

Section A. The New Hampshire Statewide Employment Statistics System.

The Economic and Labor Market Information Bureau of New Hampshire Employment Security is the designated employment statistics entity for New Hampshire.

The Employment Statistics System in New Hampshire comprises traditional labor market information products generated by State-federal cooperative statistical programs in cooperation with the Bureau of Labor Statistics. These programs are the Covered Employment and Wages (ES-202), Local Area Unemployment Statistics (LAUS), Current Employment Statistics (CES), Occupational Employment Statistics (OES), and the Mass Layoff Statistics (MLS) programs. These programs provide much of the traditional core of labor market and economic information.

However, the Employment Statistics System in New Hampshire extends well beyond these traditional core BLS programs. Through the use of LMI grant funding from the U.S. Department of Labor Employment and Training Administration the Economic and Labor Market Information Bureau (ELMI) of New Hampshire Employment Security has been able to tailor its programs to state and local needs. New Hampshire is a small state, but has large-state development issues spilling over its border from Boston and Northeastern Massachusetts. In order to provide a complete and well-rounded Employment Statistics System, New Hampshire has concentrated on items such as the following in order to provide a full-fledged, multi-faceted Employment Statistics System:

1. Projections

State and substate projections, both long and short-term, provide NHWorks customers with critical knowledge upon which to base important life decisions. Industry and occupational projections contribute occupations in demand information, the bedrock of the WIA Title I-B Individual Training Account/Eligible Training Provider (ITA/ETP) System. Only training programs that lead to demand occupations qualify to be certified as ITA/ETPs. One-stop customers can save precious time and resources with knowledge of local and statewide occupational staffing patterns and projected occupational demand.

The Projections are also extensively used by the education and training community to plan course offerings and demand for training.

The business and economic development communities also use the projections in order to plan location, expansion, and development.

New Hampshire has participated in both long-term and short-term industry projections and MicroMatrix training presented by consortia sponsored by America's Labor Market Information System (ALMIS). ELMI participates on the list servers for each of these programs, actively communicating with other states' projection shops for help in using the ALMIS software, projections techniques, and sharing best practices.

Long-term forecast —

Preparation of statewide New Hampshire long-term industry and occupational projections begins with the release of U.S. projections in the fall of each odd numbered year. Databases of New Hampshire-unique economic variables have to be revised with the latest data and estimates and combined with U.S. data in the data tables of the ALMIS long term industry projections software. When this preparation is complete ELMI staff can run and choose from several models for each industry. Because the New Hampshire economy is relatively small, industry projections are done at the 2-digit SIC level. This serves to minimize disclosure problems. As we build up more historical data, we anticipate projecting some three digit SIC industries that we judge to be key to the economic future of New Hampshire.

ELMI provides occupations in demand information directly to the New Hampshire Workforce Opportunity Council's ITA/ETP Committee for use in the process of recertifying WIA eligible training providers. Users of occupations in demand and projection information can access it in hardcopy publications, at the ELMI web page, and via NHetwork, New Hampshire's economic and labor market information data system — ELMI's Internet interface with the ALMIS database.

Short-term forecast —

ELMI has used the ALMIS short-term industry projection software to produce eight-quarter projections as background to its semiannual summaries of the New Hampshire economy. We anticipate its use for WIA ITA/ETP occupations in demand purposes. The eight-quarter timeframe may be more applicable to the short-term duration of most WIA Title I-B training. However, most one-stop customers, WIA and nonWIA alike, are seeking to make vocational choices that have staying power, not yielding just immediate short-term gratification. Therefore, long-term projections may continue to be the occupational demand mechanism of choice for one-stop customers.

2. New Hampshire Customized Econometric Model —

ELMI has acquired a New Hampshire customized econometric model. In addition to projecting a wide range of economic indicators for use by policymakers, it expands the range of LMI available to the one-stop customer. Its policy simulation capacities help support State and local responses to economic events, WIA partners in their responsibilities for Rapid Response and job development, and economic development both statewide and at the local level. Specifically, the model is used to gauge the impact of plant closings at both the state and substate level, thus aiding the Rapid Response program. It is also able to simulate the impact of new industries or major new employers, stimulating and supporting economic development efforts. It also is able to anticipate how business closings and openings may affect

occupational demand in a way that ALMIS projections software cannot, since the ALMIS software is driven by historical trends.

