

**Guam
Labor Market Information (LMI) Products & Services
One-Stop/LMI**

**Annual Plan Narrative
PY 2002**

April 08, 2003

Summary

The Program Year 2002 One-Stop Labor Market Information (LMI) program contains a plan for continued program operation with additional technological and program advancements.

The 2002 LMI plan is organized into three sections.

- 1) A description of the Statewide Employment Statistics System
- 2) Labor Market Information Products and Services
- 3) Customer Satisfaction Assessment

The Workforce Information program provides invaluable technical support, and strategic direction to support a comprehensive Labor Market Information system. The objectives while desirable for both state and territories, need to realistically consider that the base statistical programs operating in all states on which to deliver labor market information in large part do not exist in Guam. Also there is a fixed base cost associated with the implementation and operation of most of the labor market programs and delivery systems. As the funding allocation for this program is largely determined by size, the result is that this funds for the Guam program are approximately the equivalent of one professional staff including associated office expenses to accomplish all of the objectives and activities outlined in the plan.

A Description of the Statewide Employment Statistics System

The Territory wide employment statistics system includes a plan for consulting with Local Boards, Individuals and with the Business Community. We plan to schedule a formal meeting between LMI staff and the WIA board members either separately or as a business item in their board meetings as the board's schedule permits. This meeting will include a briefing on the status and availability of LMI products, discussion on how the products can be used for WIA purposes and offer the opportunity for WIA input on the system verbally and with a comment form. We will also let them know that we are available to consult with in the future as the need arises and how they can access the latest information.

Individuals and the business community will be consulted for their professional opinions in developing LMI forecasts and analysis in areas of their individual or corporate expertise. We plan to be available for questions and comments by businesses and individuals in public forums such as talk shows, and professional group meetings such as the Rotary club, Human Resources association, the Chamber of Commerce and others. We will add a comment section on our web site to e-mail comments.

The broad strategic approach for workforce information delivery to the system's three principal consumer groups - the business community, individuals and the states' workforce development system includes a number of strategies. New labor and economic information is broadly disseminated to a wide audience through press releases & media interviews which provide immediate notification of the availability of new information and the broad highlights and trends. This makes the information publicly available to anyone who wants it since they know of its availability and the source of the information. Publication racks are maintained specifically for Labor Market Information at the Bureau of Labor Statistics and the One-Stop Career Center. We will re-establish links between the One-Stop and the LMI websites. The printed publications provide information in a more comprehensive format than usually contained in the media stories for customers with more specific requirements. In our survey mailings we often include the latest publication form the survey data or a reference to it online. The Labor Market Information is available online but currently needs to be updated as the staff who updated the web site transferred to another agency. We are working to update it and to institutionalize the updating process so that the latest data is posted as soon as it becomes available. Also work is in progress to allow customer customization of the information queried, extracted, and organized for the need on paper or in spreadsheet or database formats. Information and reports are now being e-mailed to

individuals, businesses and other researchers in excel and PDF formats when requested.

The LMI plan supports the WIA five year plan for state and local Workforce Development by providing information components outlined in the plan as needed to develop training and placement programs including employment by occupation, industrial structure of the employment and wage information. The LMI plan supports the WIA plan objective of making the Labor Market Information available with the latest technology by bringing LMI to users electronically via e-mail and the web.

Guam participates in two U.S. Department of Labor, Bureau of Labor Statistics, Federal-State cooperative statistics programs. They are the Occupational Employment Statistics (OES) and the Occupational Safety and Health (OSH) statistics programs. The OES program now provides comprehensive wage data by occupation. The programs operate with the same survey forms, computer software, training, procedures and timeframes as the programs do in all participating states. These programs receive grantor technical assistance, monitoring and program and data review to ensure high quality and continuity of the data series. The Guam data is available on the U.S. DOL, BLS web site and is comparable with that of all other cooperative program data, as well as the national data.

As with the rest of the North America, Guam has adopted the North American Industrial Classification System (NAICS). All establishments with employees have been dual coded with both the Standard Industrial Classification (SIC) code and the NAICS code for the transition period which varies somewhat by program.

This year the OES program transitioned from a one panel per year on the three-year cycle to a two panel per year survey. Guam successfully made this transition. The Guam program has always in every survey exceeded often substantially, its deliverable requirements in the survey response requirement since the program was implemented on Guam in the 1990. This is important to obtain the maximum reliability of the estimates and to permit the greatest possible occupational detail. Guam was one of the areas choosing to collect wage information when the wage component of the survey was initiated and before it was required for all program participants. The OES program made the transition to the SOC based coding system of occupational classification. The OSH program has been operating on Guam even longer dating back to the seventies. It made a major transition from a universe survey to large sample survey that collected more detail on the injuries and illnesses.

