

New Hampshire PY 2004 One-Stop Workforce Information Annual Report

Core Products and Services

The Economic and Labor Market Information Bureau of New Hampshire Employment Security, the designated workforce information 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 converted from ALMIS database version 2.2 to ALMIS database version 2.3, loading data into both FoxPro and Oracle database containers.
 - B. 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; Consumer Price Index; and Building Permits, the following data sets were upgraded with statewide and sub-state data between July 2004 and June 2005:
 - Quarterly Census of Employment and Wages (QCEW): quarterly data at the NAICS Industry Group (4-digit) level, for statewide and counties.
 - Annual Average QCEW: historical annual average data for 1990 – 2000, at the NAICS Industry Group (4-digit) level, based on BLS LDB files, for statewide and counties.
 - Annual Average QCEW: historical annual average data for 1990 – 2000, at the NAICS Domain and Sector levels, based on BLS LDB files, for cities/towns.
 - Occupational Employment Statistics Wage estimates: based on November 2003 survey panel for Statewide, MSA, LMA, county, planning regions, one-stop office areas, and tourism regions.
 - Long-term Industry and Occupational Projections, and Industry-Occupation Matrix, 2002-2012, for statewide and county.
 - Short-term Industry and Occupational Projections, 2004Q2-2006Q2 for statewide.
 - Current Employment Statistics (CES) benchmark and historical data revision to NAICS and newly established Metropolitan Areas and Metropolitan Divisions. Statewide and United States, 1939-

2004; Metropolitan Area, 1990-2004.

- Measures of Personal Income (BEA), statewide, annual 2001-2004; statewide by quarter, 2001Q1 through 2004Q4 (revised); county, annual 2001-2003.
- Estimated Median Family Income (Housing and Urban Development), statewide, county, and US, annual 2003-2005.
- Population estimates (Census), statewide, county, and county subdivision, revised 1990-1999; statewide, county, and US, 2000-2004.
- Employer Database, municipality, 2005 first and second editions.
- Schools, Programs, and Program Completers, 2002-2003 school year.

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

The Bureau will prepare to produce and disseminate State-level, short-term industry and occupational employment projections for calendar years 2004-2006, using the methodology, software tools, and guidelines developed by the Projections Workgroup and the Projections Management Partnership. 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 2004. The Bureau will maintain NAICS-based historical industry employment series for short-term statewide projections.

The Bureau will also prepare sub-state (county) level long-term industry and occupational employment projections for calendar years 2002-2012.

- A. The Bureau published 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 1972-2002 time period. These estimates were published in hard copy in November 2004.

- B. The Bureau updated statewide long-term projections data on our website through these tables:
- 25 occupations with the most annual openings (2002-2012)
 - 25 fastest-growing occupations (2002-2012)
 - 25 occupations adding the most jobs (2002-2012)
 - comparison of fastest growing occupations
- C. The Bureau completed sub-state, long-term estimates of employment by industry, with 2002 base year employment and employment projected to 2012. This was the first set of sub-state projections using NAICS-based sub-state historical industry employment. These projections were completed in April 2005 and were posted on the ELMI website.
- D. The Bureau completed sub-state, long-term estimates of occupational employment, with 2002 base year employment and employment projected to 2012. These projections were done by county in New Hampshire. These projections were completed in April 2005 and were posted on the ELMI website.
- E. The Bureau began preparing hard copy 2002-2012 long-term sub-state industry and occupation projections publications. These will be printed during PY2005.
- F. The ELMI Bureau populated the ALMIS database with these sets of projections to allow further public dissemination through NHetwork, our automated Internet workforce information delivery system.
- G. 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 2003Q4-2005Q4. These projections were NAICS-based, and were available in August 2004.

The second set of short-term projections covered the time period 2004Q2-2006Q2. This satisfied the ETA requirement to produce short-term, industry employment estimates during PY 2004 that covered the 2004-2006 time period. These projections estimates were NAICS-based, and were delivered for use in America's Career InfoNet on June 8, 2005.

- H. 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 2003Q4-2005Q4. These projections use SOC definitions, and were available in August 2004.

The second set of short-term occupational projections covered the time period 2004Q2-2006Q2. This satisfied the ETA requirement to produce short-term, occupational employment estimates during PY 2004 that covered the 2004-2006 time period. These projected estimates use SOC definitions, and were delivered for use in America's Career InfoNet on June 8, 2005.

- I. The Bureau disseminated short-term industry and occupational projections products via printed medium. These were issued as featured articles in the August 2004 issue of *Economic Conditions in New Hampshire* (2003Q4-2005Q5 projections), and in the June 2005 issue of *Economic Conditions in New Hampshire* (2004Q2-2006Q2 projections). These estimates were also made available on our web site in .pdf format.

- 3. *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 customer-focused occupational and career information products.

- A. The Bureau published the results from its 2004 survey of employee benefits in New Hampshire, releasing *2004 New Hampshire Benefits* in January 2005. This detailed benefits offered by New Hampshire employers, and displayed results by firm size and by industry. This information is useful for job seekers when evaluating employment prospects by industry and firm size. It is also valuable information for State economic developers when recruiting new firms and new jobs to New Hampshire.
- B. New Hampshire continued work on development of an interactive O*Net-based career information and assessment tool for the Internet, tailored to New Hampshire needs. Completion of this activity has been deferred as a result of State reorganization of Information Technology services. This project will be continued in PY2005.