3. ALMIS Database and automated delivery of Labor Market Information

NHES ELMI maintains a web page devoted to employment statistics. This site is the gateway to the wide array of labor market information and employment statistics maintained for New Hampshire. This page can be accessed at www.nhes.state.nh.us/lmipage.htm. Highlights include the latest available core statistics, historical trends, special research topics and publications, unemployment claims data, career resource information, and an extensive array of on-line LMI data presented in our NHnetwork and NHnetwork for Job Seekers systems, both of which extract data from the ALMIS database. Recognizing that experienced Internet users are becoming more sophisticated at the same time that Internet use is expanding rapidly to new, less knowledgeable users, the Bureau revamped its web page in 2001 to improve its appearance and user friendliness, and increase the amount of information available. The ELMI page offers a variety of formats including PDF, HTML, text, and spreadsheet options. The Bureau also added a generic e-mail address on the web page, making it easy and convenient for data users and site visitors to contact us with questions.

During May 2002, the ELMI website had 6,778 unique visitors. These visitors used 1.37 GB of bandwidth. By December 2002, this had grown to 11,835 unique visitors using 2.09 GB of bandwidth.

New Hampshire participated in the multi-state LMI Access consortium that spawned our NHnetwork Software. NHnetwork, developed by Geographic Solutions, Inc., is an Internet-enabled interface for the ALMIS Database. The investment in NHnetwork would be fruitless without ELMI's commitment to making New Hampshire's ALMIS database as good as it can be. Pursuing that goal is an ongoing process. We are continuously updating statewide data, extending various data series, replacing data that has been revised, and adding new items. New Hampshire has also extended various substate data series, replaced data that has undergone revision, and added new substate data items.

Recognizing that different stakeholders view the state in different ways, New Hampshire's NHnetwork offers statistics in an assortment of substate configurations that reflect the diverse interests and needs of New Hampshire's LMI customers. Data is provided at the minor civil division (MCD) level whenever possible. The MCD (city, town, or unincorporated place) is a common denominator from which almost all substate areas are built. This ability to aggregate regions from MCDs is particularly important to New Hampshire, whose small labor market areas (LMAs) and primary metropolitan statistical areas (PMSAs) have traditionally not followed county lines. New Hampshire's 10 counties were all established by 1840. These county divisions do not necessarily reflect current patterns of commuting and commerce. NHnetwork includes in its substate area selections Metropolitan Statistical

Areas, Vocational Education Regions, Labor Market Areas, Planning Regions, Occupational Employment Survey Regions, and Tourism Regions. None of these substate breakouts can be described in terms of counties.

4. Delivery of information to assist in targeted job search

ELMI has developed a series of special reports on high growth industries and high growth occupations in New Hampshire. The most recent of these are: "Nursing in New Hampshire," "Construction," and "Computer Occupations." These innovative publications synthesize state and national statistics about the topic from a variety of sources including many BLS and ELMI programs. They combine information such as current and historical staffing patterns estimates and wage survey data from the OES program, occupational demand and education and skills information from projections, industry employment information from the CES program, educational provider information from the ALMIS database, and occupational licensing requirements from ELMI's *Licensed Occupations in New Hampshire*.

5. Employee Benefits Information

ELMI has recognized that one critical gap in workforce information is employee benefits. In an effort to bridge this gap, ELMI has conducted periodic special surveys on general employee benefits. This general information has been made available in both hard copy and on our website.

ELMI has further recognized or anticipated that other specific benefits-related information would be necessary for a better understanding of labor force dynamics in New Hampshire. In 2000, the Bureau surveyed employers in the state to determine what types of childcare benefits were typically offered by businesses and available to employees in New Hampshire. The resultant publication, *Childcare 2000*, provided valuable information to businesses, workers and job seekers, and policy makers in New Hampshire. Another specific benefits-related survey, conducted in 2002, concentrated on retirement programs and benefits. This project was influenced by many factors such as the upcoming retirement of the Baby Boomer generation, changing industrial concentrations of employment that affects typical benefits packages, and the increased reliance on defined contribution retirement plans instead of the traditional defined benefit/pension plan. This *Retirement 2002* publication, like *Childcare 2000*, is an extension of the NHES ELMI Benefits Survey efforts, and furnishes additional intelligence about the labor exchange in New Hampshire.

6. Licensed Occupation Information

ELMI gathers and publishes information on licensed occupations in New Hampshire. It is available, at no charge, in a hardcopy publication that is supplied to libraries and school systems throughout the state and to the general public upon request. The information is also included in the ALMIS database and can be accessed by several different avenues on the Internet at ELMI's web page.