Since Guam does not have an unemployment insurance program, the ES-202 program employment information is not available. As an alternative to it, for employment data purposes, the Guam Department of Labor, Bureau of Labor Statistics conducts an annual census of employers collecting various employment information. The publication titled the "Annual Census of Establishments" provides comprehensive high quality industry employment data summarizing all employers data on Guam. The report has been published annually and provides a continuous 16 year unbroken time series of industry employment classified at the 4 digit SIC level and higher levels of aggregation. It provides additional detail on employment by sex, part/full-time, citizenship or visa classification and by employer size class and location. It provided information on Micronesian employment for the Compact Impact report produced annually by the Bureau of Planning, now named the Bureau of Statistics and Plans. The Guam Bureau of Labor Statistics also operates a program modeled on the Federal/State cooperative Current Employment Statistics program and with it collects and publishes the Current Employment report quarterly with employment, hours and earnings estimates by ownership sector, private and public and by industry division. It is comparable to the U.S. program, which produces monthly data. Guam BLS has a locally funded program section to conduct household surveys to produce unemployment information. This program is designed to conduct quarterly surveys using temporary survey staff and produce the unemployment rate and various demographic information for Guam. It requests supplemental information in March of each year to produce per capita and household income statistics. This program began in 1974 and was modeled after the U.S. Current Population Survey (CPS). The program still uses the paper CPS survey form and is considering moving to the laptop computer collection system which has been used in the states for a number of years. The program was funded for most of its life since 1974 and had operated fairly reliably over the years. The budget for survey workers necessary to operate this program was squeezed out of the general fund budget several years ago and the program has operated on an irregular basis from other funding sources since then but has managed to produce at least one survey each year.

Implementation of the American Community Survey has been suggested by the U.S. Census Bureau staff and the possibility will be discussed this summer during a visit from the Census Bureau.

The U.S. Census Bureau in coordination with the Guam Department of Commerce conducted the Decennial Population survey for Guam along with the rest of the nation. The 2000 Census data for Guam is now available for the major summary tables on the Census Bureau's web site. This data product provides an array of demographic detail about the population and the

labor force not available elsewhere. The Census Population data for Guam is available for 1920 - 2000.

The U.S. Census Bureau also conducts the Economic Census on a semi-decenial basis. The Guam Department of Labor is the local coordinating organization for the 2003 Census. This survey provides a variety of comprehensive informations on the industries on Guam. This data includes location, sales, employment, payroll, expenses, and type of business, type of organization, citizenship status and sex of the owner/ownership.

The state agency's strategy for consulting with the state and local workforce investment boards, the business community, individuals and workforce development professionals to determine to determine customers' workforce information needs is eclectic. As Guam is a small community the Chief Economist and State Labor Market Information Director knows and has met with, been on various committees and in consultation with most of the members of the Workforce Information board on a number of occasions. Meetings to discuss the economy, labor market information products and how they can be used specifically are planned for on an annual basis to update new members and provide an overview. Other meetings and contacts are focused on more technical assistance with information for specific objectives and LMI staff is readily available by phone, fax, e-mail and personal meetings. Once such meeting occurred with the visit of the Bank of Hawaii & East West Center Economist Wali Osman in which discussions occurred regarding the economy and related issues with LMI and WIA and One-Stop members. Guam's Labor Market Information Director & Chief Economist was included in the Governor's September 11 economic recovery committee and the Governor elect's fiscal policy transition team and now as a staff member for the Tax Policy Committee.

The statewide employment statistics system supports the state's WIA/Wagner-Peyser Five Year Strategic Plan for state and local workforce development. The plan emphasizes the essential need for unemployment information to have meaningful evaluation of service provider's placement rates, as placement rates vary inversely and considerably with unemployment rates. The Five-Year plan notes the need to offer streamlined services using the most advanced technological tools including electronic access. It notes the need to provide employers wage and salary information, which is provided through the OES program. The plan contains market analysis which is heavily dependant on the Current Employment Survey industry and wage trend data produced quarterly.