- C. 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.
- Products included the January 2005 *New Hampshire Job Outlook and Locator*. This publication is designed to help job seekers identify what industries staff individual occupations. This is especially useful during job search activities.
 - Other products included *Medical Assistants in New Hampshire*, a May 2005 publication that profiled an occupation projected to be high growth in the state. The data include breakouts of where Medical Assistants were employed by county; training programs for Medical Assistants; occupational earnings by county; and certification issues.
 - The Bureau started its biennial update of *Licensed, Certified, and Registered Occupations in New Hampshire*. Data gathering will continue during the early part of PY2005, when the data will be assembled and published.

4. *Ensure that workforce information and support required by state and local workforce investment boards are provided.*

The Bureau will continue to develop workforce and economic information through use of our New Hampshire econometric model, and 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.

- 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.
- B. The Bureau continued to provide workforce and economic information and analysis using the New Hampshire econometric model.
- The Economic and Labor Market Information Bureau used the REMI New Hampshire econometric model to analyze the impact of a potential closure of the Portsmouth Naval Shipyard.

The Base Realignment and Closure Act required the Department of Defense to prepare a list of military establishments recommended for realignment or closure. The Portsmouth Naval Shipyard, located in Kittery, Maine, is within the Portsmouth NH-ME Metropolitan NECTA, and employs over 4,800 workers. About forty percent of these workers commute to the Shipyard from cities and towns in New Hampshire. The Bureau evaluated what impact a closure of the PNSY would have on New Hampshire employment, occupations, income, and other economic variables. The Economic and Labor Market Information Bureau released this study in April 2005. The Department of Defense BRAC list was released in May and the Portsmouth Naval Shipyard was recommended for closure.

- The Economic and Labor Market Information Bureau evaluated the Department of Defense assessment of the impact of closing the Portsmouth Naval Shipyard. This analysis was released on May 31, 2005.
 - The Bureau conducted an analysis of the Finance Industry in New Hampshire to assess the impact and employment interactions of the sector. The final publication will be available during PY2005.
 - The Bureau began a requested impact study comparing the effects of two alternative economic development projects in Lincoln, New Hampshire at the request of the North Country Council, the regional economic development agency. Their objective is to evaluate options to recruit employers to provide new jobs in the area.
- C. The Bureau made 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. The information was also placed on our website.
- D. The Bureau participated in or supported 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 six such projects during PY 2004.

- 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 2004 (April-June 2005), the ELMI web site was used by an average of 41,000 unique visitors per month. These visitors downloaded over 333,000 files during the quarter. During the entire program year, July 1, 2004-June 30, 2005, over 1,335,000 files were downloaded – an average of more than 111,000 per month.

- G. The Bureau began an update of the *New Hampshire Community Profiles*, 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 CY2005, there were 229,760 downloads of these files. There were 793,274 downloads of Community Profiles files during PY2004.

- H. The Bureau continued its participation in a multi-state Benefits consortium. Staff attended two consortium meetings during the Program Year. Staff worked primarily on survey design and the completion of the Benefits program manual.

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

New Hampshire continued to support NHNetwork, the State's Internet-based labor market information delivery system. NHNetwork accesses and displays data from the ALMIS database.

- A. In April 2005, 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.

- B. During PY2004, the Bureau has worked with the New Hampshire State Office of Information Technology Web Development Team to prepare an enhanced electronic delivery system of workforce and

labor market information. This state-specific application for ALMIS data delivery is based on suggestions from data users, and will provide access to the full contents of the ALMIS database, including multiple sub-state regions and time series data in a clean, user-friendly web interface. This will be available during PY2005.

6. *Support State workforce information training activities.*

- A. ELMI staff provided copies of the ALMIS Employer Database on CD to each One-Stop office. This was followed by training in how to access and use the Employer Database for representatives from each office.
- B. ELMI staff provided Labor Market Information training for One-Stop front-line staff through presentations at each office during PY2005.
- C. ELMI staff provided training in the use of the ELMI website to local office Certifying Officers.
- D. 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:
 - LMI Forum
 - REMI Educational Seminar & Workshop on Economic Modeling and Policy Analysis
 - ALMIS Database Administrator seminar
 - New England Economic Project

Consultation and Customer Satisfaction Assessment

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

- A. The Bureau began a program of customer tracking and follow up in late PY 2003. This system does not capture all inquiries. However, during PY 2004, 525 requests for information were logged in, 245 of which were identified as businesses or individuals; 52 as economic development agencies; 83 from the media; and additional inquiries from elected or other government officials; other state agencies; local

offices; and others. Random follow up telephone calls revealed that 89.7% of clients were very satisfied; 8.8% were somewhat satisfied; 1.5% were somewhat dissatisfied; and 0.0% were very dissatisfied.

- B. ELMI began discussions with the Division of Economic Development of the New Hampshire Department of Resources and Economic Development about a follow up survey on business services, similar to the survey jointly conducted during Program Year 2003. Part of the survey would contain questions specifically relating to familiarity and satisfaction with the Economic and Labor Market Information Bureau. ELMI and DRED have drafted a survey instrument, but target universe and timing have not been determined at this point.

- C. In spring 2005 ELMI surveyed users of *Economic Conditions in New Hampshire*, our monthly publication of current LMI news. Usable responses were received from 375 users, 70% of whom read *Economic Conditions* each month. The survey results indicated that lead articles about economic information; employment tables; information about publications just released; and information about the unemployment rate were the most useful and highly rated items. Based on written comments, ELMI was able to conclude that users are satisfied with the range and type of information offered. Additional suggestions about including different bits of data and information will guide ELMI in preparing future articles about social and economic topics of interest to businesses, economic developers, and citizens of New Hampshire. A summary of the survey results was published in the September 2005 issue of *Economic Conditions in New Hampshire*.

New Hampshire obligated \$439,059 during PY2004.