7. Local labor supply and demand information -- substate areas

Although New Hampshire is a "single Workforce Investment Board" state, WIA and the customers of the local NHWorks Job and Information Centers (New Hampshire's one-stops) demand the availability of more and more local data. To meet this need, ELMI uses the ALMIS long term industry projections and MicroMatrix softwares to produce industry and occupational projections for the state's 10 counties. The ability of the new OES program to produce substate staffing pattern estimates, has enhanced the quality of these county projections. New Hampshire has begun preparation for another series of substate occupational projections, with 2000 as the base year. These projections are county-based.

ELMI's *2000 New Hampshire Occupational Employment and Wages* reported employment estimates and corresponding wage data, by occupation for New Hampshire, statewide, and for fourteen substate areas consisting of single LMAs and combinations of LMAs. This is annual publication containing wage and employment estimates for up to 450 occupations, for statewide and 14 substate areas. Data tables include job title, SOC (Standard Occupational Classification) code, estimated employment, mean wage, 25th, 50th and 75th wage percentiles, as well as percent of relative error for both employment and mean wage. The employment estimates and wages are based on survey results from the Occupational Employment Statistics program. The ELMI website has recently incorporated tables produced by the Estimates Delivery System (EDS). These tables display statewide, and substate occupational wage estimates for either labor market areas or counties. In addition to the estimated employment, percentile distribution of wages, and mean wages, this system shows for an occupation the areas where the most jobs are, and separately the areas where the wages are highest. These area profiles map the substate occupational wage information for easy interpretation.

NHnetwork also makes OES wage data available for counties, LMAs, and MSAs.

Two "Profile of New Hampshire" publications (by county and by LMA) report covered employment, total wages, and average weekly wage by industry for counties, LMAs, and cities and towns. This data is also available on NHnetwork in more detail at the city and town level.

Summary

In New Hampshire we have been able to construct an LMI system that works for our stakeholders. This has been possible in part because ELMI is able to:

- ◆ Adapt the information that we produce with our core LMI programs.
- ◆ Add statistics that we generate from our own special New Hampshire ELMI research projects.
- ◆ Accumulate additional useful data from many other sources local, state, and national, public and private.
- ◆ Disseminate this information in ways that work for New Hampshire — publications, web pages, and NHnetwork. Distribution through all of these avenues is available to all of our workforce development partners and customers.
- ◆ Adjust products and information based on follow-up surveys of LMI users, participation on committees involved in workforce development, and ongoing conversations with data users in the workforce development community.

This system is kept relevant to our stakeholders through contact with them. Bureau staff work with several committees and subcommittees of the Workforce Opportunity Council, New Hampshire's Workforce Investment Board, and the Bureau develops products to meet the needs of the Council. Through surveys of product users, the Bureau identifies the needs of the business community in New Hampshire. This has resulted in modifications of products to enhance usability. The Bureau also works with NHWorks One-stop staff to explain and promote the use of LMI with individual customers.

ELMI has worked to meet the unique requirements of the New Hampshire geography, history, patterns of commuting and commerce, the needs of our planners and decision makers, and most importantly our NHWorks one-stop customers. Those customers are the workers and businesses that make the New Hampshire economy go.

Section B. One-Stop Labor Market Information Annual Plan.

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

1. Continue to populate the ALMIS Database with State Data.
 - A. The Bureau will concentrate on maintaining the ALMIS (America's Labor Market Information System) Database in New Hampshire, refreshing New Hampshire data, continued data collection, and further population of the database. This will include the start of ES-202 and CES conversion from the Standard Industrial Classification (SIC) coding system to the North American Industry Classification System (NAICS). The ALMIS Database version 2.2 will be used. The Bureau will ensure that New Hampshire occupational licensing information available via ACINet conforms to O*NET SOC. New Hampshire will begin the next round of occupational licensing information updates in June 2003, after the current Legislative session.

The ALMIS database structure allows New Hampshire to store information in a single format and location to facilitate information delivery to a wide range of customers. The database serves as the cornerstone for information delivery, research, and product development.

The ALMIS Database v 2.2 will be installed and tested in July 2002. Updates will be ongoing during PY2002.

This product supports the New Hampshire Workforce Information Act/Wagner-Peyser Five Year Strategic Plan. The Executive Summary of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act listed five major goals that will lead to sustained improvement in New Hampshire's workforce development system. The first goal listed is to improve the labor exchange and labor market information for all employers and individuals. Maintaining the ALMIS database is a major element in reaching this goal.

Principal direct users will be Economic and Labor Market Information Bureau staff members. Indirect users, through NHetwork and other products, will be job seekers, employers, government policy makers, economic developers, and the workforce development community.