Labor Market Information Products and Services

1) Continue to populate the ALMIS Database with State Data

Guam has started using and will continue to use the latest ALMIS database version available to populate with local data. It is currently version 2.2. We will populate the core tables to the extent data is available, Guam lacks the ES-202 and most other programs which are the source of many of the core tables. We will start with the most requested CES type employment data and unemployment data produced by our local surveys. Other Guam BLS data from the Occupational Employment Statistics (OES) and long term projections data will be used to populate the database next. Other economic data for Guam is currently available in the Guam Quarterly Economic Review published by the Guam Department of Commerce and is already available on their website. Inclusion of these items produced by agencies than the Guam Department of Labor will be the lowest priority since it is already available to the public electronically.

One staff Statistician II with database experience has been assigned to oversee this project. She has been in contact with the Database Consortium's technical support staff by e-mail and phone to resolve a variety of procedural and technical details so the information and format for Guam is consistent in definitions and format with the other states.

We have developed for our project management purposes, an excel spreadsheet of all of the ALMIS database tables. For each database we have identified the source of the data indicating whether the data source is available on Guam. We have a column indicating that the data base format is completed and ready for data entry. There are columns for

assignment of the databases to staff for data entry and the status of completion. We have a column identifying the source of the data.

The three tables that the states are required to populate license.dbf, licauth.dbf, and lichist.dbf have been completed. The information was submitted to the National Crosswalk Service Center (NCSC) for inclusion on the America's Career Information Network (ACINet) site in text format. We have recently made updates to the files with the latest phone numbers and locations for the licensing agencies and are resubmitting the updated databases.

Previously populating the ALMIS database was a very low priority for us – the priority was and will continue to be just producing basic employment and unemployment data. Without it there is nothing with which to populate such a database. Having information on Guam at all is a priority that precedes elegant dissemination methods. Producing this data is the foundation and key ingredient in all ALMIS products. Nonetheless, having it available electronically on the Internet in a format consistent with all States has been a long sought objective of many researchers and a standard recently becoming expected by the public. The lack of technical knowledge, support & training about the implementation and use of this database combined with its complexity and limited administrative staff are reasons why progress previously was limited but significant progress in recent months has been made. In addition to being a priority of the National office it has recently become a higher priority for our office for several reasons. One, having the data in such a database format helps to archive and store the historical data in a secure manner so that it continues to be available for future use even if older paper publications are no longer accessible. It provides greater likely-hood of public accessibility as experienced staff leave the office due to other opportunities or retirement. Finally, it is a format which drives the latest consortium Labor Market Information web site software. The purpose of such delivery is to provide, through various search and query options, customers the data series they chose for their needs in an electronic format for the time period needed. Users can choose the detail of information they want for custom reports and to use in other electronic formats for further analysis.

Funding under this area is for survey worker/data entry staff to populate the databases. We tentatively plan for staff to attend the ALMIS database training offered by the LMI institute if it can be arranged.

Milestones include:

- March 2003 - Updating the occupational license database files with the SOC coding.
- April 2003 Submit the updated files to NCSC
- February 2003 Populating the labforce data table
- April 2003 Populating the ces data table
- May 2003 Populating the CPI data table

Principal customers of the licensed occupations data would be persons involved in career assessment, counseling and persons considering relocating to another area to identify the necessary licensing requirements and administering agency to contact. Business, Government agencies and private and academic researchers would be the primary users of the ALMIS databases available through web based delivery systems or by e-mail. The One-Stop director continually emphasizes the need to have the LMI data accessible on-line. Data users who call by phone to request information often ask if such information is available online so they may access it at their convenience in the future. Product focus is getting the primary tables populated on available to users electronically through e-mail and web hosted data bases and queries. We will consult with the board concerning their priorities of this and other products in the scheduled board meeting. We do not anticipate WIA support for this activity. Measurable outcomes include listing each data base as it is populated or updated.

Budgeted funding for this activity: \$20,000

2) Produce and disseminate long-term, industry and occupational employment projections.

- We intend to produce long-term Territory wide industry and occupational projections with 2000 as the base year and 2010 as a projected year in coordination with the BLS National Projections for the same period.
- We intend to submit our projections in accordance with instructions to be issued by the Long-Term Projections Consortium for placement on the ALMIS State Projections Internet site. Sub-state level projections are not planned as the island 35 mile long island functions as essentially one labor market for most occupations and data is not generally available to produce smaller area estimates. We currently have the Industry Projections software as we have downloaded the latest release. We have staff who have completed training on this system and ready to proceed with these industry projections. We have substantial technical capabilities in this area. The historical series currently available is only available in the Standard Industrial Classification format. The projections to 2010 will

initially be in the SIC format but if/when the historical series are converted to NAICS based system then the projections can be done on the NAICS classification. Once the projections are completed, we will use them to populate the associated ALMIS database tables. The principle customers for employment projections are government and industry for business planning and economic development and government financing. Government and private educational and training institutions use employment projections to plan training programs. Individuals may use industry and occupational employment projections in their consideration of career training or placement plans.

