

New Hampshire PY 2003 One-Stop Workforce Information Annual Report

The Economic and Labor Market Information Bureau of New Hampshire Employment Security, the designated employment statistics entity for New Hampshire, supplied workforce information products and services in the following core areas:

1. *Continue to populate the ALMIS Database with State Data.*
 - A. The Bureau continued to maintain the ALMIS Database, which includes NAICS-based data. Other than ongoing monthly updates of Current Employment Statistics program data; Labor Force Statistics; and Building Permits, the following data sets were upgraded with statewide data between July 2003 and June 2004:
 - Quarterly Census of Employment and Wages: quarterly data for 2001 through 2003, at the NAICS Industry Group (4-digit) level.
 - Annual Average Covered Employment and Wages: annual data for 2001 and 2002, at the NAICS Industry Group (4-digit) level.
 - Commuting Patterns: Census 2000 data.
 - Census Labor Force by Gender: Census 2000 data.
 - Occupational Projections, Industry Projections, and Industry-Occupation Matrix, 2000-2010.
 - Occupational Employment Statistics Wage estimates: annual 2002 and semi-annual 2003.

Individual occupation licensing information was updated in August 2003. This information was made available on our Bureau web site where individual occupations may be selected using a drop-down menu. The user is provided with a job description, O*Net-SOC code, contact information (including e-mail and web site of the licensing office), personal and professional requirements, fees, and additional information relating to the occupation.

The Economic and Labor Market Information Bureau provided the updated licensing information for use in ACINet.

- B. The Bureau continues to gather additional substate data where available, and extend currently available substate data contained in the ALMIS database. Other than ongoing monthly updates of Current Employment Statistics program data; Labor Force Statistics; and Building Permits, the following data sets were upgraded with substate data between July 2003 and June 2004:
 - Quarterly Census of Employment and Wages: quarterly data for 2001 through 2003, at the NAICS Industry Group (4-digit) level for counties, and at the domain level for cities/towns.

- Annual Average Covered Employment and Wages: annual data for 2001 and 2002, at the NAICS Industry Group (4-digit) level for counties, tourism regions, One-Stop regions, planning regions, and Labor Market Areas; and at the domain level for cities/towns.
 - Commuting Patterns: Census 2000 data coded at the city/town geographic area type, allowing roll up to larger substate regions.
 - Census Labor Force by Gender: Census 2000 data by Metropolitan Statistical Area.
 - Occupational Projections, Industry Projections, and Industry-Occupation Matrix, 2000-2010, for counties.
 - Occupational Employment Statistics Wage estimates: annual 2002 and semi-annual 2003 for Metropolitan Statistical Areas, Labor Market Areas, counties, planning regions, tourism regions, and One-Stop regions.
- C. The Bureau replaced personal computers used by our ALMIS database administrator and the Bureau economist to allow improved operations.

New Hampshire met its objectives regarding Activity 1.

2. *The Bureau will prepare to produce and disseminate State-level, long-term industry and occupational employment projections for calendar years 2002-2012, using the methodology, software tools, and guidelines developed by the Long-Term Employment Projections Consortium and the MicroMatrix User's Group, in consultation with the Bureau of Labor Statistics and the Employment and Training Administration.*

- A. The Bureau completed statewide long-term estimates of employment by industry, with 2002 base year employment and employment projected to 2012. These estimates incorporated annual average employment by industry (using NAICS codes) for the 1990-2002 time period.

These estimates were provided to ETA on June 29, 2004 for incorporation in America's Career InfoNet.

- B. The Bureau completed statewide long-term estimates of occupational employment, with 2002 base year employment and employment projected to 2012. These estimates incorporated the latest MicroMatrix files and national trend factors in order to be as current as possible with inputs.

These estimates were provided to ETA on June 29, 2004 for incorporation in America's Career InfoNet.

- C. The Bureau began preparation for sub-state, long-term estimates of employment by industry, with 2002 base year employment and employment projected to 2012. Part of the preparation was gathering NAICS-based substate historical industry employment. These projections will be done by county in New Hampshire.

- D. The Bureau began preparation for sub-State, long-term estimates of occupational employment, with 2002 base year employment and employment projected to 2012. These projections will be done by county in New Hampshire.

- E. The Bureau disseminated industry and occupational projections products via printed medium. These publications included a short summary of the (then) latest long term projections entitled *In Brief: Employment Projections 2000-2010*.

Publications were also placed on the Bureau web page, although publications relating to the long-term 2002-2012 period are currently in the final stages of production since the projections themselves were completed late in the Program Year.

The entire list of long-term projections publications maintained on our web site at the end of Program Year 2003 included:

- New Hampshire Employment Projections by Industry and Occupation, 2000-2010;
- Forty Occupations with the Most Annual Openings;
- Thirty Occupations with Most Job Losses;
- Forty Occupations Adding the Most Jobs;
- Job Outlook and Locator, Occupations by Industry 2000-2010; and
- In Brief: Employment Projections 2000-2010.