This activity will be measured by the database elements updated. Anticipated cost for Program Year 2002 is \$36,500.

- B. The Bureau will continue to gather additional substate data where available, and extend currently available substate data contained in the ALMIS database.

The Bureau recognizes the value of local labor market information. In response to questions from the workforce development community, employers, and other users of labor market information, New Hampshire has populated the ALMIS database with extensive substate information. At least some information is available by county, metropolitan statistical area/labor market area, planning region, vocational education region, tourism region, Occupational Employment Statistics (OES) wage survey region, and by city and town.

Updates will be ongoing during PY2002.

The availability of substate data supports the New Hampshire Workforce Information Act/Wagner-Peyser Five Year Strategic Plan. The Executive Summary of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act listed five major goals that will lead to sustained improvement in New Hampshire's workforce development system. The first goal listed is to improve the labor exchange and labor market information for all employers and individuals. Maintaining substate data in the ALMIS database is a major element in reaching this goal.

Principal direct users will be Economic and Labor Market Information Bureau staff members. Indirect users, through NHnetwork and other products, will be job seekers, employers, government policy makers, economic developers, and the workforce development community.

This activity will be measured by the database elements updated. Anticipated cost for Program Year 2002 is \$20,500.

- C. The Bureau will replace personal computers used by staff in support of the ALMIS database.

Newer and more powerful personal computers will support complex applications and allow faster processing. This equipment will be ordered by June 2003.

Users will be Bureau Staff.

Anticipated cost for Program Year 2002 will be \$5,000.

2. The Bureau will continue to produce and disseminate State-level, long-term industry and occupational employment projections for calendar years 2000-2010, 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 will complete preparation of statewide estimates of employment by industry, with 2000 base year employment and employment projected to 2010.

The process will incorporate the latest ES-202 information to modify long-term industry projections in order to be as current as possible with inputs.

Review and modification will be complete by the end of July 2002.

The Bureau will also develop NAICS-based historical industry employment series for statewide projections and test the series with the long-term projections models.

The long-term industry projections support the New Hampshire Workforce Information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development.

Principal users will be Vocational and Technical colleges, employment counselors, economic developers and planners, high school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

This activity will be measured by updating data files, running and reviewing preliminary estimates, adjusting assumptions, and preparing employment projections by industry. Anticipated cost for Program Year 2002 is \$4,000.

B. The Bureau will prepare statewide estimates of occupational employment, with 2000 base year employment and employment projected to 2010.

The process will incorporate the latest MicroMatrix files and national trend factors in order to be as current as possible with inputs.

The New Hampshire statewide long-term occupational forecast will be

completed by the end of December 2002.

The long-term statewide occupational projections support the New Hampshire Workforce Information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development.

Principal users will be Vocational and Technical colleges, employment counselors, economic developers and planners, high school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

This activity will be measured by application of micromatrix techniques and generation of occupational employment estimates consistent with the industry employment projections. Anticipated cost for Program Year 2002 is \$20,500.

- C. The Bureau will disseminate the long-term, statewide industry and occupational projections. The Bureau will produce and disseminate a hard-copy publication of New Hampshire long-term, statewide industry and occupational projections. This publication will also be placed on the Bureau web page. In addition, the Bureau will populate the ALMIS database with these sets of projections to allow further public dissemination through NNetwork, our automated Internet labor market information delivery system.

Hard copy publication will be sent to press by the end of February 2003. The publication will be placed on our web site at the same time. Anticipated cost for Program Year 2002 is \$3,500.

- D. The Bureau will produce sub-State, long-term estimates of employment by industry, with 2000 base year employment and employment projected to 2010. This project will conform to the stipulation by the Employment and Training Administration that the primary focus for PY2002 should be the production of sub-State, long-term projections. These projections will be done by county in New Hampshire.

The Bureau will also develop NAICS-based historical industry employment series for substate projections and test the series with the substate long-term projections models.

The sub-State, long-term industry projections will be completed by the end of April 2003.

The sub-State, long-term industry projections support the New Hampshire Workforce Information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development. The Bureau has worked with several committees and subcommittees of the New Hampshire Workforce Opportunity Council. One particular area of interest has been sub-State area projections of industry trends. This product fills a data gap.

Principal users will be Vocational and Technical colleges, employment counselors, economic developers and planners, high school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

This activity will be measured by updating data files, running and reviewing preliminary estimates, adjusting assumptions, and preparing long-term, sub-State employment projections by industry. Anticipated cost for Program Year 2002 is \$8,500.