- We plan to have a draft report by March 2004 and have them published on paper, on our Internet website and submitted to U.S. BLS by June 30, 2004 for inclusion on the national BLS website.

• Unlike the 50 states, which have the ES-202 and CES programs to develop employment time series essential to the industry employment projections, Guam, instead, must conduct the Annual Census of Establishments to produce the detailed industry time series employment data to be used in the industry projections model. This funding will pay for the non-personnel costs associated with these programs which produce quarterly data at the Standard Industrial Classification Division level and annually at the four digit level. The data is now being dual coded with both NAICS and SIC to facilitate future projections. Principle customers are industry analysts in government and financial industries and training providers including the University of Guam, Guam Community College and Workforce Investment Act training programs. This activity is budgeted at \$10,000.

Long Term Occupational Employment Projections will use consortium methodology. They will use SIC based historical series and when the historical series is available in the NAICS classification system they will be NAICS based.

- Occupational Projections are a work activity scheduled for late Calendar Year 2003 or early 2004 following the completion and release of the industry projections.
- Training on the Occupational Projections system will be required for this activity and funded for two staff under this grant.

For the same reasons as the industry forecasts, no sub-state forecasts are planned. The primary customers for this information are educational and training institution planners to focus both long-term program and shorter-term curriculum and course content planning. We will discuss this item with

the WIA board and solicit their funding and support if they see it as a priority. Any such reports will be published on paper, on the web site and included in the ALMIS data base tables. The occupational projections will incorporate the latest data from the Occupational Employment Statistics (OES) Program. The budget for this activity is \$2,500

3) Produce and disseminate short-term, industry and occupational employment forecasts.

We have budgeted training for this forecasting system by the consortium under this grant for one or two of our BLS staff. As we have not yet reviewed the system and its requirements we will conduct an analysis to the data input requirements and the feasibility of implementing this system on Guam. This system may require supplementation with additional employer survey data requests to produce useful and credible short-term estimates. We do have an interest in implementing short-term projections to support shorter-term training with higher job placement potential especially to support the Workforce Investment Act.

- The scheduled activities include obtaining a copy of the software from the Consortium and reviewing it by December 31, 2003 and
- By December 2004, obtaining training; capacity building activities.
- Obtaining staff and funding for the project

We do not plan to implement short-term industry and occupational forecasting as the funding and staffing is inadequate to permit it and the reliability is at this point questionable given the lack of current data in most cases and no monthly time series data and few quarterly time series data except industry employment. We will discuss this item with the WIA board and if they wish to fund or staff such an activity we will provide staff and technical coordination. It will require supplemental funding from other sources to complete. We do plan to begin obtaining such capacity as the recent terrorist public health and international events, may require a reassessment of the priority of doing some kind of short-term forecasts. Currently we have a Guam econometric model capable of producing short-term industry forecasts for selected industry groups although not occupational forecasts. The data required for the model to be fully operational however is no longer available and the model is not currently in operation as the responsible agency, the Guam Finance Commission has been abolished. The users of short-term occupational forecasts would be human resource managers and short-term training providers primarily WIA. Budgeted funding is \$2,500

4) Develop occupational and career information products for public use.

We intend to continue work to make our Labor Market Information available through quarterly employment and semi-annual unemployment publications. Annual publications are planned as usual for the Annual Census of Establishments employer survey and Occupational Employment & Wage Statistics (OES) survey. The OES survey and its published results are SOC based. An annual economic and key industry assessment is planned in conjunction with the annual Government of Guam General Fund budget forecasting process. Publications in paper and electronic form will follow any industry and occupational projections made.

Milestones are:

- Quarterly publication of the Current Employment Report
- Quarterly publication of the Economic Review
- Annual publication of the Annual Census of Establishments
- Annual publication of an Economic Outlook report.

We do not have the resources or plans to make further additional occupational analysis products available. A wide range of public policy uses is made of the industry data for macroeconomic analysis. The occupational analysis is used primarily for the wage information by personnel offices of employers and in conjunction with alien labor certification and immigration requests. Budgeted funding is \$17,500

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

There are many technical, confidentiality and database management, control, ownership and usage issues which needed to be addressed to provide such a list. Those issues have not been adequately resolved in the past. All of them are not currently resolved; however, we have a solution modeled after one of the other states to request in a mail survey such information for an employment and business database.