In addition, the Bureau populated the ALMIS database with these sets of projections to allow further public dissemination through NHnetwork, our automated Internet workforce information delivery system.

New Hampshire met its objectives regarding Activity 2.

3. *The Bureau will continue to produce and disseminate short-term, industry and occupational employment forecasts. The Bureau will use the methodology, software tools, and guidelines developed by the Short-Term Forecasts Consortium and the MicroMatrix User's Group, in consultation with the Employment and Training Administration.*

A. The Bureau prepared two sets of short-term statewide estimates of employment by industry, with the latest available base quarter of information, forecast out eight quarters.

One set covered the time period 4th Quarter 2002 - 4th Quarter 2004. These projections were based on the SIC system, and was available by January 2004.

The second set of short-term projections covered the time period 2nd Quarter 2003 – 2nd Quarter 2005. This satisfied the ETA requirement to produce short-term, industry employment estimates during PY 2003 that covered the 2003-2005 time period. These projections estimates were based on NAICS, and were delivered for use in America's Career InfoNet on June 29, 2004.

B. The Bureau prepared two sets of statewide estimates of occupational employment, with the latest available base quarter of information, forecast out eight quarters.

One set covered the time period 4th Quarter 2002 - 4th Quarter 2004. These projections were based on the SIC system, and was available by January 2004.

The second set of short-term projections covered the time period 2nd Quarter 2003 – 2nd Quarter 2005. This satisfied the ETA requirement to produce short-term, occupational employment estimates during PY 2003 that covered the 2003-2005 time period. These projections estimates were based on NAICS, and were delivered for use in America's Career InfoNet on June 29, 2004.

C. The Bureau disseminated short-term industry and occupational projections products via printed medium. These were issued as included *Short Term Projections, 4th Quarter 2002-4th Quarter 2004* (a supplement to the January 2004 issue of *Economic Conditions in New Hampshire*). The latest version of short-term industry and occupational projections were completed late in Program Year 2003, so actual publication would occur in Program Year 2004.

These estimates were also made available on our web site in .pdf format.

New Hampshire met its objectives regarding Activity 3.

4. *New Hampshire will continue to develop customer-focused occupational and career information products, incorporating related information such as occupational supply information, employment projections, forecasts and trends, and skills requirements.*

New Hampshire continued to develop these customer-focused occupational and career information products.

- A. New Hampshire began development of an Internet-based, interactive O*Net-based career information and assessment tool tailored to New Hampshire needs. Work accomplished thus far includes a user interface for interest selection. Further work was done on determining how best to pull in data from O*Net tables.
- B. New Hampshire prepared customer-focused occupational and career information publications that incorporated related information such as occupational supply information, employment projections, forecasts and trends, and skills requirements.

Foremost among these products was *Agricultural Trends in New Hampshire*, which was awarded First Place in the Innovative LMI Research category of the LMI Communications/Publications Awards at the 2004 NASWA LMI Directors' Conference. Agriculture is a small, traditional industry in New Hampshire that has had to adjust to changing times. In addition, different programs gather the data describing the industry and its occupational choices. The publication integrated information from various sources to provide a comprehensive profile of Agriculture in New Hampshire.

Other products included *Wildlife Associated Activities in New Hampshire*, which concentrated on the economic impact of such activities in the state, and *Insight into New Hampshire's Manufacturing Employment*, which discussed manufacturing location, concentration, and trends.

In addition, the Bureau prepared a hard-copy publication, *Licensed, Certified, and Registered Occupations in New Hampshire* (September 2003), which is available on the Bureau web site as a .pdf file.

New Hampshire met its objectives regarding Activity 4.

5. *Provide an employer name and address list that can be accessed by the public.*
- A. The Bureau has incorporated information from an Employer Database into NHetwork (New Hampshire Internet-based LMI delivery system).

New Hampshire met its objectives regarding Activity 5.

6. *Provide information and support to the New Hampshire Workforce Opportunity Council (the State Workforce Investment Board (WIB)) and produce other State information products and services.*
- A. The Bureau continued support for the New Hampshire econometric model through a support and maintenance contract with the developer. This model is used to analyze the short- and long-term impacts of economic changes, plant closings, proposed economic development, and other exogenous events (see 6.B., below).
- B. The Bureau continued to provide workforce and economic information and analysis using the New Hampshire econometric model.
- Produced a major project with three scenarios for economic development for the Londonderry, New Hampshire area. This was done at the request of the New Hampshire Economic Development Association (NHEDA). This project estimated the anticipated effects of three alternative development projects; the Bureau defined the likely scale of each. The Bureau then simulated the effect of each project on variables such as total employment, population, economic migration, total migration, labor force, property tax revenues, local education expenditures, and employment effects by industry.
 - The Bureau used the New Hampshire econometric model to estimate the economic impact of a company's potential relocation of some of its employment out-of-state.
 - The Bureau also began a project for the Central New Hampshire Regional Planning Commission estimating the impact of the child care industry in the area.
- C. The Bureau made several special presentations to committees of the Workforce Opportunity Council. These included presentations on trends in venture capital investment patterns and the implication for growth industries and occupations; and comparison of over-the-year and over-the-quarter industry employment changes that identified leading and lagging sectors in New Hampshire.