- E. The Bureau will produce sub-State, long-term estimates of occupational employment, with 2000 base year employment and employment projected to 2010. This project will conform to the stipulation by the Employment and Training Administration that the primary focus for PY2002 should be the production of sub-State, long-term projections. These projections will be done by county in New Hampshire.

The sub-State, long-term occupational employment projections will be completed by the end of April 2003.

The sub-State, long-term occupational employment projections support the New Hampshire Workforce Information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce

development. The Bureau has worked with several committees and subcommittees of the New Hampshire Workforce Opportunity Council. One particular area of interest has been sub-State area projections of industry trends. This product fills a data gap.

Principal users will be Vocational and Technical colleges, employment counselors, economic developers and planners, high school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

This activity will be measured by updating data files, running and reviewing preliminary estimates, adjusting assumptions, and preparing long-term, sub-State occupational employment projections. Anticipated cost for Program Year 2002 is \$11,500.

- F. The Bureau will disseminate the long-term, sub-State industry and occupational projections. The Bureau will produce and disseminate on demand a hard-copy publication of New Hampshire long-term, industry and occupational projections by county. These publications will also be placed on the Bureau web page. In addition, the Bureau will populate the ALMIS database with these sets of projections to allow further public dissemination through NHnetwork, our automated Internet labor market information delivery system.

These publications will be available by the end of May 2003. The publications will be placed on our web site at the same time. Anticipated cost for Program Year 2002 is \$2,500.

- 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 will prepare statewide estimates of employment by industry, with the latest available base quarter of information, forecast out eight quarters. This will satisfy the ETA requirement to produce short-term, industry employment estimates during PY 2002.

These estimates will be prepared twice during the Program Year. They will be done in October 2002 and in March 2003. This will allow their incorporation in the Bureau's biennial Economic Summaries. Additional public dissemination will be in accordance with procedures to be developed by the Short-Term Forecasts Consortium in consultation with ETA.

The Bureau will also develop NAICS-based historical industry employment series for short-term statewide projections and test the series with the appropriate projections models.

The short-term industry projections support the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development.

Principal users will be individuals evaluating career changes and options, Vocational and Technical colleges, employment counselors, economic, high school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

This activity will be measured by necessary data files being updated, and production of the actual forecasts of employment by industry. Anticipated cost for Program Year 2002 is \$11,500.

- B. The Bureau will prepare statewide estimates of occupational employment, with the latest available base quarter of information, forecast out eight quarters. This will satisfy the ETA requirement to produce short-term, occupational employment estimates during PY 2002.

These estimates will be prepared twice during the Program Year. They will be done in October 2002 and in March 2003. This will allow their incorporation in the Bureau's biennial Economic Summaries. Additional public dissemination will be in accordance with procedures to be developed by the Short-Term Forecasts Consortium in consultation with ETA.

The short-term occupational employment projections support the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development.

Principal users will be individuals evaluating career changes and options, Vocational and Technical colleges, employment counselors, economic, high

school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

This activity will be measured by necessary data files being updated, and production of the actual forecasts of employment by industry. Anticipated cost for Program Year 2002 is \$11,500.

- C. The Bureau will disseminate the short-term, industry and occupational projections. The Bureau will place these estimates on the Bureau web page.

These will be placed on the web page twice during the Program Year, following their production.

Principal users will be individuals evaluating career changes and options, Vocational and Technical colleges, employment counselors, economic, high school guidance counselors, students, unemployed persons searching for jobs, government policy makers, and the workforce development community.

Anticipated cost for Program Year 2002 is \$2,000.

- 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.

- A. New Hampshire will participate in CareerZone multistate consortium sponsored by NASWA/CESER and the New York State Department of Labor to support and develop an O*Net-based career information and assessment tool tailored to New Hampshire needs.

CareerZone is an interactive application on the Internet. Using the O*NET database, CareerZone provides students and other users with information on thousands of occupations. It also allows access to on-line job preparation tools such as a resume builder, a cover letter builder, a reference list maker and a job application practice form. CareerZone links students to college and career information, as well as up-to-date information on job opportunities. Developed for New York State, with funds from the Employment and Training Administration, CareerZone has been recognized as a successful technology tool and has received national acclaim through receipt of numerous prestigious awards. The success system is the model for a similar customized application for use by New Hampshire workforce development agencies.

