

## **New York State Annual Performance Report for the PY 2011 Workforce Information Grant**

The New York State Department of Labor (NYSDOL), Division of Research and Statistics is recognized as the premier source of labor market information (LMI) in New York State. Not only are we responsible for producing a wide range of labor market data, but we also provide value added service in the form of customized, in-depth analysis and interpretation of this data to a variety of stakeholders. Our vision is “quality information for informed choice.”

New York continues to inform the State Workforce Information Board (SWIB) as they develop initiatives and policies in response to the needs of the state and local workforce investment system. We continue to provide real time access to labor market information on the Internet and through our regional labor market analysts.

New York addressed all five deliverables in PY 2011: population and maintenance of the Workforce Information Database (WID); production and dissemination of industry and occupational employment projections; conducted and published relevant economic analysis; posted products, information and reports on the Internet; and partnered and consulted with state, regional, and local workforce and economic development partners and stakeholders.

### **I. Deliverables**

#### **1. Populate the Workforce Information Database (WID) with state and local data.**

- Core data tables were updated.
- Current Employment Statistics (CES) and Local Area Unemployment Statistics (LAUS) program data were updated monthly and after the benchmarking of the series. State-produced estimates of jobs by industry for non-CES areas were also loaded monthly and after benchmarking.
- New Occupational Employment Statistics (OES) data were loaded into the Workforce Information Database and made available via the New York State Department of Labor (NYSDOL) website.
- The quarterly and annual average data from the Quarterly Census of Employment and Wages (QCEW) program was updated.
- The InfoUSA employer database was loaded as updates were received, and served as the underpinning of the Business Directory tool on the website.
- The biannual update of Occupations Licensed and Certified started in June 2012.

## **2. Produce and disseminate industry and occupational employment projections.**

Long-term industry and occupational projections were completed for the state and short-term projections were completed for the state's ten labor market regions. Short-term projections were developed according to Projections Managing Partnership's guidelines using the Micro-Matrix and Short-term Industry Projections software while long-term projections were developed using new software provided to us by the Projections Managing Partnership. The Occupational Employment Statistics program staffing patterns used to develop the projections were developed using the Estimates Delivery System. State long-term industry and occupational projections, and regional short-term industry and occupational projections, as well as all related products were made available on the Department's web site.

## **3. Conduct and publish relevant economic analyses, special workforce information, and/or economic studies determined to be of benefit to the governor and state and local WIBs.**

### Highest Wage Industries in New York State

Lists the highest wage industries in New York State and the 10 labor market regions, based on a minimum industry employment. Includes both public and private sector employment. Postal Service and Public Administration industries excluded. This analysis can be found at:  
<http://www.labor.ny.gov/stats/nys/highest-wage-industries.shtm>.

### Industry Clusters in New York's Economy: A Statewide and Regional Analysis

Report reviews 2010 employment and wage data for statewide and regional clusters in New York State. All data comes from the Quarterly Census of Employment and Wages. An analysis can be found at:  
<http://www.labor.ny.gov/stats/PDFs/Industry-Clusters-report-2010.pdf>.

#### **4. Post products, information, and reports on the Internet.**

The New York State Department of Labor Division of Research and Statistics products are regularly updated and enhanced. They can be found at <http://www.labor.state.ny.us/stats/index.shtm>.