- D. The Bureau participated in or supported approximately two dozen job and career fairs with workforce information.
- E. The Bureau worked closely with the New Hampshire Department of Resources and Economic Development/Division of Economic Development by providing summaries of area workforce information and labor availability for their use in industrial recruitment and retention. There were twelve such projects during PY 2003.
- F. The Bureau maintained its web site as a principal source of workforce information for New Hampshire businesses, job seekers, decision-makers, and others. During the last quarter of Program Year 2003 (April-June 2004), the ELMI web site was used by 77,709 unique visitors with over 300,000 downloads of files.
- G. The Bureau began an update of Community Profiles information, incorporating latest employment, earnings, and other demographic, economic, and workforce information. The Community Profiles provide summary information on each city and town in New Hampshire and are available on our web site. During the 2nd Quarter of CY2004, there were 140,533 downloads of these files.
- H. The Bureau conducted an employee benefits survey. The survey instrument was designed and printed during December and January. Two samples were drawn, one drawn on size class and the other drawn on NAICS classification (a dual stratification sample would have required significantly more firms to be surveyed). A total of 2,546 firms were sampled on size class; 9,566 firms were sampled on NAICS codes. Adjusting for the overlap, 11,845 survey packets were mailed out in February. A second mailing was sent out in March.

Survey returns were reviewed, edited for accuracy, and input. Inputting continued through the end of the Program Year. The response rate for the size class sample was 37.4%. The response rate for the NAICS based sample was 35.4%.
- I. The Bureau participated in a multi-state Benefits consortium. Staff attended two consortium meetings during the Program Year. Staff worked primarily on survey design and the Benefits program manual.

New Hampshire met its objectives regarding Activity 6.

7. *Support development and deployment of State-based workforce information delivery systems.*

New Hampshire continued to support NHetwork, the State's Internet-based labor market information delivery system. NHetwork retrieves information from the ALMIS database.

- A. In December 2003 NHetwork's on-line interface was upgraded and went live.

- B. In April 2004, the maintenance contract with the developer was renewed for another year. The delivery system is designed for different types of users, including the general user of workforce information, students, job seekers, businesses, economic developers, WIA partners, educators, and others. Renewal of the maintenance agreement maintains NHES ELMI's ability to provide data to users.

New Hampshire met its objectives regarding Activity 7.

8. *Support State workforce information training activities.*

- A. During the Program Year, ELMI staff received training or attended seminars and workshops intended to improve the delivery and content of our LMI products. These included, but were not limited to:
 - Administrative Records Seminar sponsored by the Bureau of Labor Statistics and the Workforce Information Council
 - LMI Forum
 - New England Economic Project conference
 - ALMIS Database seminar
 - Business NH 2004 Industry Forecast Forum
 - Long-term Industry Projections seminar sponsored by the Projections Consortium

New Hampshire met its objectives regarding Activity 8.

9. *Measure customer satisfaction with workforce information products.*

- A. Working in tandem with the Division of Economic Development of the New Hampshire Department of Resources and Economic Development, and the Public Service of New Hampshire, the Economic and Labor Market Information Bureau designed a business services survey that was mailed to all manufacturers with five or more employees. Based on survey results, the Bureau tabulated “market share” and customer satisfaction scores for a wide array of business services programs in New Hampshire. The survey focused on the Department of Resources and Economic Development programs, including the Office of Business and Industrial Development; Rapid Response (Rapid Response to layoffs/plant closures); H1-B (Job Training Grants); NH Industries of the Future; and Job Training for Economic Growth programs.

Part of the survey contained questions specifically relating to familiarity and satisfaction with the Economic and Labor Market Information Bureau. ELMI business services had a higher market penetration than any of the Department of Resources and Economic Development (DRED) – Division of Economic Development (DED) programs, and had a higher satisfaction score than all but two of the DRED/DED programs.

- B. The Bureau began a program of customer follow up. The Bureau developed an inquiry tracking form and database that is used with telephone, mail, and email inquiries for workforce information. Generally within two weeks of the Bureau receiving the request for information, a customer will receive a follow up contact to determine the quality of service and the degree of usefulness.

New Hampshire met its objectives regarding Activity 9.

New Hampshire expended \$410,829 during PY2003. There was no significant variance between actual aggregate expenditures and anticipated expenditures.