The CareerZone system would support the New Hampshire Workforce

information Act/Wagner-Peyser Five Year Strategic Plan. **Section D** of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section identified the challenges in meeting the rising knowledge and skills needs of New Hampshire's employers, and to develop an in-state supply of educated and skilled workers. Part of this will be fulfilled by CareerZone through the availability and integration of occupational information, trends, O*Net skills requirements, and training providers. These have been needs identified by the workforce development community in New Hampshire.

Principal users will be students, school systems, guidance counselors, job seekers, employers, government policy makers, the workforce development community, and the general public. **Emerging Workers, Current Workers, and Employers** as identified in Sections **D.8.0, D.9.0, and D.10.0** of the **State Unified Plan** would specifically have identified needs met.

The annual CareerZone consortium fee will be charged to the One-Stop Labor Market Information Grant, as will file preparation and administrative costs. This activity will be measured by New Hampshire's participation in the CareerZone User's Group, the production of a CareerZone product tailored to New Hampshire needs, review and modification of any data files necessary for the tailored product, and administration of the system in New Hampshire.

Anticipated cost for Program Year 2002 is \$20,000.

- B. The Bureau will continue to produce occupational specialty publications for New Hampshire. These publications highlight individual occupations or industries with groups of occupations, employment outlooks, occupational skills and education requirements, programs that provide related training, and occupational wages. The occupational specialty publications focus on occupations either expected to be in unusual demand, or to be in contraction, and integrate many different elements of labor market information.

The occupational specialty and industry highlight publications support the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development. These publications highlight occupations in demand (growing occupations); declining occupations; and individual industry trends incorporating typical occupational profiles of that industry.

Principal users will be Vocational and Technical Colleges, employment counselors, economic developers and planners, students, school systems, high school guidance counselors, job seekers, government policy makers, the workforce development community, and the general public.

This activity will be measured by the completion of occupational and industry profile papers produced and disseminated to users of occupational and labor market information. Our target is to produce at least one publication or highlight paper every two months, on average. Anticipated cost for Program Year 2002 is \$18,500.

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

A. The Bureau will incorporate information from an Employer Database into NHnetwork (New Hampshire Internet-based LMI delivery system).

New Hampshire is licensed to use the ALMIS Employer Database, and will integrate the ALMIS Employer Database with the ALMIS Database in accordance with ALMIS Database Consortium guidelines. We anticipate that this will be provided twice annually. The ALMIS Database feeds into NHnetwork, the New Hampshire Internet-based LMI delivery system, where the Employer Database information would be available to the public, especially concentrating on job seekers.

The integration of the Employer Database into NHnetwork supports the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. **Section B** of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains in **Section B.1.0** the State Vision of the One-Stop System, which includes making labor market information more accessible and relevant to customers. Also, in **Section B.5.0** the State Unified Plan promotes the NHnetwork system. Employer Database information will assist jobseekers in their search for meaningful employment through the convenient and easy-to-use NHnetwork information delivery system.

Principal users will be employment counselors, high school guidance counselors, students entering the workforce, and unemployed persons looking for jobs.

This activity will be measured by the actual update of NHnetwork files with Employer Database information. Anticipated cost for Program Year 2002 is \$7,500.

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 will continue support for the New Hampshire econometric model through a support and maintenance contract with the developer. This model will be 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).

This activity supports the goals of the **State Unified Plan** as expressed in parts of **Sections B and D**. The identification of types of workers who will likely be affected by negative economic changes, and a prediction of the types of workers needed in response to business openings and specific economic development will enable the Workforce Opportunity Council and the NH Works partners to efficiently use their resources to serve both employers and job seekers.

Principal direct users will be staff members of the Economic and Labor Market Information Bureau.

This activity will be measured by the continued approved maintenance contract. The anticipated cost in Program Year 2002 is \$28,900.

B. The Bureau will continue to Prepare additional labor market information products and reports, including economic impact studies using the New Hampshire econometric model.

Target three special economic impact studies per year.

Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act presented a Needs Assessment. This section described in **D.1.0. Economic and Labor Market Trends**, **D.2.0. Growing and Declining Industries**, and **D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development. The economic impact studies using the New Hampshire econometric model will provide information about the impacts of significant plant shutdowns or development, and the anticipated impact on occupational demand and workforce development requirements.

Principal users will be employers, government policy makers, economic planners and developers, the workforce development community, and the general public.

This activity will be measured by the number of economic impact studies produced during the year. Anticipated cost for Program Year 2002 is \$41,600.

- C. The Bureau will produce sub-State area updates on labor force trends, industrial composition, and occupational analysis through the use of characteristics of the insured unemployed.