- Published daily job opening lists for labor exchange through the WDSuite tool.
- Published monthly regional lists of occupations in which above average hiring is expected.
- Published monthly estimates of nonfarm jobs by industry for areas not funded by BLS.
- Published monthly summaries of recent job expansions and contractions by region, culled from various media sources.
- Published monthly summaries of labor market conditions on the regional web pages.
- Published monthly and quarterly Mass Layoff Statistics (MLS) data for New York State and the nation.
- Published the Employment in New York State newsletter. This monthly newsletter reviews important state, regional and county labor market statistics. It also includes two articles -- one focused at the statewide level and the other one at the regional local -- which more fully analyze recent labor market developments.
- Published the Upstate New York Labor Market Report. This monthly report highlights information on employment by industry (based on a survey of businesses) and on labor force/unemployment (based in part on a survey of households) for the 52-county Upstate New York Area. Released in connection with the New York State Department of Labor's monthly labor market press release.
- Published the Labor Market Highlights. This monthly report highlights information presented in the New York State Department of Labor's monthly labor market press release which includes information on employment by industry (based on a survey of businesses) and on labor force/unemployment (based in part on a survey of households). Released in connection with the New York State Department of Labor's monthly labor market press release.
- Published the Economic Data card, print only. It contains the latest NYS labor market data available. It presents three broad areas of information including: Economic Data (monthly nonagricultural employment, quarterly UI-covered weekly wages and monthly consumer price index percent change statistics); Unemployment Insurance ( Regular (monthly) UI Program statistics); and Labor Force (Monthly employed, unemployed and rate of unemployment by place of residence statistics).
- Published Unemployed Job Seekers per Opening. This monthly report highlights data for the Northeast region and the U.S. from the Bureau of Labor Statistics' latest Job Openings and Labor

Turnover Survey (JOLTS). (Note: JOLTS data are available nationally and regionally, but not at the state level.) The ratio of unemployed job seekers to job openings is a useful labor market indicator. It is calculated by dividing the number of unemployed workers by the number of job openings.

- Published the monthly Coincident Economic Index. More formally known as the Index of Coincident Economic Indicators (ICEI), the Index model combines and weights four key indicators of statewide economic activity, which have historically moved in conjunction with the state's business cycles:
  - private sector employment
  - unemployment rate
  - average weekly hours of manufacturing workers
  - sales tax collections

The Index is the equivalent of a weather report for the state's economy - it is designed to provide reliable and timely information about current economic conditions in New York State.

- Maintained the online Business Directory tool. This tool helps jobseekers locate potential employers in their area. The latest version of the InfoUSA's employer database was loaded and properly cited as the source.
- Published annual regional brochures on Science, Technology, Engineering and Math (STEM) occupations.
- Continued to transmit and review the required datasets for participation in the Local Employment Dynamics (LED) Program. New York also participates in the OntheMap application.

**5. Partner and consult on a continuing basis with workforce investment boards and other key workforce and economic development partners and stakeholders.**

The New York State Department of Labor's Division of Research and Statistics has ten regional offices which served local One-Stop partners, LWIBs, and stakeholders extensively.

Regional Analysts and Central Office staff:

- Served on Local Workforce Information Board (LWIB) sub-committees. Analysts attended 115 LWIB meetings across the state, and assisted in the preparation of various LWIB grant proposals to US Department of Labor and NYSDOL.
- Made over 171 presentations on various LMI topics to a variety of customers, explaining the sources and use of various datasets. For example:
  - Staff made a presentation to the State Data Center Affiliates on Workforce and Economic Development in the Capital Region. The affiliate members included regional planning council members, Cornell University Program on Applied Demographics, US Census Bureau, and other state and private agency members.
- Continued to support workforce partner initiatives with labor market information. For example:
  - Industry employment
  - Staffing patterns
  - Industry and occupational projections
  - Turnover
  - Wage rates
  - American Community Survey (ACS)
  - Current Population Survey (CPS)
  - Manufacturing wages
  - Labor supply and demand
  - Growing careers and emerging occupations for youth
  - Local health care industry data
  - Educational requirements for high demand, high wage occupations
- Partnered with and assisted stakeholders such as:
  - Hempstead Works, a LWIB affiliate
  - Chenango-Delaware-Otsego STEM Council
  - Local Economic Development Boards
  - NYSDOL Rapid Response and Layoffs Aversion Teams
  - New York City Labor Market Information Service, an LWIB funded group
  - Professional Services and Retail One-Stop
  - City University of New York (CUNY)
  - State University of New York (SUNY)
  - Center for Worker Education

