start with the labor market information, so they will start with the LMI and look at what's there , particularly for job development purposes to identify where the growth industry -- where the growth is where they are and they can do development work based on that. It's interesting because all of these various kinds of labor market information are really being cross cut in the process. And some might seem very helpful with a client early on in their job search where they are really starting to identify a career or interest area or what kinds of things they might be interested in doing. That's a great opportunity for a counselor to sit down and go over some of the labor market information that does talk about skills and the requirements. And that's an -- that can sometimes ground people a little more as far as what they may have an interest in. Frankly, sometimes people have a perception of a job that's not quite real. So hearing more about the skill sets and hearing more about the requirements can be very helpful. And likewise experiencing the job in some -- something like a work experience or job shadow is another way to find out, is this the right fit for me as far as a career. So we used the labor market information across the board , everything you've described across the board we are using and we use it through different points in the process.

Yes we had a question about, where should LMI be used in the job hunting process or the evaluation of your quiet -- client. I think the point is that it can be used in a variety, depending on the question you are trying to answer . Labor market information, there's a lot more of it than you think and it can really help you frame questions as well as solutions as you go about your work.

Absolutely. I do see other questions appear -- as well. I don't know if I should be addressing these Katie, it looks like we have time for one or two more questions.

Yes I think go ahead work

So Lori asked, are most of your clients being placed into full-time employment and how often does your team meet?

I would say probably a good 60% of our clients are going into full-time employment or quit also have quite a significant investment support in employment programs, both on the mental health side and on the intellectual disabilities or development of disability side. Some of those customers tend to really , they fit for them, for whatever reason his part-time. But we're using the same strategies for them as we would for any other customer and what we're finding is that they are fighting employment again. -- Finding an of -- finding employment again. I see a question around folks in transition. I don't know if that means transition of youth or from one career to another. Helpful in both realms. Having that labor market information is a starting point about what kind of careers are out there and in particular what kinds of careers are in the community. That's helpful and for people making a career change, often they are struggling with, okay, whatever transferable skills? What did I developing my -- develop in my last skill -- job that I can take with me and again the labor market information is very helpful in that .

Terrific , I want to thank you, Hugh, for sharing your experience in Vermont. That was excellent and I am struck by how similar the process is that you are talking about for talking about employers -- talking with employers, talking with

clients, it doesn't matter if they are people with disabilities are not. The process is still the same as far as, what are the skills the person has, what are the skills required in the workplace and how do we make the best match there. And thank you Lois , for sharing our work here in JFF in terms of people using our information to better make decisions and think about their next steps far more strategically. Thank you for that. And Katie, thank you so much for handling the technology side. I know you've put in there several times that the PowerPoint is available online and we hope that you will take a look at the presentation and share it with many of your colleagues. Our contact information is on their. If there -- is on there. If you have any questions, please feel free to follow-up. So Katie, I will give it back to you.

Thank you, Mary, Lois and Hugh for your presentation and thank you all for attending today. The evaluation will come up on the screen in a moment. It will be a link you will follow to complete the evaluation. And then be sure to check back on Explorer viewer -- explore VR to learn more and register for all of our webinars. Thank you.

[Event Concluded]