The Economic and Labor Market Information Bureau has participated on several committees and work groups of the Workforce Opportunity Council, and this process has identified unemployed worker characteristics as a data gap, and among the most currently required information. The production of these reports will support the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development. These area updates will track industry trends and characteristics, including occupational group, of the insured unemployed on a county basis. These summaries will identify the types of insured unemployed workers in each area and allow for targeted worker investment.

Principal users will be government policy makers and members of the workforce development community.

Anticipated cost for Program Year 2002 will be \$18,500.

- D. The Bureau will work with new hires data to generate tracking of employment changes and turnover by industry and area. This will help identify areas where hiring is taking place, regardless of what is indicated by the level of employment.

The production of this information will support the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. Section D of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act contains a **Needs Assessment**. This section described in **D.1.0. Economic and Labor Market Trends, D.2.0. Growing and Declining Industries, and D.3.0. Key Occupational Trends** the types of information required to assess the New Hampshire economy and guide decisionmaking related to workforce development. These reports on labor turnover will add a dimension to the available

information about where jobs are being created in the New Hampshire economy.

Principal users will be government policy makers and members of the workforce development community.

Anticipated cost for Program Year 2002 will be \$35,000.

- E. The Bureau will print the results of its survey of employer retirement program offerings.

During Program Year 2001, the Bureau conducted a special survey of employers regarding the types of retirement programs they offered. This was an extension of the periodic benefits survey conducted by the Bureau. The Workforce Information Council, a unique structure for State-federal cooperation in planning and overseeing the workforce information system, issued a detailed annual plan for 2000-2004, **Quality Information -- Informed Choices**. The Workforce Information council identified several critical information needs, including “providing new data, especially on current job vacancies, occupational skills, and fringe benefits at the State and local levels.” This need was further identified in **Section D. Needs Assessment / Section D.10.0: Employers** of the State Unified Plan.

Principal uses will be job seekers, employers, government policy makers, economic developers, and the workforce development community.

This activity will be measured by customer survey. Anticipated cost for Program Year 2002 is \$6,000.

- F. The Bureau will participate in a multi-state Benefits consortium.

The Workforce Information Council, a unique structure for State-federal cooperation in planning and overseeing the workforce information system, issued a detailed annual plan for 2000-2004, **Quality Information -- Informed Choices**. The Workforce Information council identified several critical information needs, including “providing new data, especially on current job vacancies, occupational skills, and fringe benefits at the State and local levels.” New Hampshire has conducted a well-received benefits survey several times in recent years, but a multi-state consortium will help develop a product that will use consistent methodology and produce data that will be comparable across states. A benefits survey helps fulfill this need in New Hampshire, identified in **Section D. Needs Assessment / Section D.10.0: Employers** of the State Unified Plan.

Principal uses will be job seekers, employers, government policy makers, economic developers, and the workforce development community.

This activity will be measured by participation in the consortium.
Anticipated cost for Program Year 2002 is \$6,000.

- G. The Bureau will replace up to six personal computers used by staff in support of labor market information products development.

Newer and more powerful personal computers will support complex applications and allow faster processing. This equipment will be ordered by June 2003.

Users will be Bureau Staff.

Anticipated cost for Program Year 2002 will be \$13,500.

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

- A. New Hampshire will continue to support NHnetwork, the State's Internet-based labor market information delivery system. This delivery system contains two parts, one designed for the general user of labor market information, and the other designed for job seekers.

The Bureau will continue an active support and maintenance contract with the developer. This will be renewed by April 2003.

Section B of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act described the one-Stop System envisioned for New Hampshire. Section B.5.0 was specifically dedicated to **Making Labor Market Information More Useful and Relevant to Customers**. This section recognized the importance of this system, developed through ELMI's participation in the LMI Access Consortium.

Principal users will be job seekers, employers, government policy makers, economic developers, the workforce development community, and the general public.

This activity will be measured by the continued approved support and maintenance contract. Anticipated cost for Program Year 2002 is \$25,000.

8. Support State workforce information training activities.

- A. The Bureau will continue to support the workforce development community with training in how labor market information can be effectively used with customers.

This activity will be ongoing during the Program Year, with events scheduled to ensure that staff from each NH Works center receive training and updates regarding labor market information.

The training of NH Works office staff will support the New Hampshire Workforce information Act/Wagner-Peyser Five Year Strategic Plan. Section A: Vision and Goals of the State Unified Plan submitted by New Hampshire under Section 501 of the Workforce Investment Act described the one-Stop System envisioned for New Hampshire. Section A.4.0 addressed Staff development as a significant operational challenge to be overcome. This labor market information training to service providers in NH Works centers will remedy this.