- Provided workforce partners with industry employment data, UI benefits amounts, and employment prospects for computer-related occupations to assist clients considering re-training options.
- Worked with the Empire State Development Corporation (ESD), to set up an internal Share Point site to help answer various labor market information questions. Routinely collaborated with ESD providing labor market information needed to support economic development initiatives.
- Provided workforce partners and community colleges with long- and short-term occupational and industry projections; historical labor force series data; veterans statistics; and Trade Adjustment Assistance (TAA) data to assist with customer and grant-writing requests.
- Provided wage characteristics data and industry analysis as the New York State legislature considered legislation to increase the State minimum wage.
- Provided the Labor Commissioner and Executive staff with a monthly regional briefing containing BLS, Census, and One-Stop Operating System (OSOS) data; along with current labor market developments as identified by our network of regional analysts.
- Worked with the Governor's Regional Economic Development Council's (REDCs). For example:
  - Collaborated with Empire State Development Corporation (ESD), the State economic development arm, in labor market analysis to inform the regional strategic plans.
  - Participated on the Southern Tier Council's healthcare workgroup as they promoted, and created healthcare industry economic development projects.
  - Provided industry cluster information to the Council for the preparation of the Strategic Plan.
- Worked with county economic development and local WIBs to identify trends and key industries most likely to generate jobs, identify employment trends and demand occupations, and analyze labor market conditions.
- Assisted the Division of Workforce and Employment Solutions (DEWS), which serves as staff to the State WIB, as requested. For example:
  - Served on the Rapid Response and Layoff Aversion teams for 53 Rapid Response events.
  - Mining and analysis of OSOS data, and New York Job Bank's job order information.
  - Gathered and mapped youth poverty, unemployment, and characteristic data by legislative district for the NY Youth Works Program.
  - Worked continuously with the state WIB. For example, provided data to help define Urban Prosperity Zones, and distressed cities.
- Currently working with SUNY High Need Program which seed funds new curriculum and credentialing programs designed to meet workforce needs in significant industries throughout the state.
- Collaborated with the SUNY Business and Education Cooperative of the Southern Tier (SUNY BEST). A volunteer group from key economic and educational institutions whose purpose is:
  - 1) To forge strong alliances to strengthen industry specific needs, provide information and outreach for business, explore and support the business community workforce needs for traditional and emerging industry clusters, e.g., nanotechnology, biotechnology, energy, photonics, energy conservation and renewal;

- 2) to provide information on funding opportunities, collaborate on business and education legislative agendas both state-wide and federally; and
  - 3) to act as a networking organization that supports the ongoing exchange of professional knowledge and experience.
- Collaborated with executive staff from the governor's office, Office of Child and Family Services, Office of Criminal Justice Services and other agencies on the Community Outreach (CORE) initiative. CORE is a multi-agency effort initiated by the Governor's office to identify areas of distress within twelve selected cities (Newburgh, Poughkeepsie, Buffalo, Niagara Falls, Schenectady, Rochester, Albany, Mt. Vernon, Syracuse, Troy, Binghamton, and Utica) for outreach program funding. Staff created paper maps, transparency map books, and clickable maps in PDF to analyze areas of distress.
  - Collaborated with Empire State Development (ESD) in designing a method to standardize the scoring of the Consolidated Funding Applications.

## II. Customer Consultation and Requests

A consultant was hired to conduct a customer requirements analysis and to develop a solution to enhance the Labor Statistics web site. Several user groups were surveyed. What follows is a summary of the results and our customer requests.

### Customer Consultation

The consultant performed interviews and conducted group discussions with a cross section of key end users. We have grouped customer feedback into categories: navigation, content, output, and technical. This feedback will shape Phase II of our web site enhancement project.