- The plan is to mail to all employers on Guam in conjunction with our March 2003 Annual Census of Establishments a supplemental form authorizing the release of the information for such a list. The information would include employers' firm and establishment name, employment size classification, mailing address, street address and location, industry and industry code, contact information including phone, fax and email and possibly primary products and services.
- The data collection process is scheduled for completion September 2003.
- This employer database is scheduled for public release in December 2003 in a paper format and in an electronic format on our website.

We would like the Guam database to be included in the employer database produced for the states by a private contractor. We have had discussions with the contractor previously but have not worked out arrangements to have Guam data collected or funded such inclusion in the national contract.

- We will contact the contractor and the consortium by January 2003 before we conduct our survey with the objective of including Guam data with the other States data on the CD or a website. We will develop the list on a one-time basis next year and evaluate the cost and public interest.

We will seriously consider transferring the database and its maintenance in future years to a private contractor either locally or with the Consortium. The employment service would be a user along with individual job seekers and businesses and individuals seeking additional business information in an electronic format and beyond that contained in the phone book. Budgeted funding is: \$4,736

6) Provide information and support to State and local Workforce Investment Boards and produce other State information products and services.

We intend to provide the information we produce including references to other sources and analysis to assist Guam's Workforce Investment Board. The Department of Labor's Director is a member of the Board. The Senior Economist has met with board members at their monthly meeting and discussed our information at length with individual board members. We obtain information about customer needs from customer requests. As we are a small community we are closely linked to most customers. We will review Consortium customer needs and satisfaction surveys as they produce them for application here. Limited funding and staff will severely restrict our ability to produce any additional products beyond those outlined in this application. Requests for such additional information with offers of substantial funding will be seriously considered. No funds are budgeted for this activity, as it will only involve locally fund staff time rather than out of pocket cost. Milestones include:

- Attendance –Presentation at WIB Meeting
- Obtain & Review Consortium Customer service survey

7) Improve and deploy electronic state workforce information delivery systems.

We plan to do this through our Bureau of Labor Statistics website.

We do not anticipate any need to produce any substate data and we do not plan to do so.

- By November 2003, we intend to add the capability to access Guam's data through our local website.
- By December 2003 make data from the ALMIS database either from the Guam data base directly or via links to a consolidated state site hosting state ALMIS databases if available.

Increasingly a large segment of the population and virtually all business, government and educational researchers use and desire electronic access. Budgeted funding for this activity is \$5,000.

8) Fund State workforce information training activities.

Training through a seminar for LMI users is a service, which we have done in the past, and is a service we can provide as requested. We expect to provide such services to those who use such information frequently including guidance counselors, One-Stop administrative and placement personnel and Workforce Investment Board members and staff.

We normally plan to conduct one or two more formal presentations on their own or as a seminar at a larger WIC or other employment conference. Training sessions lasting more than an hour would include ten to thirty participants. Short informational presentations to groups may involve twenty to fifty participants. We will invite WIC members for such training sessions. We have offered such services but do not currently have one scheduled. We have, upon invitation this year, provided short LMI informational presentations at the Rotary Club and Society for Human Resource Management members.

We provide regular information services as requested by phone, fax and e-mail and personnel visits regarding specific data for particular applications and customer needs. Most business development users, students, researchers, job searchers and employers want assistance when needed and specific data for their use rather than a general training seminar on LMI. Attendance at LMI training & conferences including the LMI Institute is a planned activity for Guam BLS staff. This is budgeted at \$6,000. Milestones:

- Scheduling and completing staff training.

- Scheduling and completing customer training.

Customer Satisfaction Assessment

We continually assess customer satisfaction through comments made during information requests which come in by phone, e-mail, fax, personal visits and in meeting discussions where comments indicate the value of the data, the need for better more timely accessibility on-line and the need for a number of data products which do not exist primarily for staff and budget reasons. Comments made in news and business articles are noted.

We plan to formalize the customer needs and satisfaction of Business users, Job seekers and Workforce system staff by including counters on the web site to monitor usage and a section requesting comments combined with the facility for the user to easily e-mail comments.

We will add to our quarterly economic review and other major printed publications and their web accessible copies in PDF formats requests for comments on the value & use of the publication. We will open and maintain a file of the comments for evaluation of the services and products noting priorities, changes desired and any deficiencies. We will distribute a written comment form in more formal information seminars, staff training seminars and WIA meetings. No separate costs are budgeted for this activity.