Direct beneficiaries will be staff of the WIA partners in New Hampshire. Indirect beneficiaries will be job seekers, youth, dislocated workers, other primary clients of the WIA partners, and employers.

This activity will be measured by the number of training sessions, the degree to which representatives from all of the WIA partners are supplied training, and the standard that representatives from all NH Works centers are provided labor market information training. Anticipated cost during Program Year 2002 is \$6,000.

- B. Provide training to Labor Market Information professionals to improve delivery and content of LMI products. This includes attendance at sessions provided through the ALMIS Institute related to the production and improvement of labor market information products. One specific goal is to schedule an LMI Analyst Training session to be held in New Hampshire, tentatively in November 2002. This training session would be attended by ten-twelve Labor Market Analysts in the Bureau.

Ongoing throughout the Program Year, according to availability and relevance.

Section A: Vision and Goals of the State Unified Plan submitted by New Hampshire under Section 501 of the Workforce Investment Act described the one-Stop System envisioned for New Hampshire. **Section A.4.0** addressed Staff development as a significant operational challenge to be overcome.

Principal direct users will be staff members of the Economic and Labor

Market Information Bureau. Indirect beneficiaries will be all users of New Hampshire labor market information products.

This activity will be measured by the number of individuals provided specific training, and an evaluation of how this training meets our labor market information production needs. Anticipated cost during Program Year 2002 is \$12,000.

9. Measure customer satisfaction with labor market information products.
 - A. The Bureau will review current labor market information products with users through a series of surveys. These will be generated on an ongoing basis.

Section B of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act described the one-Stop System envisioned for New Hampshire. Section B.5.0 was specifically dedicated to **Making Labor Market Information More Useful and Relevant to Customers**. Part of this involves seeking input from users of labor market information, including employers, educators, and other key consumers. In addition, section 309 of the Workforce Investment Act (amending section 15 of the Wagner-Peyser Act) requires consultation with customers of the statewide employment statistics system.

The Bureau will use surveys related to specific publications and releases, as well as delivery systems such as NNetwork and the Bureau's labor market information web page. Each of these survey forms will specifically ask a respondent to identify if they are a member of the business community, a job seeker, a member of the workforce system, or some other classification. In this way, we will be able to assess users by category, and identify what suggested modifications specific classes of users would like to see.

These surveys will cover all users of labor market information.

This activity will be measured by the number of surveys conducted, responses generated, and subsequent modifications or adjustments to accommodate newly identified needs. Anticipated cost for Program Year 2002 is \$14,223.

Total anticipated cost for Program Year 2002 is \$390,223.

Part C. Customer Satisfaction Assessment.

As mentioned in Part B, number 9 above, ELMI will measure customer satisfaction with a variety of our labor market information products.

The Bureau will review current labor market information products with users through a series of surveys. These will be generated on an ongoing basis.

1. Survey specific publications, data releases, and products.

Section B of the **State Unified Plan** submitted by New Hampshire under Section 501 of the Workforce Investment Act described the one-Stop System envisioned for New Hampshire. Section B.5.0 was specifically dedicated to **Making Labor Market Information More Useful and Relevant to Customers**. Part of this involves seeking input from users of labor market information, including employers, educators, and other key consumers. In addition, section 309 of the Workforce Investment Act (amending section 15 of the Wagner-Peyser Act) requires consultation with customers of the statewide employment statistics system.

The Bureau will use surveys related to specific publications and releases, as well as delivery systems such as NNetwork and the Bureau's labor market information web page. Each of these survey forms will specifically ask a respondent to identify if they are a member of the business community, a job seeker, a member of the workforce system, or some other classification. In this way, we will be able to assess users by category, and identify what suggested modifications specific classes of users would like to see.

These surveys will cover all users of labor market information.

2. Automated customer satisfaction survey.

In an effort to collect customer satisfaction information on an ongoing basis, to minimize printing and mailing costs, and to reduce the response burden on LMI data users, ELMI will work to develop an automated customer satisfaction survey. This survey could be developed in a manner that requires ELMI to send e-mail survey forms to data users, which could be completed and returned via e-mail. Alternatively, ELMI may develop a form resident on the ELMI web site, allowing data users an opportunity to submit an assessment of the overall employment statistics system at any time.

In either case, customers would be requested to identify themselves according to user classification – employer/business community, job seeker, partner in workforce development, or other category.