#### Navigation

- Post schedules for regularly published information
- Clearly list all data options
- Indicate the user's current choices and location along the options choice path
- No broken links or ambiguous links to content outside of the DOL site
- Clickable categories, table options, and navigation cues (bread crumbs, and milestone indicators) - standard and consistent across the site
- A high level index of the all Labor Statistics pages, enhancing the current A to Z index
- Minimize scrolling

#### Content

- Make data, attributes, concepts, and textual explanations consistent
- Provide suggestions for interpreting data, and subsequent activities
- Content written to a ninth grade reading level
- Persistent table column headers when scrolling
- Add an "ask the analyst" email link to regional pages
- Create a universal data dictionary
- Seasonally adjusted job and unemployment data
- Link to external content that is timely and relevant
- Present data by user type

#### Output

- User refined output using filters or query parameters
- User selected layout choices, output formats, and file formats
- Use mapping, charting, and graphing applications
- Use standard report templates

## Technical

- Mobile and tablet device access
- Save output history and preferences
- Set up email subscriptions for press releases
- Share output with other users
- Integration with other DOL web assets
- Robust site search functions
- Improve back-end data performance to reduce load time
- Ability to compare and contrast data sets

## Customer Requests

A database of all customers contacting the LMI system is maintained, both in the Central Office and in the 10 regional offices. Numerous requests for labor market information were answered, below is a summary of the customer request database.

By Data Type	%
Local Area Unemployment Statistics (LAUS)	29.4%
Current Employment Statistics (CES)/ jobs	19.1%
Occupational Projections/Employment	10.1%
Applicants/Openings Data	9.6%
Quarterly Census of Employment and Wages (QCEW)	6.7%
Unemployment Insurance Claims/Beneficiaries	6.3%
Wages by Occupation	3.9%
Other	3.2%
Census/American Community Survey Data	2.9%
Business Expansions/Contractions	1.8%
One-Stop Operating System (OSOS)	1.3%
Career Information/CareerZone	1.2%
WDSuite	1.2%
Labor Market Characteristics	1.1%
Occupational Skills	less than 1%
Cost of Living (CPI)	less than 1%
Green Jobs	less than 1%
Commutation	less than 1%
Income/Poverty	less than 1%
Affirmative Action	less than 1%
Mass Layoff Statistics	less than 1%
Trade Adjustment Assistance	less than 1%
Training	less than 1%
Veterans	less than 1%
Workforce Investment Act	less than 1%

<b>By Customer Type</b>	<b>%</b>
<b>General Public</b>	<b>63.4%</b>
Media	24.2%
LWIB/One-Stop Center	12.1%
Business	10.7%
Non-Profit	5.9%
Economic Developer	4.2%
Educator: Post-Secondary	1.4%
Employee/Job Seeker	1.4%
Educator: K-12	1.0%
Other	1.0%
Training Providers	0.7%
Student	0.6%
Library	0.3%
<b>Department of Labor</b>	<b>25.5%</b>
Division of Employment and Workforce Solutions	20.2%
Other DOL Staff	3.7%
Executive Suite	0.8%
Communication's Office	0.5%
Unemployment Insurance Division	0.3%
<b>Government</b>	<b>11.1%</b>
Other Federal/State/Local Gov't Agency	10.5%
Legislature/Legislative Staff	0.5%
Governor's Office	0.1%

### **III. Expenditures**

The New York State PY 2011 Workforce Information Grant was \$1,431,886. Carry-in from the PY 2010 grant was \$47,439.84. Expenditures during PY 2011 totaled \$1,337,646.48 -- \$47,439.84 from PY 2010 carry-in plus \$1,290,206.64 from the PY 2011 grant. As of June 30, 2012, resources on order are \$9,492.72 against the PY 2011 grant.

### **IV. Summary**

Overall, PY 2011 was another successful year. Phase I of the web site enhancement project was completed, with Phase II slated for PY 2012. Customer interaction has shifted to more ad hoc requests as our workforce partners deal with fewer resources. In the coming year we endeavor to develop previous ad hoc requests into new data presentations, and address some of the customer feedback uncovered by the consultant's survey.